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

- What services are available in this hospital?
- The quality of services they are entitled
- The means through which complaints regarding denial of poor quality of services will be redressed. We ensure that all our users receive courteous and prompt attention.

**ENQUIRIES:**
- Location Guide Board is available near the main entrance of the Institute
- Reception & Enquiry counter exist at OPD waiting Hall.
- Staff Identity-Doctor wear white apron & Nurses are in their uniform.
- Board indicating availability of Faculty Members and other Dental staff on duty and their leave status is displayed at the main Reception and also Registration of each specialty Department.

**OUT PATIENT DEPARTMENT:**

**Timing**
- Central Registration Timing - 8.30 am to 11.30 am
- Departmental Registration Timing - 9 am to 12 noon
- All new patients have initial assessment/screening at Dental OPD of Department of Diagnosis & Radiology and patient needing any specialised dental treatment are referred to respective specialist Department.

**GENERAL INFORMATION**
- **Director Principal:** Dr. Mahesh Verma
  - Phone No.: 23233925, 23233884
  - Extn. 1150
- **Administration Officer:** Mr. V.K. Kandpal
  - Phone No.: 23233884 Extn. 1153

**SMOKING IS INJURIOUS TO DENTAL HEALTH**
<table>
<thead>
<tr>
<th>Floor</th>
<th>Departments &amp; Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Floor</td>
<td>Department of Oral &amp; Maxillofacial Surgery 1. Registration &amp; Dental Record Counter 2. Dental Clinics 3. Minor OT 4. Post Operative Care 5. Main OT complex Director Principal Office</td>
</tr>
<tr>
<td>Second Floor</td>
<td>Department of Prosthodontics 1. Registration &amp; Dental Record Counter 2. Dental Clinics 3. Dental Lab</td>
</tr>
<tr>
<td>Third Floor</td>
<td>Department of Conservative Dentistry 1. Registration &amp; Dental Record Counter 2. Dental Clinics 3. Dental Lab</td>
</tr>
<tr>
<td>Fourth Floor</td>
<td>Department of Orthodontics 1. Registration &amp; Dental Record Counter 2. Dental Clinics 3. Dental Lab</td>
</tr>
<tr>
<td>Fifth Floor</td>
<td>Department of Paediatric &amp; Preventive Dentistry 1. Registration &amp; Dental Record Counter 2. Dental Clinics 3. Dental Lab 4. Minor OT</td>
</tr>
<tr>
<td>Sixth Floor</td>
<td>I. Department of Periodontics 1. Registration &amp; Dental Record Counter 2. Dental Clinics 3. Dental Lab 4. Minor OT II. Department of Community Dentistry</td>
</tr>
<tr>
<td>Seventh Floor</td>
<td>1. Oral Pathology Lab 2. Blood Collection Center</td>
</tr>
</tbody>
</table>
I. EMERGENCY SERVICES FOR DENTO ORAL EMERGENCIES
At present full fledged emergency department not functional However emergencies are attended as under:-
- 9 am to 4 pm on all days at MAIDS
- 4 pm to 8 am on all days - at Casualty & Emergency Department of LN Hospital.
- Dental Officer and Residents from MAIDS are available 24 hours on all days in casualty of LN Hospital
- Faculty Member and Senior Resident are on call duty as per duty roster.

II. INDOOR TREATMENT:
- All patients of MAIDS needing admission are admitted to ENT ward of Lok Nayak Hospital.
- Faculty member & senior Resident of Oral & Maxillofacial Surgery look after patients of MAIDS & they are on call duty whenever they are required.
- Diet is provided to all indoor patients by LN Hospital.
- Visitors are allowed only at notified visiting hours.
- Investigations like X-Rays, Ultra Sound, Pathology Lab etc. are done free of charge at LN Hospital.
- Staff Nurses are on duty round the clock in the wards.
- Admitted patients should contact the Staff Nurse for any medical assistance they need.

III. DIAGNOSTICS:
I. LABORATORY
- Oral Pathology Lab - carries out and all Histo pathology & cytology investigation.
- Timing for collection of specimen 9.00 am to 1.00 pm all days.
- Report collection - 9.00 am to 1.00 pm.
- Path Lab of LN Hospital - All other Lab investigation required by MAIDS patient are done free of charges.
- Timing for specimen collection centre LN Hospital - 9.30 am to 12.30 pm.
- Report collection - 9.30 am to 4.00 pm.

II. RADIOLOGY INVESTIGATION
- Oral Radiology Dept. (Ground Floor)
  - Intra oral X-Ray.
  - Extra oral X-Ray
  - OPG
  - Cephalometric X-Ray
  - Timing - 9.00 am to 12.30 pm following day
- Radiology Dept. LN Hospital - All other Radiology investigation are done
  - Timing - 9.00 am to 1.00 pm
  - Report available - 9.00 am to 1.00 pm following day.

IV. MISCELLANEOUS FACILITIES:
- Wheel Chairs and trolleys are available at the OPD Gate for patients who are unable to walk.
- Ambulances on call are available for use from LN Hospital.
- There is standby generator catering for all areas of Institute in case of breakdown of electricity.
- Adequate drinking water and toilet facilities are available on all floors.
- Cafeteria on ground floor.
- Pharmacy service is located on the ground floor. Issue Timing - 9.00 am to 1.00 pm.
- Patient are charged for certain procedures as per the tariff rates laid down.

SMOKING IS INJURIOUS TO DENTAL HEALTH
YOUR RIGHTS AS A PATIENT

PATIENT’S RIGHTS

1. To be treated with respect, consideration, compassion and dignity regardless of your age, gender, race, origin, religion or disabilities.

2. To have full consideration for the dignity and confidentiality in case discussions, examination and treatment.

3. Right to quality care & treatment consistent with available resources & generally acceptable standards.

4. A clear & understandable explanation by your doctor/trained staff about diagnosis, as well as the benefits and risks of each treatment and expected outcome.

5. To participate in decision involving your healthcare and to refuse treatment except when such participation is contradicted for medical reasons.

6. To be informed about pain and pain relief measures in your pain management plan.

7. To agree or refuse to take part in medical research studies and still continue to receive medical treatment.

8. To be involved in the treatment plan.

9. You have the right to make suggestions & express grievances.

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उपयोगकर्ताओं के अधिकार

1. रोगी की आयु, लिंग, जाति, भेदभाव, धर्म अथवा उसकी असमर्थताओं के आधार पर उन्हें अंतर किए विवाह आदार, समाज, करणा तथा समाजपूर्वक रोगी का इलाज किया जाना।

2. रोगी की जीवनरति से संबंधित विवाह विवस्थां, जांच तथा इलाज में उसकी प्रतिष्ठा तथा नीतिज्ज्ञाता का पूर्व समाज करना।

3. उपलब्ध संसाधनों तथा सामाजिक: स्वीकार भावों के अनुसार अच्छी देखभाल तथा इलाज का अधिकार।

4. रोगी को विकृतितथा/प्रभावित स्वास्थ्य द्वारा रोग-बिज्ञान तथा साहित्य प्रदेश इलाज प्रभावों तथा सामाजिक परिसंघीय के बारे में पूर्ण विचार समझ में आने योग्य स्वास्थ्य प्रदेरोक

5. अपनी स्वास्थ्य देखभाल के बारे में लिए जाने वाले निर्देशों में शामिल होना और किसी इलाज के लिए नजर करना रिश्ते उस रिश्ते के जब यह प्रतिभागित विकृतितथा कारणों से संबंध न होना।

6. रोगी की पीड़ा/दर्द प्रबंधन योजना में पीड़ा तथा पीड़ा से रहते उपयोगी के बारे में उसे सुनिश्चित किया जाना।

7. विकृतितथा अनुष्ठान अध्ययनों में शामिल होना अथवा नजर कर देना और इसके बावजूद इलाज स्वीकार रखना।

8. अपने इलाज की योजना में शामिल होना चाहिए।

9. आपके पास अपने आवाज में विकृति का बोलकर या विवाद कर देने का अधिकार है।
**PATIENT’S RESPONSIBILITIES**

1. To keep appointments & be on time for appointments.
2. To provide complete & accurate information about current & past illness, medications & other matters pertaining to your health.
3. To follow the treatment plan recommended by your doctor.
4. To actively participate in your pain management plan and keep your doctors and nurses informed about the effectiveness of your treatment.
5. You are responsible for your actions if you refuse treatment or do not follow the doctor’s instructions.
6. To take care of your belongings.
7. To treat all hospital staff, other patients & visitors with courtesy, dignity & respect and not obstructing their performing their assignments.
8. To pay the user charges where applicable prior to treatment.
9. To understand all instructions before signing the consent forms.
10. You are needed to be respectful of the property & privacy of others and of the hospital.
11. Not to bring any weapons, alcohol or unauthorized drugs in to the hospital.
12. Respect the hospital as a no Smoking zone.
13. Control noise & number of visitors.
14. To report any issues, complaints of concern that may affect your care.
15. Help to keep the hospital clean & healthy.

**रोगी उत्तरदायित्व**

1. चिकित्सक से मिलेंगे के लिए, लिए गए समय का पालन करना और समय पर पहुँचना।
2. अपनी भर्ती तथा पूर्वी शीमियां, उसने संबंधित चिकित्सक तथा अपने स्त्रीय संबंधी अवधारणाओं की पूर्णता तथा उनकी उपलब्धता प्रदान करना।
3. अपने चिकित्सक द्वारा सुझाई गई उपचार योजना का अनुयायी करना।
4. अपनी गैर-अर्थ प्रबंधन योजना में प्रति सत्र लेना और अपने उपचार की प्रभावित करने के लिए अपने चिकित्सक तथा वर्गों को सूचित करने रहना।
5. अपने आप चिकित्सक द्वारा बनाए गए इलाज को समझना है या नहीं, जब तक तो किसी भी प्रतिक्रिया के लिए आप (रोगी) स्वयं चिकित्सा नहीं करेंगे।
6. अपने सामाजिक/समाजी का स्वयं देखभाल करें।
7. अस्पताल के समस्त स्टाफ, अन्य रोकियां तथा आपल्लोदों के साथ विभाजन तथा अन्य से केवल आप तथा स्टाफ के साथ साथ बात बात करें।
8. इलाज के पहले क्लच नहीं, उपभोक्ता दुकान देखने का काम।
9. सहायता देने वाले प्रभाव के साथ लिखाया करने के लिए पहले उन्हें दी गई आरोपित को अपनी तरना समझना।
10. अपने भाषा अनुसार की जाती है आप अपने भाषा के एकुं ठ स्पेक्ट्रम की लंबाई और लोकसेवा के पृथ्वी के लिए शहीद काम करें।
11. अस्पताल के अन्दर आप किसी भी प्रकार का हंसल, माफी करें तथा आपसी व्यवहार के वाद लें।
12. अस्पताल एक महसूस करे हमारे रूप से इस्तेमाल करने का।
13. थियन-वजन बच्चों की सहायता और तेजी पर प्रवंधन रखें।
14. किसी भी प्रकार की समस्या, दीर्घकालिक के लिए संबंधित अधिकारियों को सूचित करें जो आपकी स्थायित्व को प्रभावित करती है।
15. अस्पताल के साथ और उन्द्र रखने में हमारी सहायता करें।
COMPLAINTS AND GRIEVANCES:

There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaint to our Public Relation Officer at the reception.

Suggestion: You can also fill up Suggestion Card and drop the same in the "Suggestion Box", which is opened by Director Principal only. It will help us serve you better.

The Hospital is a No Smoking Zone

THIS CHARTER IS OUR FIRST EFFORT PLEASE HELP US TO HELP YOU

The purpose of the Citizen's Charter is to explain your rights and Responsibilities, as a patient of the Hospital. Knowing and understanding your rights and responsibilities will make your relationship with us a mutually beneficial one. The Charter sets out the ways in which the community and the hospital work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.

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In case of any emergency kindly contact:
9873335500