

Citizen Charter

Citizen Charter of TMCH

Dear Citizen,

Welcome to TMCH, the 14th Medical College of Assam. TMCH is committed to provide quality services and medical care to each and every citizen coming to us. In line with our mandate, we, at TMC, strive hard to provide comprehensive, high quality tertiary care services to our users. However, there may be some deficiencies inherent in a new Medical College.

This charter seeks to provide a frame work, which enables our users to know:-

- The services available in this hospital.
- The quality of services they are entitled to.
- The means through which complaints regarding denial or poor quality of services will be redressed.

General Information

Location

Tinsukia Medical College & Hospital
Lohari Bongali Gaon, PO. Makum
District. Tinsukia
Pin. 786146
Assam

Number of Beds, Doctors, Nurses etc.

The hospital has a total of 400+ beds (including Emergency Ward).

There are 173 doctors (excluding Jr. Residents and Medical Officer).

Enquiry and Information about TMC

Central Enquiry & Registration office is located in the lobby of the new OPD Complex.

Registration Counters, Enquiry counters and help desk are available. Moreover separate counters are provided for senior citizens, differently abled persons. 24- Hour Pharmacy and Medical Record are stationed at the same venue.

Website : www.tinsukiamedicalcollege.in

TMCH Helplines: 03742910026

Indoor Services

Patients should register themselves with the Medical Record Department at registration counter. This entitles them for doctors' consultations, certain basic investigations, life saving medicines and surgical items, diet, linen, I.V. fluids etc. Most of the drugs/medication are available with the Pharmacy. However, one may need to purchase subject to non-availability of supplied drugs and surgical items.

All in-patients receive treatment by team of Resident Doctors and Nurses, available round the clock, under the supervision and guidance of senior Faculty Members of TMC.

Hospital Attendants are available in different wards to help in patient care and related activities.

Indoor services have portable X-ray machines, ECG services, sample blood collection, Generator back up, emergency lights, internal telephone, chairs for attendants etc.

Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 1998) and utmost care is taken to keep the premises neat and clean. The Hospital Infection Control Committee is responsible for the same.

Every inpatient is provided with two attendant passes. Visitors are allowed only during notified visiting hours i.e. 12:00 Noon to 2:00 PM and 4:00 PM to 6:00 PM.

Special Investigations like USG, CT, MRI etc. are charged as per the rates approved by Government of Assam and revised from time to time.

For very poor patients, as per Ayushman Bharat norms and on recommendation of treating Doctor, the hospital charges may be waived off by Med. Supdt./ his nominee and costly drugs/surgical items may be provided by the hospital. You may contact the Hospital Superintendent in this regard.

Bed linen is changed at the time of admission, thereafter on every alternate day and also whenever required.

Short Admissions requiring stay for less than 24 hours are done for minor illness/some investigations/Interventions. Day care facility is available for certain types of procedures, e.g., blood transfusion, endoscopies and similar interventions.

Operation Theaters

The institute has fully equipped modern Operation Theatres, where all kinds of major and minor surgeries are performed. State of the Art OT is housed in the 4th floor of the hospital building which is fully functional. For routine surgeries, the respective departments maintain waiting list. Patients are called and operated upon as per the waiting list. But, in case of emergencies, out of turn surgeries are also performed, at the discretion of the treating doctors and patient's condition. The patient should get his Pre-Anaesthetic Check-up done in PAC Room before operation and follow the instructions given by the treating Doctors.

ICUs

The hospital has ICU to provide expert ICU care. State of the Art ICU Complex housing the Burn ward, ICCU, ICU are located in the ground floor, PICU/ NICU is housed in the 1st floor and the SICU is housed in the 4th floor of the hospital building . Sufficient beds as per norms are available with adequate manpower to provide best of services.

Laboratory Services

24-Hour Emergency Lab : Emergency Laboratory service in the Central Clinical Laboratory is available throughout the year for all emergency Biochemical, Microbiological, Pathological investigations . The time for collecting samples from indoor patients is between 8 A.M to 2 P.M. During this period the blood samples are collected by the laboratory technicians posted in the Central Clinical Laboratory for the purpose. For the rest of the time between 2 PM to 8 AM, samples are collected by the staff nurses/ trainees under supervision on duty in their respective wards. All kind of routine and emergency investigation are available.

Routine Lab - Sample Collection Timings : 8:00 AM to 2:00 PM. Reports are given after 2:00 PM.

All type of routine and special investigations incl. Biochemical, Microbiological, Pathology and immunological studies are done at TMC.

Blood Bank

Miscellaneous Facilities

Ambulance facility is available to transfer patients to other hospitals within the city or meet any exigency/disaster situation. Various other ambulance services 104, 102 are available beside those.

Casualty and Emergency Services

Location

Casualty is on the ground floor. Signage is present to mark the location.

These services are available 24 hour a day.

Anyone with urgent medical problem can seek consultation/treatment in the Casualty after 2 P.M. Emergency/Casualty ward including 20 semi fowler beds to admit patients who require observation. It is equipped with modern gadgets & equipments e.g. monitors, defibrillators, nebulizers; central O2 & suction supply etc. are available in ICU Complex.

If doctors decide that you need urgent medical intervention, you will be registered at the casualty registration counter and proper medical care will be provided promptly.

Casualty has dedicated team of Doctors (Casualty Medical Officers from major specialties i.e. Medicine, Surgery, Orthopedics & Pediatrics and Junior Residents), Nurses, Paramedics and various categories of Grade-IV staff to provide urgent medical services.

We endeavor to provide medical care (including investigation and treatment) at the earliest possible time. The treating doctors will call any specialist/super-specialist, who is available on call for urgent consultation as and when required.

In serious cases treatment/management gets priority over paper work like Registration/Medico-Legal requirements etc.

Casualty has Emergency Operation Theatre for any urgent surgical need. The Casualty is fully equipped with all modern gadgets like monitors, nebulisers, defibrillators, O2 and suction supply etc.

All urgent investigations like Blood Biochemistry, Urine, ECG, USG, X-ray, CT etc. are available for casualty patients as per patient condition.

Facilities like Wheel Chairs and patient trolleys are available at the entrance of Casualty with sufficient manpower, viz., Stretcher Bearer, Trolley Puller etc.

Complaints and Grievances

A Complaint and Grievance Redressal Box is kept in front of Hospital Superintendent's Office. When our services are not upto your expectations, you are always welcome to lodge your specific grievances in the aforesaid box. We will put our utmost efforts to rectify our shortfalls as far as practically possible. The citizens may also personally contact the Public Relations Officer of TMCH, Tinsukia for redressal of their grievances.

Name & Contact No. of PRO :

Deputy Superintendent,

Ph.

Out Patient Department (OPD) Services

Out Patients are consulted at the OPD complex in the main hospital building ground floor..

OPD Timings : 8:00 am to 2:00 pm

OPD Card costing Rs. 10/- can be obtained from the main Registration Counter where one can get oneself registered for visiting in respective OPD department.

Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens / differently-abled persons.

Investigations: After OPD consultation, the treating doctor will fill up the requisition forms for various investigations and direct/guide the patient to the concerned lab /dept.

Central Clinical Laboratory, located in the 2nd floor, in the hospital building : Samples are collected Blood, Urine, Stool, FNAC, Biopsy etc. in this Lab.

Required investigation charges are to be deposited in the designated Cash Counters at the OPD complex.

There may be a waiting period for certain investigations like CT, USG etc. However, depending on the patient condition and recommendation of the treating doctors, the waiting period are waived.

Many facilities are provided at OPD level, e.g., ECG, Plaster, Injection and Immunization, Contraception and MTP Services, Minor Surgical Intervention, Endoscopy etc. The Gynae OPD also have a Early Cancer Detection Centre attached to it for early detection of cervical cancer.

The decision to admit a patient rests with the treating doctor. In case of emergency, out of turn admissions are done.

Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD with sufficient manpower.

OPDs have respective waiting hall with chairs and at each floor.

Designated parking lot is provided for vehicles of patients attending OPD services.

For the differently-abled patients, there is provision of ramp in the hospital building and on request in the Reception Counter, wheel chair and trolley facilities are provided.

There is also a provision of a Canteen in the OPD complex.

Future Endeavours

The Govt. of Assam has also proposed to set up a 50-bedded Cancer Treatment Centre.

Responsibilities of Users

The success of this charter depends on the support we receive from our users.

- Please try to appreciate the various constraints under which the hospital is functioning.
- Please follow the rules and regulations of the hospital while inside the hospital campus.
- Please do not cause inconvenience to other patients by crowding and silence is to be maintained.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please don't argue with security guards, show your passes when asked for and help maintain peace and tranquility within the hospital premises.

- Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- Beware of touts and unauthorized persons. Don't indulge in any money transactions with them. The hospital authority shall not be responsible for any untoward situation arising thereafter.
- The Hospital is a **No Smoking and No Tobacco Zone**. Please don't use any tobacco product inside hospital.
- Please do not chew betel-nut and spit inside the hospital campus.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital / Public Relations Officer. The TMCH authority shall try its level best to sort out the problems.

**Contact Nos. of Administrations of Tinsukia Medical College & Hospital,
Tinsukia.**

Sl. No.	Name	Designation	Mobl. Nos.
1.	Prof.(Dr.) Rupak Kumar Gogoi	Principal cum Chief Superintendent	9435031260
HOSPITAL ADMINISTRATION			
2.	Prof. (Dr). Purnima Barua	Medical Superintendent	94351-41989
3.	Dr. Anandita Das	Deputy Superintendent	98640-71754
4.	Dr. Hemjit Das	Deputy Superintendent	94356-69335
5.	Dr. Jayanta Kumar Das	Deputy Superintendent	78961-79808
6.	Dr. Bikash Kumar Singh	Deputy Superintendent	93653-36046
7.	Dr. Polash Sonowal	Deputy Superintendent	84865-16747

Contact Nos. of Faculties/ Doctors of some vital departments of Tinsukia Medical College & Hospital, Tinsukia.

Sl.No.	Name /Departments	Designation	Mobl.Nos.
1	Prof.(Dr.) B.C.Kalita	Prof. & HoD of Medicine	94350-33959
2	Prof.(Dr.) S.A.Fazal	Prof. & HoD of Surgery	94350-32011
3	Dr. Hemjit Das	Associate Prof. & HoD of Orthopedics	9435669335
4	Prof. (Dr.) P. K Phukan	Prof. & HoD of Obst. & Gynae	94350-31732
5	Prof.(Dr). A.Das	Prof. & HoD of E.N.T	98640-71754
6	Prof.(Dr.) S. Das	Prof. & HoD of Pediatrics	94350-72849
7	Dr. C.H. Thoumong	Assoc.Prof. & HoD of Radiology	94355-47364
8	Dr. D. Das	Associate Prof. of Dermatology	94351-72696
9	Prof.(Dr.) S.Dihingia	Prof. & HoD of Psychiatry	94357-31839
10	Prof.(Dr). R.K. Gogoi	Prof. & HoD of Forensic Medicine cum Police Surgeon	94351-15961
11	Prof.(Dr). A. Hazarika	Prof. & HoD of Anesthesiology	94351-31518
12	Dr. P. Mazumdar	Prof. & HoD of Dentistry	94351-13310
13	Prof.(Dr.) A.Borgohain	Prof. & HoD of Community Medicine	94351-42313
14	Blood Bank (i/c)	Prof(Dr.) B. Das	-9435533630
15	ICU (i/c)	-	-

Casualty Medical Officer

1. Dr. Samalaya Dohutia : 7086018339

“We work for complete healing rather than just treating patients also building trust and hope for the patients.”