



BHAARATH MEDICAL COLLEGE AND HOSPITAL

Agaram Main Road, Selaiyur, Chennai – 600073

We 300 bedded multispecialty hospital in Chennai with out-patient, in-patient and emergency services with over 100 doctors taking care of the needs of all patients.

CITIZEN CHARTER

This charter intends to provide a framework to our users to know the following to make our services more efficient.

*Our motto: **E**ducate, **I**nnovate, **D**edicate*

General Information

- The college and hospital is located in the vast and spacious campus of Bharath Institute of Higher Education and Research (BIHER) in Selaiyur, Chennai. It can be easily accessed being in a busy part of the city.
- The college and hospital is about 2 km from the Tambaram railway station and bus stand and is well connected by autos and taxis.

Enquiry, Reception and Registration Services

- The reception counter is available round the clock with friendly and approachable staff ready to help.
- Each floor is equipped with a floor chart to ensure smooth functioning on entering the hospital.
- There is also a help desk present for any further help.

Casualty and Emergency Services

- All casualty services are available 24 X 7 with efficient duty doctors.
- Emergency services are available for all specialties.

Out-patient Services

- All OPD consultations are available to the patients completely free of cost.
- OPD services are available from Monday to Saturday from 9:00 am to 3:00 pm.
- Emergency services are available round the clock on all days.
- Various outpatient services available include General Medicine, General Surgery, Obstetrics and Gynaecology, Paediatrics, Dermatology, ENT, Ophthalmology, Orthopaedics, Pulmonary Medicine, Psychiatry, Dental Surgery etc.

In-patient Services

- All in-patient services are available to the patients free of cost including essential drugs.
- In addition, the patients are also provided with healthy and hygienic food with no extra charges.
- In-patient services are available for all the departments with a total of 300 beds.
- There is a 20 bedded Intensive Care Unit for taking care of seriously ill patients.
- There are 4 major and 2 minor operation theatres which are well-equipped to handle all surgical procedures.
- Labour room and emergency surgery services function 24 hours on all days.

Laboratory Services

- The Central Laboratory functions 24 X 7.
- All routine and emergency laboratory services such as Biochemistry, Pathology, Microbiology, X-rays and ECG are available round the clock on all days.

Other Facilities

- Wheel chairs, patient trolleys and battery operated vehicles are always on stand-by for easy transportation of patients on reaching the premises.

- Lift and ramp facilities are readily available for easy access to higher floors.
- Adequate rest room facilities are present for use of patients and the attenders accompanying them.
- Stand-by electricity generators have been installed in all necessary locations for emergency back-up.

Complaints and Grievances

- The hospital tries its level best to ensure the best service to everyone. On a rare occasion where the patient has faced an inconvenience, he/she can readily register their complaints with the Grievance Cell which will be taken up to the Medical Superintendent of the hospital and the Dean if necessary.
- Every grievance will be duly acknowledged and addressed at the earliest.

Responsibility of the User

- The success of the charter is credited to our users.
- Please use the facilities of the hospital with care.
- Please do not cause any in inconvenience to other patients.
- The entire hospital is a No Smoking Zone/No Tobacco Zone.
- In an effort to avoid corruption, please refrain from demanding undue favour from the staff.
- Please help us in keeping the hospital and its surrounding clean.
- Your constructive feedback is valuable to us.

Website: www.bmch.ac.in

Helpline: 1800-123-444447

Casualty and Emergency Services: 044-6111 6333

"We Work for your Care" - BMCH