**Citizen Charter**

Welcome to AIMSR

Nestled in the heart of Hyderabad Apollo Institute of Medical Sciences & Research is located in the Apollo Health City campus, an international hub for Health care professionals, education and research. It’s a place where dedicated educators mentor aspiring physicians, a place where world renowned health care professionals committed to best practices in medicine deliver care to alleviate human suffering. The AIMSR was established in 2012, by the AHERF, a not – for- profit trust committed to excellence in research and education.

The medical college campus is spread over 10 acres at the Apollo Health city campus in the Jubilee Hills area of central Hyderabad. It has 150,000 sq ft for the administrative and academic block and a teaching hospital with 600 beds in a separate 160,000 sq ft facility. The college has a range of 13 different clinical departments and 9 pre and Para -clinical departments with 20 full time Professors and18 Associate Professors in the broad specialties of medicine and surgery. It has an annual intake of 100 Medical students which commenced in the year 2012. The student – faculty ratio is 1:1. Planned expansion in the infrastructure over the next two years includes construction of an auditorium, additional classrooms eight surgical suites which the hospital has at present to 750. The Apollo Group has over 5000 consultant physicians and surgeons with the highest academic and clinical capability whose clinical expertise would be one of the most important assets.

The academic block which houses the basic science classrooms and laboratories has air conditioned state –of-art class rooms fully fitted with digital technology. This helps to transmit medical education through use of both conventional and electronic learning tools and simulation laboratories to learn basic emergency skills. This will help to equip young doctors with tomorrow’s medical requirements.

AIMSR equips the next generation of medical professionals with the tools to succeed in a rapidly changing world and shape the future of health care. We aspire to be in the forefront of modern medical innovation pushing boundaries of medicine with ground breaking medical research and surgical advances. AIMSR recruits top faculty, researchers and students from around the country and the world. On a daily basis we strive for our core values of Integrity, Innovation Compassion, Collaboration, Excellence and Leadership.

**Mission**

Our Mission is to bring health care of international standards with in the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and health care for the benefit of humanity.

**Vision**

AIMSR is committed to be a premier medical college that improves health through leadership, collaborative discoveries and innovation in patient care, education and research.

**Faculty**

Our faculty is our precious resource. We are committed to supporting the personal and professional growth and development of each and every member of our faculty. We encourage you to become actively involved as we continue to develop AIMSR as a leader in medical education, research, and innovative programs that meet the needs and challenges of patient care in this century.

**Research**

AIMSR would like to be an institute working to speed the transformation of scientific discoveries into medical advances for patients. It is committed to training future leaders who will work at the intersection of science and medicine.

In addition to medical research the college is focused on research that addresses the factors that contribute to disparities in health and healthcare outcomes. We propose to collaborate with colleges in various departments, other institutions and broader health care community to not only promote health and improve outcomes but also in developing public policies to accomplish this.

Research Activities

The 11 pre and Para clinical departments with human resource competence (overall 190 staff) have laboratories that are fully operational for research. We have an animal house and all relevant labs, capable of research basic bio medical sciences. Research focuses on adult immunizations, the study of Antimicrobial Resistances and Laboratory Diagnostics to influence national health policy are the important areas of research. Faculties are members of research committees of ICMR, NACO, Indo US granting agency. Our faculty are experienced and interested in research such as genomics, HIV care, TB and other infectious diseases. Faculty will guide students as they write their thesis. Faculty promotions are to be on basis of paper publication and grants availed. We use integrated computer technology from backend to point of care to maintain patient records for communication and for research

The Community outreach Services of the department of community health and College of Nursing provides opportunity to deliver health care at homes and promotion of health through community education that is supported by the various Apollo’s Charitable and educational research foundations (Dr Prathap C, Reddy Educational Foundation, Apollo Foundation for Education etc). These programs plan to support a longitudinal study of a cohort of people with non-communicable diseases, provide safe motherhood programs and reduce infant mortality. In some of the districts in AP this exceeds the national average. This is being proposed in partnership with the State government and national health ministry.

**Admissions**

**Sanctioned intake capacity is 100 students**
50% Government quota
35% Management Quota
15% NRI quota

**Contact Details**

Board Number: 040 – 23285555

info@apolloimsr.edu.in

Apollo Health City Jubileehills, Hyderabad

**This Charter seeks to provide a framework which enables our users to know:**

The services available in the hospital.

The quality of services they are entitles to.

The means through which complaints regarding denial or poor quality of services will be we ensure that all our users receive courteous and prompt attention.

General Information

Medical Administration: Phone No (0): 040 – 2328 5125

Medical Superintendent: Phone No (0): 040 – 2328 5124

Emergency: (0) 040 – 23285032 Reception (0): 040 – 2328 5085

Doctors wear white apron and nurses are in uniform.

All staff members wear identity cards.

**CASUALTY AND EMERGENCY SERVICES**

Timing 24 hrs.365 days:

Casualty medical officers and residents available 24 hours 365 days.

Call days are fixed for various Consultants and are available round the clock.

**OUT PATIENT DEPARTMENT**

**Timimgs:**

General OPD: 9am to 4pm

**Diagnostics**

**Laboratory Timings:**

Sample collection round the clock (24 x 7)

**Radiology:** Round clock (24 x 7)

**Blood Bank:** Round clock (24 x 7)

**INDOOR TREATMENT**

All patients admitted in various wards of the hospital are treated as per the hospital policy.

Diet provided to all indoor patients.

Visitors are allowed only at notified visiting hours: 4 to 6 P.M.

Facility of free treatment for Economically Weaker Section.

Staff nurses are on duty round the clock in the wards.

Admitted patients should contact the staff nurse/Floor manager for any medical assistance they need.

**MISCELLANEOUS FACILITIES**

Wheel chairs and stretcher are available for the facilities of patients.

Ambulances are available on payment basis round the clock on all days.

There is standby generator to cater to emergency services in case of breakdown of electricity.

Adequate drinking water and toilet facilities are available.

Cafeteria- 8am to 8pm

Pharmacy services are located on the ground floor (24 hours, 365 days).

At Apollo Institute of Medical Sciences & Research, we respect the personal and unique needs and values of each patient.

Our expectation is that the observance of patients’ Rights will support mutual cooperation and greater satisfaction for the patients and hospital staff.

**PATIENT RIGHTS**

As a patient you have the Right

1. To know the name, identity and professional status of all the people providing services to you and to know the physician who is primarily responsible for your care.
2. To receive complete and current information concerning your diagnosis, treatment and prognosis in terms that you can understand.
3. An explanation is given which you can understand of any proposed procedure, drug or treatment: the possible benefits: the serious side effects, risks or drawbacks which are known; Potential costs; problems related to recovery; and the likelihood of success. The explanation should also include discussion of alternative procedures or treatments.
4. To accept or refuse any procedure, drug or treatment, and to be informed of the consequences of any such refusal. If there is conflict between you and your parents/guardian regarding your exercise of this right, you and parents /guardians may need to participate in conflict resolution procedure.
5. To expect that all communications and records related to your care will be treated confidentially.
6. To supportive care including, appropriate management of pain, treatment of discomfortable symptoms and support of you at the critical illness /terminal illness
7. To assistance in obtaining consultation with another physician regarding your care.T his consultation may result in additional cost to you or your family.
8. To request consultation with the hospital Ethics Committee regarding ethical issues involved in your care.
9. To be transferred to other facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for such transfer. The facility to which you will be transferred must first accept you as a patient.
10. To know if your care involves research or experimental methods of treatment. You have the right to consent or refuse to participate.
11. To examine your bill and receive an explanation of the charges regardless of the source of payment for your care.
12. To be informed of any hospital policies procedure rules of regulations applicable to your care.

**PATIENT RESPONSIBILITIES**

As a Patient it is your responsibility

1. To provide all personal and family health information needed to provide you with appropriate care. This includes reporting if you are in pain, or require pain relief.
2. To participate to the best of your ability in making decisions about your medical treatment, and to comply with the agreed upon plan of care.
3. To ask questions to your physician or other care providers when you do not understand any information or instructions.
4. To inform your physician or other care provider if you desire a transfer of care to another physician, care giver or facility
5. To be considerate of others receiving and providing care.
6. To comply with facility policies and procedures, including those regarding smoking, noise, and number of visitors.

**Note: In case of any Grievance /Complaints /Suggestions**

* There may be occasions when our services may not be up to your expectations. Please do not hesitate to register your complaints to our MS.
* You may also fill up Feedback form and drop the same in the “ Suggestion Box” which is opened by Medical Superintendent only