



Citizen's Charter

ABOUT NRI MEDICAL COLLEGE AND GENERAL HOSPITAL:

NRI Academy of Sciences of which NRI General Hospital is an integral part was promoted by a consortium of 30 NRI physicians from USA who were all born and brought up in Guntur and Krishna Districts of Andhra Pradesh.

NRI General Hospital came into existence in 2002 while NRI Medical College was started in the year 2003 with an intake of 100 students with due permission from the Ministry of Health and Family Welfare, Government of India as per the recommendations of the Medical Council of India. The College and the Hospital are situated in a contiguous sprawling campus and has a total built-up area of 12,00,000 sq. ft comprising of eight buildings. All necessary state-of-art infrastructural facilities such as fully-equipped laboratories, radiological facilities, air conditioned lecture halls, are available in this 750 bed Teaching Hospital fully established as per MCI norms.

The teaching staff consists of many renowned medical professionals from all over India. All the General, Broad and Super Specialties together with a full-fledged Cancer Hospital have been established one after another in quick succession under NRI General Hospital thus bringing it to the present level of 1050 bed hospital and the Medical College offers all UG, PG and Superspecialty Medical Courses.

VISION AND MISSION

VISION

Preparing world class physicians to meet global demand of efficient medical force and providing corporate healthcare at affordable cost for people of all walks of life irrespective of gender, caste, color, creed, religion or ethnicity.

MISSION

- Educating the physician and medical scientist workforce
- Discovering new medical knowledge
- Developing innovative technologies for prevention, diagnosis and treatment of disease.
- Providing health care services in academic settings at an affordable cost.

GOALS AND OBJECTIVES:

Our goal is to produce physicians who are prepared to serve the fundamental purposes of medicine. To this end, our graduates will possess the attributes that are necessary to meet their individual and collective responsibilities to the Society.

AVOWED PRINCIPLES:

The Management of NRI Academy of Sciences strictly stands committed to its principles of:

- being an equal opportunity Employer; and that
- No patient be turned down basic medical care for lack of finances.

LOCATION:

NRI Academy of Sciences, i.e. NRI Medical College and General Hospital is strategically located equidistant from Guntur and Vijayawada on the NH16 and adjacent to State highway leading to Mangalagiri.

CONTACT US:**NRI Medical College and General Hospital**

CHINKAKANI, MANAGALAGIRI, GUNTUR

ANDHRAPRADESH-522503

Web: www.nrias.net

Phone: +91-8645-230101, 230102

Hunting Line: +91-8645-236777

Fax Line: +91-8645-235617

IMPORTANT TELEPHONE NUMBERS:

Accident and Emergency Medicine (Casualty):	+91-8645-237407
	+91-8645-230101 Ext: 154
Principal	+91-8645-230337
Medical Superintendent	+91-8645-230210
Hospital Administrator	+91-8645-230205
Duty Administrator	+91-8645-230206
PRO	+91-8645-230191

STANDARDS OF SERVICE:

NRI Academy of Sciences is a not-for-profit society registered under AP Societies Registration Act 2001(Act 35 of 2001).

It provides medical care to all patients who come to this institute and trains the medical students and nursing students (both undergraduate and post graduates).

All the patients are provided appropriate Medical Care within a specific time frame depending on each case without any discrimination.

Committed to provide world-class treatment at an affordable rate to the needy people.

STAFF UNIFORM:

All doctors shall wear white aprons and nursing staff and technicians shall wear the prescribed uniform robe.

The other non medical staff engaged in patient movement shall also wear the prescribed uniform provided to them.

It is mandatory under the dress code of the institution and they shall also bear their identity card.

ENQUIRIES

Location guide map is available and Directional Signboards are fixed in each floor.

Enquiries counter exist at the Reception Counter.

Telephone numbers of central enquiry – +91-8645-230101, 230102

Public Relation officer helps the patient at the OPD entrance.

Hospital enquiry hotline works round the clock. Its phone no: is 08645-236777.

CASUALTY AND EMERGENCY SERVICES:

The casualty functions round the clock all days.

Casualty direct no: 91-8645-237407 and FAX no is +91-8645-235617

Casualty Medical officer and Resident Doctors are available 24 hrs all days.

Duty Doctors are available on call round the clock in all specialties.

There are 30 beds in the emergency room.

Emergency Cases are attended promptly.

All the items required are made available during mass casualties.

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

The hospital has a fleet of 2 fully equipped and 1 non-equipped ambulances.

A team of trained and dedicated medical professionals, Emergency Technicians, 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 NRIGH or to NRIGH.
Ambulance service enquiry no: +91-8645-230224

This facility is available 24 hours a day, on all days.

OUTPATIENT DEPARTMENTS:

Timings: 8.30AM till the last patient is seen.

Every outpatient seeking treatment at the hospital is registered prior to the consultation.

For every new patient a Unique MRD number will be generated.

If you have been registered previously, kindly quote your Medical Record Number, while taking An appointment.

In case, you are a non-appointment/walk-in patient, you are requested to wait to see the doctor.

Appointment patients will be given a preference. Only emergency walk-in can be seen out of turn

Payments for all specialties can be made at the OP Billing Counter.

FLOORWISE LOCATION DETAILS

S.n	Location	Details	S.n	Location	Details
GROUND FLOOR			FIRST FLOOR		
1	Casualty	Emergency OP Registration Ophthalmology OT ENT OT	1	10 th General Ward	Male Medical Ward Medical Steno Room GM Seminar Hall
2	Tea Shop		2	11 th Ward	Female Medical & OBGY Ward
3	STD Booth		3	12 th Ward	OBG Ward OBGY Steno room OBGY Seminar Hall
4	Labour Room	Gyneic OT NICU PICU	4	Secretary Chamber	Secretary Office CAO office
5	Hospital Stores		5	Medical Records Department	
6	Radiology Department	CT Scan MRI Scan Ultrasound X-ray	6	13 th Block	IT Department Telephone Operator Audit & Purchase
7	OBGY OP		7	14 th Block	Bio-Chemistry Lab Microbiology Lab
9	Hospital Canteen		8	15 th Block	Pathology Lab Sample Collection Blood Bank
10	Laundry and Linen		9		1 st Floor SPI Rooms
11	CSSD		10	16 th Ward	Health Checkups
12	Pharmacy Stores		11	Dean Office	
13	Biomedical Engineering		12	Hippocrates Hall	
14	OPD Block#5	GS OPD Ortho OPD Psychiatry OPD Paediatrics OPD	13	Administration Block	Medical Superintendent Hospital Administrator Nursing Superintendent Administrators Room Aarogyasri-RAMCO
15	OPD Block#6	ENT OPD Ophthalmology OPD Dental OPD			
16	OPD Block#7	GM OPD TBCD OPD Skin OPD Dermatology OPD			
17	OP Registration Area				
18	ARS OP registration				
19	Reception				
20	Billing				
21	Pharmacy				
22	Credit Billing				
23	Aarogyasri follow-up				

S.n	Location	Details	S.n	Location	Details
SECOND FLOOR			THIRD FLOOR		
1	20 th Ward	Male Medical Ward	1	30 th Ward - Paediatric	Ward
2	Intensive Care	Medical ICU			Steno
		Surgical ICU			Seminar Hall
		KTU			
3	OT Complex	OT Complex	2	31 st Ward	Paediatric Female Ward
		OT Pharmacy	3	32 nd ward	Female Surgical Ward
4	23 rd Ward	Post Operative Ward	4	33 rd Ward	Physiotherapy Ward
5	24 th Ward	CT Surgery	5	33A Ward	General Ward
		OT Complex	6	34 Ward	General & Male Surgical
		CT ICU	7	35 th Ward	General & Male Surgical
		Cath Lab	8	36 th Ward	III Floor Spl rooms
		Cathlab Store			
6	25 th Ward	CCU	9	37 Ward	Special Rooms
9	26 th Ward	Cardiology-M- Ward			Dermatology Male Ward
		II Floor Spl rooms			Male Psychiatry Ward
10	27 th Ward Super Specialty OPD Block	Cardiology	FOURTH FLOOR		
		CT Surgery	1	40 th Ward	General Ward
		Neurology			Male Medical Ward
		Neuro Surgery	2	41 st Ward	TBCD Ward
		Joint Replacement			Male Surgery Ward
		Paediatric Surgery			General Ward
		Urology			Female TBCD
		Nephrology			Female Psychiatry
		Medical Gastro			Female Skin
		Surgical Gastro			Female Ophthalmology
Plastic Surgery					
			3	42 nd Ward	General Ward
					Male Ophthalmology
14	OPD Block#5	GS OPD	4	43 rd Ward	Male Orthopedics
		Ortho OPD			Male ENT
		Psychiatry OPD			Nephrology Ward
		Paediatrics OPD			Dialysis Ward
15	OPD Block#6	ENT OPD	5	44 th ward	ENT Seminar Hall
		Ophthalmology OPD			General Ward
		Dental OPD			Female Ortho
16	OPD Block#7	GM OPD	6	45 th Ward	Female ENT
		TBCD OPD			Female surgery
		Skin OPD			General Ward
		Dermatology OPD			Male Ortho
			7	46 th Ward	Special Rooms
			8	Dhanvantari Hall	
			9	General Surgery Seminar Hall	

COMPLAINTS & GRIEVANCES:

There may be occasions when our services have not met with your expectations. Please do not hesitate to register your complaints. It will only help us serve you better. Every grievance will be duly acknowledged. We aim to settle your genuine complaints within 10 working days of its receipt. Suggestions/Complaint boxes are also provided at various locations in the hospital. If we cannot, we will explain the reasons and the time we will take to resolve. Name, designation and telephone number of the officer concerned is duly displayed at the Reception.

Mr.P.S.N.V.K.Kishore

Designation: Hospital Administrator

Tele: (O) 08645-230205, (M) +919849966684

Meeting Hours 3.00 PM to 4.00 PM on Hospital Working days

RESPONSIBILITIES OF THE USERS:

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. On an average more than 5 lakh patients attend the OPD annually and more than 1 lakh patients are attended annually in the casualty and emergency wards. Please do not inconvenience other patients. 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.

The Hospital is a “No Smoking Zone” and smoking on the premises is a Punishable Offence.

Please refrain from demanding undue favors from the staff and officials as it encourages corruption.

Please do not offer any tips and gifts to any of the hospital staff for the service provided.

Please provide useful feedback & constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

- Don't split here & there
- Use Dustbins
- Keep Hospital Clean
- Give regards to Ladies and Senior Citizens