

**CHALMEDA ANANDRAO INSTITUTE OF MEDICAL SCIENCES**

**KARIMNAGAR-505001**

**TELANGANA STATE, INDIA.**

**CITIZEN CHARTER**

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## **GENERAL INFORMATION**

Chalmeda AnandRao Institute of Medical Sciences, an Arihant Educational Society and is premier tertiary care and research Institution. CAIMS is committed to provide high quality services and Medical Education (preventive, promotional, diagnostic and therapeutic) to every citizen. This college is affiliated with Dr. Kaloji Narayan Rao university of Health Sciences, Warangal and Recognized by Medical Council of India, New Delhi.

## **LOCATION**

It is situated in unpolluted and serene surroundings at a 10 minute drive from the Karimnagar-Ramagundam Rajiv High Way at Bommakal Village.

## **MISSION**

We strive to be the best provider of quality medical education in the state and emerge as one of the best in the country.

## **OBJECTIVES**

- To create centre for excellence for providing medical care, education and Research.
- To develop patterns of teaching in post graduate level so has to set a high standard of medical education.
- To deliver health care to the aged, Cancer, Cardiac Care, Women's Health, and Community

## **ADMINISTRATION**

**Dr. Syed Ali Aasim**, Principal

**Dr. V. Suryanarayana Reddy**, Medical Superintendent

## **ENQUIRY AND INFORMATION**

Enquiry counter exist at Reception counter No: 7

- Reception for CAIMS Hospital is located near the main entrance.
- Timings: 8.00 Am to 6.00 PM
- Phone No: 0878-2285565, 2285297

- All OPD/IPD patients are registered and issued a case sheet for recording history, symptoms, Diagnosis and treatment. Directional sign Blue colour boards are located at each floor for convenience of patients.
- A Medical social worker helps patients at OPD.

## **NUMBER OF BEDS**

CAIMS Hospital has a total 1000 bedded teaching Hospital (including casualty and Emergency wards).

## **SERVICES OUTPATIENT DEPARTMENTS (OPD)**

### **Timings:**

- **Registration Timing:** 9.00 AM to 4.00 PM
- **General OPD Timings:** 9.00 Am to 4.00 PM

## **LOCATION OF SERVICES**

### **GROUND FLOOR:**

- General Surgery, Neuro surgery, Plastic surgery, Urology, Orthopaedics, Physiotherapy & Rehabilitation, Prosthetic & Orthotics, Obstetrics and Gynecology, Haematology, Radiology, Laboratory Medicine, Pathology, Microbiology, Biochemistry, Blood Bank.

### **FIRST FLOOR:**

- Medicine, Neurology, Nephrology, Endocrinology, Paediatrics, Dermatology, Psychaitry, Dental, ENT, Ophthalmology, Pulmonary Medicine.

### **THIRD FLOOR**

- Cardiology, Cardiothoracic surgery.

## **CAUSALITY & EMERGENCY SERVICES**

### **Location:**

- Ground Floor, Room. No: 1, easily accessible from Hospital entrance. These services available 24 hours a day, throughout the year.
- Casualty has fully equipped emergency operation theatre for any urgent surgery etc.

- All urgent investigations are available for casualty patients round the clock.
- Facilities like Wheel chairs and patient trolleys are available at the entrance of casualty.

## **FACILITIES/EQUIPMENTS AVAILABLE**

- ECG, EEG, EMG, NCV, Cath Lab, plaster, injection and immunization room, Bronchoscopy, Endoscopy, and Audiometry.

## **RADIOLOGY**

The Radiology department is equipped with in the following equipment:- Digital X-ray, MRI Scan, CT Scan, 1000 mA X-ray, Ultrasound Machine, C-Arm Unit, Digital mammography system.

## **BLOOD BANK**

This Institute Licensed blood bank stores whole blood and provides facilities for blood donation, storage, issue of blood and its components. All blood is tested for HIV, HCV and HBV.

**Timings:** 24 hours

**INTENSIVE CARE UNIT:** The Institute has a 16 bedded with ventilators and monitors.

## **LABORATORY TIMINGS:**

Emergency – 24 hours

## **ROUTINE INVESTIGATIONS**

Weekly days: 9.00 AM to 6.00 AM

## **INDOOR PATIENTS**

Patients admitted in General ward of CAIMS Hospital.

- Visitors are allowed only during notified visiting's hours i.e, 3.00 PM to 6.00 PM
- Day care facility available.
- Private ward patients charged additionally for specific investigations, procedures and operations.

**FACILITIES FOR SENIOR CITIZENS:** Separate counter for senior citizens.

## **CENTRAL PHARMACY**

- The central pharmacy is located near the registration counter & Ground Floor. It provides drug prescribed by the Institute doctors at MRP.

## **PUBLIC FACILITIES**

- The following facilities available in the campus. Public telephone facility, snack bar, canteen, and drinking water services.

## **COMPLAINTS AND GRIEVANCES**

- Please do not hesitate to register your complaints. It will only help as serve you better. The Medical Superintendent is the Designated Grievance Officer. Each grievance will be duly acknowledged.

## **RESPONSIBILITIES OF USERS**

- Please follow the rules and regulations of the Hospital while inside the hospital campus.
- The success of this charter depends on the support we receive from our users.
- 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 & help maintain the order and peace inside the hospital premises. Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- The Hospital is a No Smoking Zone. Please don't indulge in any money transactions with them
- Beware of touts and unauthorized persons. Don't indulge in any money transactions with them.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

## **CONTACT US AT:-**

### **CHALMEDA ANANDRAO INSTITUTE OF MEDICAL SCIENCES**

Bommakal Village,

**KARIMANAGAR-505001, Telangana State, India.**

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