



SHANTABAA MEDICAL COLLEGE AND GENERAL HOSPITAL AMRELI

CITIZEN CHARTER



www.smcgh.edu.in



General Hospital Campus,
B/h. S.T. Bus Stand, Amreli

ABOUT

Shantabaa Medical College & General Hospital is a modern healthcare provider and educational institute established under Public Private Partnership of Smt. Shantaben Haribhai Gajera Charitable trust with the Government of Gujarat in 2019 at Amreli district. Amreli, nestled in the Saurashtra region of Gujarat, India Bordered by Bhavnagar, Rajkot, Junagadh, and Gir Somnath districts, the amreli district is predominantly rural, with agriculture being the mainstay of its economy. amreli is also a hub cum epicenter of education, as most of the students from remote areas of the district are directed to amreli for higher education and college facilities. Moreover, it nurtures two major multi-educational institutes established and run by our Gajera Trust a decade ago, namely Sankul & Vidyasabha.

Shantabaa Medical College & General Hospital is dedicated to offering quality healthcare services at no cost to all patients who seek treatment. The hospital serves diverse segments of society, including the needy and underprivileged. The Hospital serves as the district's primary healthcare institution, offering a range of medical services, including emergency care, outpatient services, inpatient care, and specialized treatments. This hospital is equipped with modern medical technology and staffed by qualified healthcare professionals, ensuring that comprehensive care is available to those in need.

VISION

To provide a world class integrated healthcare system, human development with a focus on compassionate patient care to the underprivileged people, by leveraging state-of-the-art technology led by a team of committed professionals equipped with the finest medical skills and competencies.” Building a sustainable society of ignited young innovators, empowered with equal opportunities to thrive and flourish, and enhancing each life by realizing One Happiness!

MISSION

To train competent, compassionate and caring physicians through excellence in teaching, patient care and medical research. To build an Educational Centre of Excellence in Teaching as well as Training, to render treatment at an affordable cost and to maintain standards, ethics and morale at a level the area may be proud of.

LOCATION

Shantabaa Medical College & General Hospital is located in the middle of Amreli city at Amreli District of Gujarat State. The medical college is a short drive away from the main bus stand in Amreli, providing easy access via public transport. The closest major airport is Rajkot Airport, located approximately 110 kilometers away, providing domestic flight connection.

ENQUIRY AND INFORMATION ABOUT COLLEGE & HOSPITAL

Help Desk and Registration Counter is located at the entrance of the Hospital Building.

Contact Number: - 02792 – 350101, 232223

Website: www.smcgh.edu.in

E-mail: info@smcgh.edu.in

HELPLINE

Casualty: - 02792 – 232223

CASUALTY AND EMERGENCY SERVICES

Location : Ground Floor (Old Hospital Building)

Our Casualty Department operates 24/7, providing immediate medical assistance to individuals with urgent medical needs. Upon arrival, patients will be registered swiftly and without charge at the Casualty registration counter. We prioritize timely medical assessments and treatments, utilizing all available hospital investigations for accurate diagnosis and prompt intervention.

Apart from Casualty Medical Officers, the Casualty department has teams of specialized doctors in Medicine, Surgery, Orthopedics, Pediatrics, Obstetrics, and Gynecology, alongside junior doctors, nurses, and paramedics.

During peak times, non-urgent cases may experience some waiting periods, but our commitment remains to minimize delays and prioritize critical cases. Our treating doctors have the authority to call any specialist who is available on call for consultations as and when necessary. Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

We uphold patient rights to respectful treatment, confidentiality, and informed decision-making. Our Casualty Department adheres strictly to emergency protocols, ensuring preparedness for a wide range of medical emergencies.

We pledge to operate with transparency, compliance with regulations, and a dedication to providing equitable, high-quality emergency medical care to our community.

OUTPATIENT DEPARTMENT (OPD) SERVICES

Location : Ground Floor (Old Hospital Building)

OPD Time : - Morning 9 AM to 12 PM and Evening 3 PM to 5 PM (Monday to Friday)

Morning 9 AM to 12 PM (Saturday)

OPD registration and Case paper are provided free of charge at the OPD Registration counter for consultation in any speciality. In addition to new and follow-up OPD patients, those referred from tertiary and other hospitals must also register their cases.

Consultations are on a first-come, first-serve basis, with priority given to emergencies and senior citizens. During consultations, doctors will provide requisition forms for investigations and guide patients accordingly. Sample collection for investigation is on the Ground Floor during OPD time. Some particular investigations are done on particular days only. Our OPD offers various services, including ECG, Injection, immunization, plaster application, and minor surgical interventions.

INDOOR SERVICES

The hospital has a total of 800 beds available for indoor facilities across all clinical departments. Upon admission, the staff provides clear guidelines on the admission process, including registration and initial assessment. Out of these, 380 beds are designated for free use by needy and underprivileged individuals.

All indoor patients will be treated by specialized doctors according to their needs. Patients will receive round-the-clock care from Junior Resident doctors and nursing staff under the supervision and guidance of the treating consultant. Patient attendants are available in all wards to assist with inpatient care and related activities.

Along with the general ward, the hospital has specialized departments such as ICU, ICCU, SICU, NICU, PICU, OBICU, and a Burns Ward, all equipped with modern medical equipment including ventilators, monitors, defibrillators, nebulizers, and incubators. Additionally, services such as physiotherapy, dietary services, and counseling are available to support patient care.

Bed linen is changed at the time of admission and subsequently on every alternate day, as well as whenever required. In case of any difficulty you may contact the sister in charge of the ward.

Attendant Policy:

Patients require rest, and we strive to provide a quiet, peaceful, and tranquil environment. To achieve this, we limit the number of attendants per patient. Our infrastructure generally accommodates one attendant per patient, with variations based on the patient's category.

Visiting Hours Policy:

Visiting hours for the hospital are strictly from **11:00 am to 1:00 pm** & from **4:00 pm to 6:00 pm**. Visitors are kindly requested to adhere strictly to these hours and limit their visits to the absolute minimum.

OPERATION THEATER

The hospital is committed to provide safe, efficient, and compassionate surgical care. It features department-wise separate operation theaters where a wide range of major and minor surgical procedures are performed. These procedures are conducted according to the latest guidelines using modern sterile equipment and advanced technology, overseen by qualified and experienced surgeons.

LABORATORY SERVICES

The hospital provides round-the-clock lab services for emergency investigations.

Routine lab tests are conducted on all working days, with sample collection occurring during OPD hours. Certain specific investigation tests are scheduled for designated days.

The hospital conducts a wide range of routine and special investigations, including biochemical, microbiological, pathology, and histopathology tests. This ensures comprehensive diagnostic support for patient care.

BLOOD BANK

The hospital blood bank operates round the clock to cater to emergency requirements.

It features a modern facility with component separation capabilities approved by government authorities. Blood is collected on voluntary donation basis and issued to needy patients.

The hospital blood bank ensures a safe and sufficient blood supply for surgeries, medical treatments, and emergencies. The blood bank is equipped for the collection, testing, storage, and distribution of blood and its products, adhering strictly to safety standards and protocols for donor screening and disease testing.

RADIOLOGY SERVICES

The hospital provides round-the-clock diagnostic imaging services in case of emergency.

Our hospital's radiology department offers a range of diagnostic imaging services using state-of-the-art equipment. Trained radiologists and technologists perform and interpret various imaging tests, including X-rays, CT scans, MRI scans and ultrasound. The department prioritizes patient safety and comfort, ensuring timely and precise imaging results to support comprehensive healthcare delivery.

HOSPITAL DIETARY SERVICES

The hospital's dietary department provides all meals for patients free of charge. A dedicated Dietitian plans diets based on therapeutic needs, conducting rounds of patients and be in consultation with treating physicians to advice on therapeutic and non-therapeutic diets. Our well-equipped, hygienic kitchen ensures the provision of balanced vegetarian meals.

OTHER SERVICES & FACILITIES

Wheelchairs and stretchers are available at the hospital entrance, Emergency Department, OPD area, and wards. These aids can also be requested at any point within the hospital, facilitated by hospital attendants.

Adequate public utilities, including elevators, waiting areas, drinking water and toilets, are provided throughout the hospital. Accessibility features for patients with disabilities include ramps, elevators, designated registration windows, and parking spaces.

Robust security measures are in place to ensure the safety of patients, visitors, and staff. Emergency response capabilities and evacuation procedures are established and regularly reviewed. A stand-by generator ensures the continuity of emergency services in case of power outages.

Maintain cleanliness and hygiene across all hospital areas, including patient rooms, waiting areas, and public spaces. Regular housekeeping and sanitization protocols are strictly followed.

Conduct regular maintenance to uphold infrastructure and equipment standards, ensuring a safe and functional environment for all.

GENERAL INFORMATION

Medico Legal Case (MLC):

On admission of a medico legal case, the hospitals on duty Government Medical Officer has to mandatorily honor the rules of the Indian Govt. and informs the local police authorities.

Birth Certificate:

When a child is born, the hospital collects essential details from the parents and fills out a birth form based on this information. Parents must submit identification documents, such as an Aadhaar card, to the hospital. The hospital then fills the birth report on the Gujarat government's digital portal and sends a copy to Amreli Nagarpalika. Typically, it takes a few days to a couple of weeks for the birth certificate to be processed and issued. Parents can collect the birth certificate from the Nagarpalika.

Death Certificate:

If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form & Medical Certificate with cause of death to the Amreli Nagarpalika. The family has to collect the final Death Certificate from the Nagarpalika.

COMPLAIN AND GRIEVANCES

There will be occasions when our services do not meet your expectations. Please do not hesitate to register your suggestions at the help desk. Your feedback will help us serve you better. Every suggestion and grievance will be duly acknowledged.

RESPONSIBILITIES OF USERS

The success of this charter depends on the support we receive from our users. Because of high flow of patients, it is Pertinent there may be some instances of inconvenience to some of the patients/visitors. The user needs to understand the various constraints under which the hospital is functioning. Users are equally responsible to the smooth running, progress and development of the hospital. Therefore, user also has to follow the rules and regulations. The following are some of the responsibilities of patients.

- Use the hospital facilities with care and avoid damaging or spoiling hospital property.
- Do not cause inconvenience to other patients by crowding or making unnecessary noise.
- Treat hospital staff, other patients, and visitors with courtesy and respect.
- Do not argue with security guards. Show your passes when asked and help maintain order and peace within the hospital premises.
- Keep the hospital and its surroundings neat and clean.
- Do not engage in any money transactions with touts or unauthorized persons.
- The hospital is a NO SMOKING ZONE. Please refrain from smoking in the hospital.
- Refrain from demanding undue favors from hospital staff and officials.
- Provide useful feedback and constructive suggestions. These can be addressed to the Medical Superintendent of the Hospital.