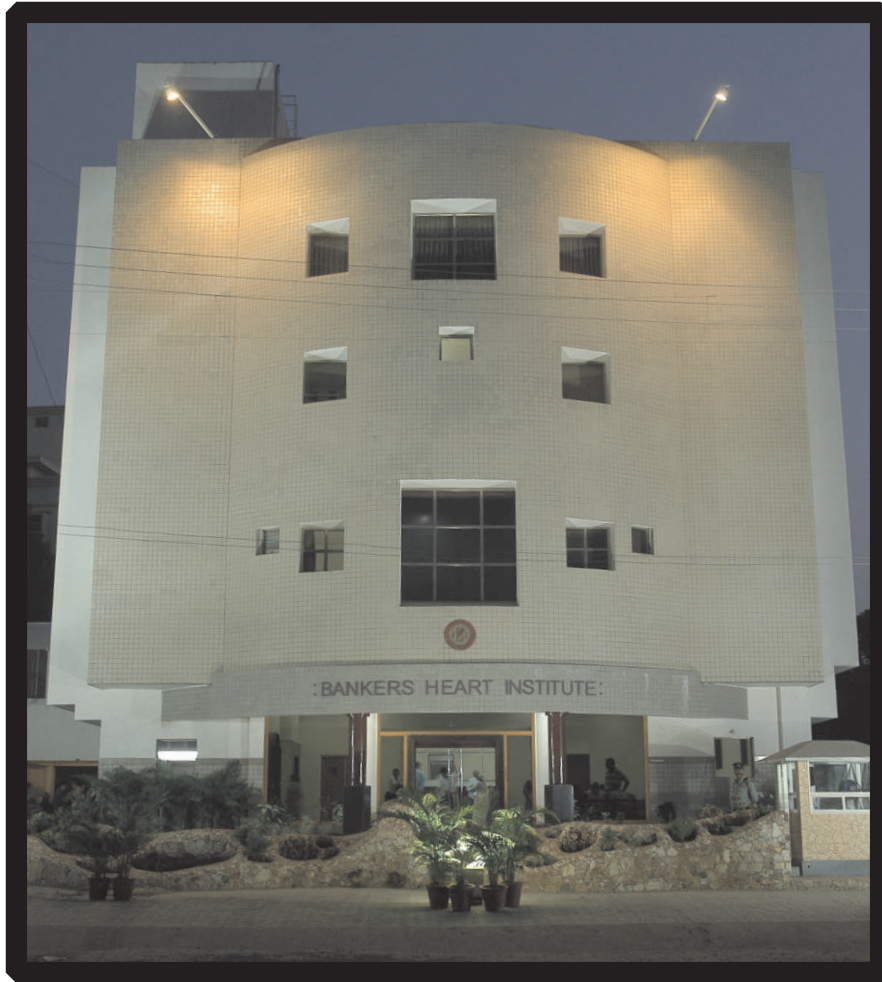


CITIZEN'S CHARTER



Bankers  Heart Institute
NABH Accredited & Govt. Approved

Near Tagorenagar, Old Padra Road, Vadodara -390015. Phone:(0265) 2324004, 2320404, 2320099,
Fax: (0265) 2327401, E-mail: info@bankersheart.com

Redefining 
Cardiac Care



BANKERS HEART INSTITUTE - A Superspeciality Cardiac Centre which offers excellent Heart Care is built with highest standards at prime and quiet location on Old Padra Road, Vadodara.

The Institute's objectives are :

- To provide state of the art Cardiac centre for diagnosis, management and prevention of heart diseases
- To provide medical education, awareness regarding Cardiac problems and its prevention.
- To provide advanced medical facilities at affordable cost.

The 53 bedded Cardiac Care Centre is climate controlled & offers facilities like 24X7 emergency Cardiac care, ICCU attended by Physician (MD), state of the art Operation Theatre, Siemens Flat Detector (Digital) Catheterization lab, Vivid 7 Colour Doppler Machine, Computerized Treadmill Test Machine, Round the clock Pharmacy, Pathology, Radiology & Ambulance Services. It also has essential infrastructural amenities like Generator, Sterilization system, Central Oxygen & Suction system, Canteen, Communication system, Medical Record Keeping etc.

VISION

Bankers Heart Institute will be the health care leader in the state providing exceptional cardiac care and service for every patient, every day, in a patient-centered, family-focused environment. The Management, Medical Staff and employees of BHI will maintain a unified effort in providing high quality patient focused services to our community.

MISSION

“Redefining Cardiac Care through Innovative technologies and dedicated Human Touch.”

AIMS

- To provide state of the art Cardiac center for diagnosis, management and prevention of heart diseases.
- To provide medical education, awareness regarding cardiac problems and its prevention.
- To provide advanced medical facilities at affordable cost.

OBJECTIVE

This Citizen's Charter is an expression of our commitment towards improving our services offered to make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to its patients in the society. This Charter is made to provide a framework, which enables our users to know:

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

LOCATION

Bankers Heart Institute is located at, Near Tagore Nagar, Old Padra Road, Vadodara-390 015

CONTACT US

BANKERS HEART INSTITUTE

Near Tagorenagar

Opp. Suryakiran Complex,

Old Padra Road,

Vadodara 390 015

Gujarat - India

Tel : +91 265 2324004, +91 265 2320404,
+91 265 2320099

Fax : +91 265 2327401

E-mail : info@bankersheart.com

Visit us at: www.bankersheart.com



IMPORTANT TELEPHONE NUMBER

Appointment Help Desk - 0265 2324004

Cardiac Emergency - 0265 2320404

STANDARDS OF SERVICE:

- It provides cardiac care to all patients who come to this institute and trains the PGDCC students and Nursing students (both undergraduate and post graduate)
- Standards are influenced by NABH; it is aimed to give all courteous and prompt attention to our users.
- Committed to give world-class treatment at an affordable rate.

GENERAL INFORMATION:

The institution has :

Doctors : 25

Nurses : 55

Beds : 53

STAFF UNIFORM

Doctors wear white aprons and nurses are in uniform. All staff wears an identity card BHI.

ENQUIRIES

- Location guide map is available and directional signboards are fixed in each floor.
- Enquiries counter exist at the reception (ambulatory entrance and main entrance)
- Hospital enquiry hotline works round the clock. Its no. are : 9898540444, 9898540555

EMERGENCY SERVICES:

- Medical officer and resident Doctors are available 24 hrs all days.
- Emergency Cases are attended promptly.
- In serious cases, priority is given to treatment /management than paper work like registration and medico-legal cases. The decision rests with the treating doctor.
- Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

AMBULANCE SERVICES

- BHI has 2 ambulances of different category to meet the need of the patients and community.
- A team of trained and dedicated medical professional, emergency technician, nursing personnel, and trained drivers are always ready to handle all eventualities round the clock.
- The Ambulance services are available for transportation of patients from BHI or to BHI
- Ambulance service enquiry no: +91 265 2324004, +91 265 2320404, +91 265 2320099,
- This service is available 24 hours a day, on all days

APPOINTMENT HELP DESK

- Working Hours: - 8.00 AM to 8.00 PM on all working days except Sundays and holidays.
- Phone No - +91 265 2324004, +91 265 2320404, +91 265 2320099
- Hospital enquiry Hotline works round the clock. Its no. are : 9898540444, 9898540555

OUTPATIENT DEPARTMENTS:

- Working Hours: - 8.00 AM to 8.00 PM
- Patient reports to front office directly with or without a referral slip.
- Patient fills up the registration form and consent form then the patient is registered.
- Bill for the 1st consultation is made.
- Patient is examined by a Medical Officer and history is taken.
- Patient then consults a cardiologist.
- Patient is sent to the front office if tests are to be performed.
- Bill is made for the tests to be performed.
- Patient is sent to the Non Invasive Lab/Path lab for further tests.
- Patient is explained the procedure for the tests.
- Tests are performed.
- Reports are sent to the front office.
- Patient then consults the cardiologist.

OUR SERVICES

NON INVASIVE DIAGNOSTIC SERVICES

These services consist of Echo Colour Doppler, Dobutamine Stress Echo, Transesophageal Echo, Tread Mill Stress Test, Electrocardiogram, Holter Monitoring etc. The institute has state of the art equipment and facilities for prompt and precise diagnosis & treatment of heart diseases. VIVID 7 Colour Doppler machine is the first of its kind in Vadodara. It has state of the art imaging which gives incredible image clarity and quality.



CATH LAB

Our dedicated team of Cardiologists is available full time at the Hospital. High quality images obtained with Siemens Flat Detector provides the basis of decision making. Siemens flat detector - first of its kind in Gujarat, has the benefit of less dye load, less procedure time & better image quality producing more convincing images.

INTENSIVE CARDIAC CARE UNIT (ICCU)

12 bedded ICCU is equipped with Philips Monitoring System, Ventilators for Invasive / Non Invasive Ventilation, Defibrillator, IABP, Portable Echo, Portable X-ray etc. State of the Art Philips monitoring system provides information on vital parameters like heart rate, rhythm, blood pressure, oxygen saturation, cardiac output etc. on beat to beat basis.



CARDIAC SURGERY

Cardio thoracic surgical facilities include a dedicated theater for Cardiac surgeries and a separate Intensive Care Unit for post operative patients. The theater is equipped with Sams Heart-Lung Machine, Valleylab Cautery, Prismalix OT lights, electrically operated Operation table, Dräger - Fabius Anaesthesia Machine etc.

A team of Consultant Cardiothoracic Surgeons is supported by Cardiac Anaesthetist, trained nurses in OT & ITU, Perfusionists and technicians. Round the clock cover is provided to deal with any cardiac emergency. Apart from conventional adult and pediatric Cardiac surgery, advanced and innovative techniques like minimally invasive Cardiac surgery, Beating Heart surgery, total Arterial Revascularization etc. are done regularly keeping pace with the latest developments in field of Cardiac surgery.

DIETICIAN

Full time experienced Nutritionist is available to indoor as well as outdoor patient for counseling. Patient meals are planned by Physicians & Dieticians and served hygienically to indoor patients.

MEDICAL SOCIAL WORKER

The services of a Medical social worker are made available to take care of social and emotional needs of patients and their relatives.

PHYSIOTHERAPY

Physiotherapy is offered to all post Surgical Cardiac Patients, indoor & outdoor under the guidance of our Physiotherapists.

HEALTH CHECKUP**HAPPY HEART CHECK-UP****Complete screening of Cardiac risk factors and heart diseases.**

CBC, Blood group, S. Cholesterol, FBS, S.Creatinine, Urine analysis, Electrocardiogram, Chest X-Ray, Echo Colour Doppler Study, Cardiologist Consultation, Diet Counselling, Physiotherapy Councelling

COMPREHENSIVE HEALTH CHECK-UP**Unique Package covering Whole Body Checkup as well as USG Abdomen and Pulmonary Function Tests along with Cardiac risk Evaluation.**

Complete hemogram, Lipid Profile, FBS/PP2BS/PG2BS, Liver function tests, S.Creatinine, Uric acid, Urine analysis, Electrocardiogram, Chest X-Ray, Echo Colour Doppler Study, Computerised Tread Mill Test, Abdominal Sonography, Cardiologist Consultation, Ophthalmic Evaluation, Ortho Evaluation, ENT Consultation, Diet Counselling, Physiotherapy Councelling

EMPLOYEE HEALTH CHECKUP

An employee health check up is carried out with all staf dealing with direct patient care.

DURING YOUR STAY

We hope this information helps you to prepare for your stay as an inpatient at BHI.

A skilled team of personnel some of the working behind the scenes will hopefully make your stay comfortable and pleasant

CATEGORY OF ACCOMMODATION

- Star Deluxe or Deluxe Room : BHI Star Deluxe or Deluxe Room compromises of air-conditioned room with television, telephone, refrigerator, sofa set, mechanized patient's cot.
- A/C Special room: this is an individual air-conditioned room with attached washroom. The room provides television, telephone, sofa set and attendant couch.
- A/C Semi Special room: Room with two beds separated by the screen and has a common washroom. The room is also provided with television, telephone, and a couch.
- A/C General ward. BHI general ward features separate male and female ward

TPA AND CASHLESS TRANSACTIONS

- We entertain TPA and cashless transactions. BHI have got tie up with several TPA
- For TPA related enquiry shall be made at IPD billing department.
- Our computerized billing system will consolidate all charges for medicines/ consumables / services availed by you during hospitalization.

SURGERY PACKAGE

For all the plan surgeries, full advance payment is to be made as per the package specifications.

MONEY & VALUABLES:

It is not advisable to bring large sums of money or valuables into the hospital. The hospital does not accept responsibility for loss or damage to your possession

MEDICINES & CONSUMABLES:

Medicine and surgical consumables required for the treatment can be procured from the in-house pharmacy. A general pharmacy is located in the hospital premises.

HOUSEKEEPING & LINEN:

Hospital provides linen to wear for all the admitted patients. In case of any difficulty you may contact the sister in charge of the department.

FOOD SERVICES

Diet

The hospital dietary department provides all meals for the patient. The Dietitian plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and nontherapeutic diet. Patient's relative's food can be ordered to Cafeteria.

Cafeteria

The cafeteria is open to visitors daily from 8:00 a.m. to 8:00 p.m. These Cafeteria are located in hospital premises.



ATTENDANT'S PASS

Attendant:

Patients require rest and we do our best to provide patients with a quiet, peaceful and tranquil environment. In order to achieve this we restrict the number of Attendants. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient. Female by standards is a must for female patients.

Attendant's pass is issued from IP admission counter at the time of patient admission. Attendant can utilize this pass till patient's discharge.

Visiting hours:

Visiting hours for the hospital are: 4.00 pm–7.00 pm

Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.

PAYMENTS

- An advance payment (Deposit) has to be done at the time of admission, which will be adjusted in Final Bill. Final settlements of accounts will be requested when patient is to be discharged.
- Payment can be made at the billing department between 8 AM to 8 PM. The hospital accepts payments in cash and cheque.
- Daily or alternate day bills are generated and send to the patients relatives.

OTHER SERVICES & FACILITIES:

Wheel Chairs and stretchers are available in OPD and on every floor.

Lift is also available for access to the other departments like Wards, ICCU, HDU etc.

There is a stand-by generator to cater to emergency services in case of breakdown of electricity.

Adequate drinking water and toilet facilities are available.

TV and telephone facilities are available for in-patients and also in all out patients waiting area

GUEST HOUSE FACILITY

It is a temporary lodging facility for attendants of inpatients. Located on the 1st Meznine floor of Hospital

PRAYER HALL

Prayer hall is located next to Patient relative's rest room on Mez Floor.

GENERAL INFORMATION**Medico legal cases:**

On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt and informs the local police authorities.

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 of cause of death to the VMSS. The family has to collect the final Death Certificate from VMSS Office.

COMPLAINTS AND GRIEVANCES:

There will be occasions when our services will not be upto your expectations.

Please do not hesitate to register your complaint. It will only help us serve you better.

There is a redressal forum that function in association with the Quality & Standards Dept to attend to all grievances.

The complaints can be informed on Reception Counter.

Every grievance will be duly acknowledged.

GENERAL INSTRUCTIONS**Smoking**

BHI is a "No smoking zone". Patients and their attendants are strictly prohibited from smoking in the hospital premises.

Silence:

Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well. Visitors are requested to speak softly and avoid unnecessary noise. Patient's relatives are advised not to crowd the area outside the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

Parking:

Please ensure that vehicles are not parked in "No parking area" and they do not hinder emergency cases from immediate and quick access to the emergency department.

RESPONSIBILITIES OF THE USER:

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 help us in keeping the hospital and its surroundings neat and clean.

Please use the facilities of this hospital with care.

Beware of Touts.

Please refrain from demanding undue favours from the Staff and officials

Please provide useful feedback and constructive suggestions.

