

CITIZEN'S CHARTER



**ALLURI SITARAMA RAJU ACADEMY OF MEDICAL SCIENCES
ELURU – 534005, W.G. DIST.,
ANDHRA PRADESH**

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Standards of service:

- This Medical College has attached bedded teaching hospital.
- It provides medical care facilities to all patients who come to the hospital
- the users are provided courteous and prompt treatment.

General Information:

- The Attached Teaching 1170 beds with facilities of different specialities and super-specialities.
- Teaching faculty wear white aprons and nurses are in uniform
- All the staff members wear identity cards.

Enquiries:

- Reception is located at the entrance of the hospital.
- Different sign boards, directional signs are fitted at the strategic points for guidance of public.
- Illumination boards indicating different areas of hospital are on display.
- The telephonic enquiries can be made over the following telephone numbers.
Asram Medical College - 08812 288288
- The list of faculty members of the college and hospital is displayed on the website of the institution i.e. www.asram.in
- The duty rosters for the faculty members & resident doctors is displayed on the notice boards of all the departments.
- Inquiry & Reception counter functions round the clock in the hospital. Whereas in college counter work only during working hours.

- The staff members from Medical Record Section provide patient related information and also prepare the medical record (OPD / Admission case sheets)

Emergency Services:

Accident, Trauma, Medical and Surgical Emergencies /Deliveries - Round the clock, all days

- Casualty Medical Officers are available round the clock, all days
- Medical Superintendent, Dy.Medical Superintendent are monitoring all services in hospital during working hours.
- General Manager (Hospital Administration) is coordinating round the clock in entire hospital services.
- Sr.Residents are available round the clock in major specialities like Medicine, Surgery, Ortho, OBGY & Paediatric department etc.
- Telephone booths are provided at reception area for patients and their attendants.

Out Patient Departments:

OPD Registration Timings: 09:00 AM to 4:00 PM in all days(Except Sunday)

Casualty OPD : 04:00 PM to 09:00 AM in all days

Admissions : Round the Clock, all days.

Super Speciality Clinics:

- Cardiology
- C.T.V.Surgery
- Neurology
- Neuro Surgery
- Nephrology
- Urology
- Medical Gastroenterology
- Surgical Gastroenterology
- Paediatric Surgery
- Plastic Surgery
- Medical Oncology

Other Clinics:

- RNTCP DOT Center
- HIV Clinic
- Child Guidance Clinic

IndoorTreatment:

- All patients admitted in GeneralWards of the Hospital are treated free of cost.
- Free diet is provided to all patients in the Wards.
- Two attendants are allowed to see the patient in the ward.
- Visitors are allowed only during notified visiting hours only.
- The diagnostic facilities like MRI, Spiral CT and Cardiac Cath Lab., Echo,TMTetc are charged with reasonable amount.

- For poor patients, these charges are given discount on the recommendation of the treating doctors by the Medical Superintendent.
- Staff nurses are on duty round the clock in the wards.
- Admitted patients should contact the staff nurse for any medical assistance they need.

Blood Bank:

- Licensed Blood Bank is available.
- It caters to the requirements of our patients.
- It is also having components licence
- Daily, nearly 20-25 bags are issued from the Blood bank.