

## CITIZENS CHARTER

SR. NO	UNIT	NAME	OFFICE	CONTACT NO
1.	APELLATE OFFICER	Dr. (Brig). Rakesh Gupta	2 <sup>nd</sup> Floor Administrative Building	9999384468
2.	Officer in Charge of OPD and IPD	Dr. Saurabh Srivastava	CMS Office	7303884232
3.	Officers in Charge of Casualty	Dr. Vikas Sharma	Casualty	7303488196
4.	Officer in Charge Control Room	Mr. Lalit Singh Security	2 <sup>nd</sup> Floor Administrative Building	0120-2341738 9667993866

### ENQUIRY AND INFORMATION ABOUT HOSPITAL

Emergency no. - 0120-2341024, 9667993867

Institute Telephone Number - 0120-2341738

### RIGHTS OF PATIENT

- Information about health.
- Information about consent letter.
- Right to privacy and confidentiality.
- Right to be treated with respect and dignity.
- Right to voice a complaint.
- Right to take any second opinion.
- Right to know about the cost of the treatment.
- Right to refuse after understanding the treatment options.
- Right to safety.
- Right to access your own Medical Records.

### RESPONSIBILITIES OF PATIENT

- Wait patiently for your turn.
- Please bring your old OPD card on each visit.
- Give complete information to the treating doctor.
- Follow the treatment advised by your doctor.
- Keep the hospital environment clean.
- Maintain silence.
- Pay the hospital bill on time.
- Do not smoke/chew tobacco, ghutka/spit in the hospital premises.
- Please refrain from demanding undue favours from the staff and officers.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Director of the Hospital.

## COMPLAINTS AND GRIEVANCES

In case of any grievances you may register your complaints to help you serve us better. Please contact the Office of Chief Medical Superintendent for all grievances (7303884232/ mail at [cms@gims.ac.in](mailto:cms@gims.ac.in)). We aim to settle your genuine complaints at the earliest. Public can also have information under RTI (Right to Information Act).

Contact number to lodge complaints: 9625281928

## LOST AND FOUND ITEMS

Any lost and found items in the institute can be informed to MS office/ informed on phone 7303884232/ mail at [cms@gims.ac.in](mailto:cms@gims.ac.in).

## SERVICES AVAILABLE IN THE HOSPITAL

MEDICAL COLLEGE & HOSPITAL	+91-120-2341738
CASUALTY/ EMERGENCY	+91-120-2341024
WEBSITE	<a href="http://www.gims.ac.in">www.gims.ac.in</a>

## LOCATION OF GIMS MEDICAL COLLEGE AND HOSPITAL



MEDICAL COLLEGE	ACADEMIC BLOCK, GBU, GREATER NOIDA
HOSPITAL	KASNA, GREATER NOIDA
POLICE STATION	KASNA POLICE STATION
HOW TO REACH	0.5 kms from Bus Stand 4.5 kms from Knowledge Park (Nearest Metro Station)

## DEPARTMENTS AVAILABLE

- GENERAL MEDICINE
- PEDIATRICS
- GENERAL SURGERY
- GYNAECOLOGY & OBSTETRICS
- ORTHOPEDICS
- OPHTHALMOLOGY (EYE)
- OTORHINOLARYNGOLOGY (ENT)
- DERMATOLOGY
- PSYCHIATRY
- ANAESTHESIOLOGY
- RADIOLOGY AND IMAGING
- LABORATORY SERVICES
  - PATHOLOGY
  - HEMATOLOGY
  - CLINICAL PATHOLOGY
  - HISTOPATHOLOGY
  - CYTOPATHOLOGY
  - MICROBIOLOGY
  - SEROLOGY
  - BIOCHEMISTRY
- BLOOD BANK
- DENTISTRY

24 X 7 EMERGENCY SERVICES- GROUND FLOOR

PHARMACY- Hospital Revolving fund, Jan Aushadhi and Amrit Pharmacy (GROUND FLOOR)

OPD SERVICES (MONDAY TO FRIDAY- 08:00 AM TO 4:00 PM)

(SATURDAY- 08:00 AM TO 01:30 PM)

GROUND FLOOR		
OPD NO.	OPD	ROOM NOs
2	RADIOLOGY	1062,1065, 1064,1077,1078
3	OBSTETRICS AND GYNAECOLOGY	1102,1106,1107,1108,1109
4	OPHTHALMOLOGY	53132
6	GENERAL OPD	267,271,272
7	TB CHEST AND RESPIRATORY MEDICINE	150
8	PSYCHIATRY	151,152
9	DERMATOLOGY	153,155
10	GENERAL MEDICINE	138,139,140,141,142,143
11	ORTHOPEDICS	1172,1179,1180
15	DENTAL	277,278,279,280,281
16	GENERAL SURGERY	267,271,272,275
18	OTORHINOLARYNGOLOGY	
19	PEDIATRICS	248,297

FIRST FLOOR		
20	CENTRE RESEARCH LAB	1156,1157,1161,1164,1165
13	PRE ANAESTHETIC CHECKUP	

#### SUPERSPECIALITY OPDs

SPECIALITY	DAY	TIME	OPD NO
NEUROSURGERY	TUES/WED/FRI	2-4PM	16
UROSURGEON	FRIDAY	2-4PM	16
MEDICAL ONCOLOGY	TUES/FRI	9-11 AM	10
CARDIOLOGY	WEDNESDAY	2-4 PM	10 (Room No.197)

#### RADIOLOGY SERVICES

X RAY
USG
CT SCAN
MRI
CONTRAST STUDY

#### SPECIAL CLINICS

GENERAL MEDICINE : OPD NO-10		
CARDIOVASCULAR	WEDNESDAY	2-4PM
ENDOCRINE AND DIABETES	WEDNESDAY AND FRIDAY	2-4 PM
RHEUMATOLOGY	THURSDAY	2-4 PM
GENERAL SURGERY		
NEUROSURGERY	DAILY	2-4 PM
PEDIATRIC SURGERY BREAST CLINIC	WEDNESDAY	2-4 PM
UROLOGY	FRIDAY	2-4 PM
OBSTETRICS AND GYNAECOLOGY: OPD NO.3		
INFERTILITY CLINIC	TUESDAY	2-4 PM
CANCER CLINIC MENOPAUSE CLINIC	WEDNESDAY	2-4 PM
HIGH RISK PREGNANCY CLINIC FETAL MEDICINE CLINIC	THURSDAY	2-4PM
OTORHINOLARYNGOLOGY (ENT)- OPD NO 18		

VERTIGO RHINOLOGY	MONDAY	2-4PM
VOICE DEAFNESS/OTOLOGY HEAD AND NECK ONCOLOGY	WEDNESDAY	2-4PM
ORTHOPEDICS- OPD NO 11		
ARTHROPLASTY	MONDAY	2-4 PM
SPINE HAND	THURSDAY	2-4PM
ARTHROSCOPY	FRIDAY	2-4PM
DERMATOLOGY- OPD NO. 9		
VITILIGO AND PIGMENTORY	MONDAY	2.30 PM - 3.30 PM
STI	TUESDAY	2.30 PM - 3.30 PM
PSORIASIS	WEDNESDAY	2.30 PM - 3.30 PM
LEPROSY	THURSDAY	2.30 PM - 3.30 PM
PEDIATRICS- OPD NO.19		
NUTRITION NEUROLOGY CHILD REHABILITATION	WEDNESDAY	9 AM – 11 AM

Other services:

- Ayushman Bharat Services
- Pandit Deendayal Upadhyay Rajya Karmchari Cashless Chikitsa Yojna
- Ex-Servicemen Contributory Health Scheme (ECHS)
- Blood Bank including Component therapy and Plasmapheresis
- MDR Ward for TB patients
- ART Center for HIV Patients
- Jan Aushadhi & Amrit Pharmacy to provide medicines at subsidized rates
- Initiated Processes of NABH and NABL started
- Highly appreciated Covid Care with minimal Case fatality rate
- Radiology services - CT / MRI Services
- Molecular Diagnostic Research Center
- ADR Monitoring center