

CITIZEN CHARACTER'S (DETAILED)

Dear citizens,

You are welcome to Adesh institute of dental sciences and research (AIDSR), the best college in North India and especially in Punjab. AIDSR is committed to provide quality of dental care services to each and every citizen coming to AIDSR. On an average, more 200 patients (old & new) attend our OPD on daily basis.

This charter seeks to provide the following information:

1. The services available in the hospital.
2. Quality of services that the patients have the access to.
3. The means of redressal of complaints regarding poor quality or denial of service.
4. The means by which the quality of the services can be enhanced.

Our Mission:

Our mission is to provide outstanding and affordable dental care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste, religion and economic status. AIDSR is an institute dedicated to establishing a center of excellence in health care and improving the well-being of the community through quality programmes of preventive dental medicine, dental education and research and to make the nation a healthier and happier place to live in.

GENERAL INFORMATION

- AIDSR is located at Bhuchokalan, Tehsil Nathana, Barnala Road, Bathinda, Punjab
- The college is attached to Adesh hospital which is a 650 bedded hospital.
- At the entrance of AIDSR, a Reception Desk/OPD counter, help desk and waiting hall facility is provided
- Board indicating names of faculty/doctors are displayed outside the department.

Enquiry

- Telephone numbers of reception : 0164- 5055121
- Patient coordinator :- 0164- 5056220
- Administrative office – 0164-5055116

FLOOR WISE SPECILAITY CLINICS AND FACILITIES

FLOOR	DEPARTMENTS	Facilities
Ground Floor	Main reception desk Help desk	<ul style="list-style-type: none"> • Enquiry • OPD & registration • Suggestion & complaint
	Principal office	Administrative & Academics
	Adminstrative block	Logistics support for patient care
	Oral Medicine & radiology	<ul style="list-style-type: none"> • Registration and record counter • Oral diagnosis & x-rays of all kind of maxillofacial aliments • X- ray Department
	Oral and maxillofacial surgery	<ul style="list-style-type: none"> • Registration and record counter • Surgical treatment of all kind of maxillofacial aliments • Operation theater and recovery room
First floor	Prosthodontics and crown & bridge	<ul style="list-style-type: none"> • Registration and record counter • Replacement of missing teeth • Laboratory
	Conservative dentistry and endodontics	<ul style="list-style-type: none"> • Registration and record counter • Various treatment of carious tooth • PG Clinics • Laboratory
Second Floor	Orthodontics and dentofacial orthopedics	<ul style="list-style-type: none"> • Registration and record counter • Various treatment of mal-aligned tooth • PG Clinics

		<ul style="list-style-type: none"> • Laboratory
	Pedodontics & preventive dentistry	<ul style="list-style-type: none"> • Registration and record counter • Treatment of oral diseases in children
	Periodontology	<ul style="list-style-type: none"> • Registration and record counter • Treatment of gum diseases and tooth cleaning

Outpatient Departments

OPD Registration Timings: 09:00 a.m. to 3:00 pm

OPD CARDS:-

- OPD registration card can be obtained free at the OPD Registration counter located at the entrance of AIDS R
- After registration patients are directed to department of oral medicine and radiology for initial screening/ investigation. Patient needing specialized dental treatment are referred to respective specialty department
- Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens

Facilities for differently- able patients

- Help desk at the Reception/OPD Counter (SDC & SHRC)
- Wheel Chair
- Trolleys & Stretcher
- Ramps
- Preference will be given to them at the time of registration and during Consultation/Treatment

Miscellaneous facilities

- Ambulance on call 24x7
- Electricity,
- Pharmacy,

- Public convenience facilities,
- Canteen

Patient's right

- To be treated with respect, consideration, compassion and dignity regardless of age, gender, race, origin, religion or disabilities
- Dignity and confidentiality in case discussions, examination and treatment
- Right to quality care & treatment consistent with available resources and generally acceptable standards.
- Clear & understandable explanation by the doctor/trained staff about diagnosis, as well as the benefits and risk of each treatment and expected outcome
- Participation in decision on healthcare and to refuse treatment
- Agree or refuse to take part in medical research studies and still continued to receive medical treatment
- To be involved in the treatment plan
- Have right to give suggestion and express grievances

Patient's responsibilities

- Wait for your turn at Reception Desk/OPD and in the department during consultation
- Deep appointment and report on time for appointments
- Provide complete and accurate information about current and past illness, medications and other matters pertaining to your health
- Follow the treatment plan recommended by the doctor
- Understand all instructions before signing the informed consent forms
- Keep your doctors informed about effectiveness of treatment
- If you refuse the treatment or do not follow the doctors instructions, you will be held responsible for you action
- Pay the user charges as applicable, prior to the treatment
- Deposit the money only at the designated hospital Cash Counter/OPD counter and obtain a proper receipt

- Treat all hospital staff, other patients and visitors with courtesy, dignity and respect and not obstruct them in performing their assignments
- Careful use of AIDSR property and maintain privacy of others
- Park your vehicle in area designated for visitors parking only
- Not to bring any weapons, alcohol or unauthorized material inside the college premises
- AIDSR & AIMSRS property is strictly a “**Tobacco-free Zone**”
- Maintain silence
- Limit number of visitors/attendants as per rules
- Refrain from demanding undue favors from the staff and officials
- Take care of your belongings
- Please provide useful feedback and constructive suggestions in feedback/suggestion register kept at every OPD/Registration Counter
- To report any issue, complaints of concern that may affect your care
- Help to keep the hospital neat & clean