

Citizen Charter

Vardhman Institute of Medical Science

Pawapuri, Nalanda- 803115

GENERAL INFORMATION

Location

Vardhman Institute of Medical Science, Pawapuri a Govt. Medical College located at Nalanda district of Bihar.

NUMBER OF BEDS DOCTORS, NURSES. ETC

The hospital has 500 Beds (including the Emergency) We have a Faculty According to MCI norms (Including faculty members, Sr. and Jr. Resident and nursing staff.)

ENQUIRY AND INFORMATION ABOUT COLLEGE & HOSPITAL

Central enquiry and Registration for OPD located at the entrance of outdoor building of VIMS& IPD in each Department.

Telephone number of central enquiry VIMS: 06112262793

Enquiry counters control room and help desk also exit in the OPD and emergency.

Website: www.vimspawapuri.org

Email: principal.vims.pawapuri@gmail.com

CASUALTY AND EMERGENCY SERVICES

Location: Ground floor B- Block, of emergency at VIMS, Hospital

Casualty and Emergency services available 24 hours daily throughout the year.

Anyone with urgent medical problem can have treatment in the casualty.

Depending on the nature of Casualty Emergency which needs medical

intervention, the patient will be registered at the casualty registration counter and medical care will be provided promptly.

Casualty has a fully equipped Emergency operation Theatre for any urgent surgery.

All urgent investigations like Blood Biochemistry, urine, blood gas analysis, ECG, USG, X-ray are available for Casualty Patients Round the clock. All listed medicine and surgical items available in the casualty, OPD and indoor are provided free of cost.

Canteen facility is available.

OUT PATIENT DEPARTMENT (OPD) SERVICES

Location: Ground Floor A- Block, ofVIMS, Hospital

Registration Time	Consultation time
8:00 am to 2:00 pm	9:00 am to 2: pm 4.00 PM to 6 PM (For Super specialty)

General OPD

I. OPD Registration card can be obtained cost of Rs. 5/- (Rupees Five) only at the OPD Registration counter.

II..The OPD Registration card is valid for ever of consultation, after which a new registration card should be obtained if consolation/treatment goes to other specialties.

All the inpatients will be receiving treatment by team of Resident doctors and Nursing staff available round the clock under the supervision and guidance of Faculty Members.

Hospital attendants are available in different wards to help inpatient care and related activities.

Special words like ICU NICU, PICU etc are equipped with modern gadgets and devices like ventilator, monitors, defibrillators, nebulizers, incubators etc to provide better quality medical care.

Food is served three times a day (including breakfast).

Operation theatres- The Hospital has fully equipped modern operation theaters where all kinds of major and major surgeries are performed using the latest techniques and technology.

Visitors are allowed only during visiting hours.i.e. from 4:00 pm to 6:00 pm

RESPONSIBILITIES OF USERS

The success of this charter depends on the support we receive from our users.

The VIMS is a no smoking zone and alcohol free zone please do not smoke and use alcohol in the hospital

Please provide useful feedback and constructive suggestions.