

# PUNJAB INSTITUTE OF MEDICAL SCIENCES

*'Building a Healthy Tomorrow'*

Garha Road, Jalandhar – 144006



## CITIZEN'S CHARTER

*Run in PPP mode by PIMS Medical & Education Charitable Society*



## **About The Institution**

Situated in the heart of Punjab's most vibrant city, Jalandhar, with an area spread of more than 55 acres, Punjab Institute of Medical Sciences (PIMS), Jalandhar was envisaged by the Govt. Of Punjab (GoP) in 1999 as the first medical college cum teaching hospital in Doaba region. PIMS was conceptualized under Public Private Partnership (PPP) mode by PIMS Society, PIMS Medical and Education Charitable Society, Department of Medical Education & Research and GoP to be a leading institution known for its state of art facilities, best medical education and comprehensive personalized care offered to all at affordable cost.

Acting as a beacon of light, PIMS caters to the needs of patients from all over the Doaba region. It is a place where health meets care and knowledge meets experience.

PIMS, a premier tertiary care teaching hospital, is a blend of medical expertise with modern facilities that aims to provide patients with benevolent care and guidance. Simultaneously, with committed faculty, latest technologies along with advanced classrooms, lecture theatres, labs, museums, a grand central library and computer center, the institute seeks to instill the best values and ethos among the undergraduates in their quest for knowledge. Furthermore, PIMS as a

center of excellence not only focuses on transforming students into professionals but also works to serve the society through various charitable endeavors like organizing medical camps and check-ups in areas deprived with medical care.

Being a young institution, PIMS believes in strengthening its foundation and proliferation of its medical facilities with a vision of being region's best multi specialty teaching hospital.

### Our Vision

To be recognized as a symbol of wellness and care, with an edifice built on efficient systems, neoteric technology and breakthrough medical research, shaping our students into doctors who are thought leaders of tomorrow.

### Mission Statements

We aspire to:

- ◆ Redefining medical learning by offering a conducive and competitive environment that nurtures growth of imagination
- ◆ Propagating the culture where theoretical learning meets practical experience
- ◆ Providing distinctive medical care and state of art facilities with the collaborative effort of our professionally competent staff delivering an assurance of being in safe hands
- ◆ Being a cost efficient medical care provider that serves one and all

### Our Values

- ◆ **Innovation:** we are committed to continuous development by executing newer initiatives since *'Innovation unveils new horizons'*
- ◆ **Compassion:** we respect the inherent worth of people so we treat all with honor and dignity because *'We care'*
- ◆ **Communication:** we believe in clear two way communication making the patient an active partner in treatment because *'Together we make better choices'*
- ◆ **Integrity:** we abide by the highest level of professional ethics as *'Our morality defines our performance'*
- ◆ **Dedication:** we all work with devotion, instilling faith and trust in people we serve as *'Dedication fosters care'*



**How to reach us:** Punjab Institute of Medical Sciences (PIMS), Garha Road, Jalandhar - 144006, Punjab, India

1. PIMS is just 1 km away from General Bus Terminal, Jalandhar
2. PIMS is 5 kms away from the Railway Station, Jalandhar

### Help Desk

- ◆ **Reception:** Reception of PIMS Hospital is located in OPD Area which serves the purpose of providing all sorts of information to patients like specific OPD locations, In- Patient services, Lab and Radiology services and other types of queries. The Counter operates Monday to Saturday from 8:30 am to 4:30 pm
- ◆ **Emergency Service Desk:** The counter is situated at the entrance of Emergency which handles visitor queries and also provides In-patient information, ambulance related information etc. This counter operates 24x7

### Telephonic Enquiries

Reception	+91 181 6606000
24 Hrs Emergency/ Ambulance	+91 181 6606666
Blood Bank (24 X 7)	+91 181 6606000 (Extn: 1007)



**PIMS HOSPITAL**

PIMS hospital extends various kinds of facilities which are:

**Indoors**

- ◆ A 750 bedded hospital comprises of 6 critical care units (ICU, ICCU, NICU, PICU, MICU and SICU) and well maintained general and A/C wards
- ◆ A team of professional doctors and experienced nurses serve patients 24x7 with quality medical care
- ◆ Nutritious diet is served to patients and their attendants in all the wards
- ◆ Institute has empanelment with Punjab Government Employees and Pensioners Health Insurance Scheme (PGEPHIS), Bhagat Puran Singh Bima Yojana (BPSBY), and Rashtriya Swasthya Bima Yojna (RSBY), and

**Operation Theatres**

- ◆ The institute has 13 major and 5 minor fully equipped, modern, centrally air conditioned operation theatres, where surgeries are performed using the latest equipments and advanced technology
- ◆ Operations are conducted in the specialties of General & Laparoscopic Surgery, Orthopedics, Obstetrics & Gynecology, ENT, Ophthalmology, Urology, Plastic Surgery and Head



& Neck Surgery

- ◆ Pre-Anesthetic check up of in- patients is done in PAC room or patient bedside before the surgery
- ◆ Hospital has provision of Pre-Operative, Post-Operative and Recovery wards

### Casualty and Emergency Service

- ◆ PIMS provides 24x7 emergency services to help people in their difficult times
- ◆ A 26 bedded emergency offers comprehensive medical facilities to patients
- ◆ Various diagnostic facilities for emergencies are available like CT scan, X-ray, Ultrasound, and ECG etc
- ◆ Emergency labs for blood/urine investigations for casualty patients are functional round the clock
- ◆ Emergency medical officer is available 24x7 along with nursing staff
- ◆ The doctor on duty can call any specialist, available on call for urgent consultation as and when required
- ◆ Facilities like ambulance, wheel chairs, patient trolleys & 24 hour pharmacy are available in emergency care unit





## Intensive Care Unit (ICU)

- ◆ ICU situated on the 1st floor has end to end facilities for patients
- ◆ The unit comprises 18 beds



- ◆ Neonatal ICU on the 3rd floor of the hospital is 8 bedded
- ◆ The units are equipped with ventilators and bed side monitoring devices

## Out Patient Services

- ◆ Medical services in OPDs offer restorative and preventive healthcare to patients
- ◆ Consultation is offered across 11 multispecialty departments



- ◆ Every outpatient seeking treatment at the hospital is registered prior to the consultation. For every new patient a unique hospital identification number (UHID) is generated
- ◆ All the OPDs are centrally air- conditioned
- ◆ Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD
- ◆ OPDs have spacious waiting areas along with lifts, ramps and public utilities like drinking water & toilets etc. at each floor. All areas of the hospital are compatible for person with disability (PWD)
- ◆ OPD Timings are:  
Time of Registration: **08:30 a.m. to 03:00 p.m.**  
Time of OPD: **09:00 a.m. to 04:30 p.m.**

### Blood Bank

- ◆ A licensed high end blood bank with whole blood and blood component facilities/apheresis is available in the hospital to cater to the requirements of patients
- ◆ Open for 24 hours, blood bank is located on ground floor near emergency and also caters to external requests
- ◆ For any inquiry related to blood bank the contact number is +91 181 6606000 (Extn: 1007)
- ◆ All blood is tested for HIV, HBV and HCV, VDRL, as per protocols





## Radiology & Imaging Services

- ◆ Radiology department is situated on ground floor near the emergency
- ◆ Various investigations are performed under the supervision of experienced staff at reasonable rates like 16 slice CT scan, X – ray, Ultrasound, Mammography and other special radiological investigations
- ◆ Timings - Monday to Saturday (9:00 am - 4:30 pm). However, emergency services are available 24 hours



## Sample Collection Centre

- ◆ Situated on the ground floor adjoining radiology department , the centre has been designed spaciously
- ◆ It comprises of its own reception and waiting area and a separate room for collecting samples
- ◆ Samples are drawn by expert technicians
- ◆ Timings - Monday to Saturday (8:30 am - 4:00 pm). However, emergency services are available 24 hours



## Report Delivery

The Turnaround Time (TAT) for report delivery to patient is mentioned below:

### Same Day Test Reports

#### Blood Test

- |                              |                          |                          |
|------------------------------|--------------------------|--------------------------|
| ▪ Absolute Eosinophil Count  | ▪ CK                     | ▪ Malaria Parasite Smear |
| ▪ Absolute Lymphocyte Count  | ▪ CK-MB                  | ▪ PBF                    |
| ▪ Absolute Neutrophil Count  | ▪ CRP / Semiquantitative | ▪ Phosphorous            |
| ▪ Albumin                    | ▪ Dengue Ag/Ab           | ▪ Potassium              |
| ▪ ALP                        | ▪ Electrolytes           | ▪ RA Factor              |
| ▪ Amylase                    | ▪ ESR                    | ▪ RBC Count/PCV/RDW      |
| ▪ APTT/PTT                   | ▪ GGT                    | ▪ Renal Function Test    |
| ▪ ASO / ASO Titre            | ▪ Haemoglobin (Hb)       | ▪ Reticulocyte Count     |
| ▪ Bilirubin                  | ▪ HAV/HEV                | ▪ SGOT / SGPT            |
| ▪ Blood Grouping             | ▪ HCV/Hbs Ag             | ▪ Sodium                 |
| ▪ Blood Sugar & GGT          | ▪ India Ink-Cryptococcus | ▪ Stool for Occult Blood |
| ▪ BT/CT                      | ▪ KOH Mount              | ▪ TLC/DLC                |
| ▪ Calcium                    | ▪ LDH                    | ▪ Total Protein          |
| ▪ Cardiac Profile            | ▪ Liver Function Test    | ▪ Trop-I                 |
| ▪ Creatinine                 | ▪ Lipid Profile          | ▪ Urea                   |
| ▪ Complete Blood Count (CBC) | ▪ Lipase                 | ▪ Uric Acid              |
| ▪ Chloride                   | ▪ Malaria Ag/Typhi Dot   | ▪ VDRL                   |

#### Urine Test

- Bence-Jones Protein
- Creatinine Clearance
- Microalbumin
- Urinary Creatinine

- Urine Pregnancy Test
- Urinary Protein
- Urine R/E
- Urinary Urea

#### Other Samples

- ZN Staining
- Gram Staining
- Fungal Smear
- Semen Analysis
- Stool Routine

### Next Day Test Reports

▪ Bone marrow aspiration	▪ LE Cell	▪ PAP Smear
▪ Buccal Smear	▪ Malignant Cells (Fluid/Brushings)	▪ Sickling Test
▪ Cytochemistry	▪ G6PD	▪ Widal Test
▪ Cytology (Fluid/Brushings)	▪ KOH Mount	
▪ FNAC	▪ Osmotic Fragility Test	

### Other Reporting Period

Lab Investigation		Report Time
All Cultures & Sensitivity	Elisa (HbsAg, HCV, HIV)	: 3 Days
ToRCH IgM/ ToRCH IgG		: 5 Days
Bone Marrow Biopsy	FSH, LH, Prolactin, HbA1c, PSA, T3, T4, TSH, FT3, FT4	: One Week
All Fungal Cultures		: 4-8 Weeks
All AFB Cultures		: 6-8 Weeks

### Dialysis Centre

- ◆ Hospital provides infection free dialysis with new and modern facilities which provides an environment of comfort and care
- ◆ Timings - Monday to Saturday (8:00 am – 10:00 pm) Sunday closed



### Central Laboratory

- ◆ Hospital has well equipped and automated central laboratory situated on the fourth floor of the premises
- ◆ It caters to all routine and emergency tests round the clock in the disciplines of Pathology, Biochemistry and Microbiology
- ◆ Tests are conducted under the direct supervision of concerned specialist of the discipline





## Specialties

Various specialties within the institute are:

- Anesthesia
- Dentistry
- Dermatology
- De-addiction centre
- Dietetics
- ENT
- General Medicine
- General Surgery
- Laparoscopic Surgery
- Medical Oncology
- Nephrology
- Obstetrics & Gynecology
- Ophthalmology
- Orthopedics
- Pediatrics
- Physiotherapy
- Psychiatry
- Reconstructive Surgery
- TB & Chest
- Urology
- Biochemistry
- Microbiology
- Clinical Pathology
- Cytology
- Hematology
- Histopathology
- Community Medicine
- Radio-diagnosis



## 24 Hour Pharmacy

Hospital has 3 pharmacies. 2 on ground floor and one on first floor, operating 24 hours and catering to all pharmacy requirements of patients (OP & IP)

## Food Services

### ◆ Diet

The hospital's dietary department supervises the diet of the patients. The Dietitians plan the diet based on the therapeutic needs, and the canteen provides with good balanced meals. Also, patients are served with special diets when required



### ◆ Cafeteria

Two cafeterias are situated near the OPD entrance. The cafeterias are open for the visitors daily from 9:00 a.m. to 7:00 p.m.

### ◆ Canteen

PIMS canteen services are available 24hours to server visitors, staff and students. Also, a café is located near the OPD entry area.

## Comprehensive Health Check ups

The health check at PIMS is structured on the belief that preventive care is a wise investment. Hence, tailored health packages provide a detailed assessment of health profile with an exclusive personalized service and consultations from expert medical practitioners. In addition to the basic health packages, there are customized packages for males, females, diabetics and age group above 40 years.

## School and College visits

“Education is the most powerful weapon that can make a difference”

- ◆ Observing the current declining trend in health awareness, PIMS has taken a special initiative in educating and sensitizing students of schools and colleges on various health related issues prevailing in the society
- ◆ Informative lectures are organized in an endeavor to promote health and education amongst the youth

- ◆ Student health check-ups and medical lab visits are also arranged at PIMS with a sole purpose to facilitate the awareness about health and well-being across the future generation of the country

### Medical Camps

- ◆ To meet the immediate healthcare needs of the marginalized community, PIMS organizes free medical camps in rural and urban slum areas of the region
- ◆ Medical camps inside the hospital premises are also organized with an intent to serve the population deprived of affordable, quality medical care
- ◆ Customized health camps offering comprehensive medical facilities are organized across the city
- ◆ PIMS has adopted 15 villages in the surrounding areas of the city, in which medical camps are organized on regular basis, and in which PIMS runs a programme for drug de addiction

### Health Calendar Activities

- ◆ PIMS celebrates health calendar days as per the world health calendar by organizing various activities
- ◆ Different activities which are conducted are free medical checkups and consults by medical experts, in house lectures, awareness seminars in other organizations and radio talks etc
- ◆ Various days which are celebrated are World Aids day, World Health day, world illicit trafficking day, world cancer survival week, world diabetes day, world kidney day, world blindness day, osteoarthritis day and World smoking day, etc

### Bank & ATM

Andhra Bank has a full-fledged branch in the PIMS premises for the convenience of patients, students, staff and for the community as a whole. ATM of Andhra Bank is located near the OPD area.

### Grievance Redressal

- ◆ The Patient Welfare Department works for the patients by collecting patient feedback about the hospital services and attending to their complaints. The department ensures each patient receives proper medical care and assistance



- ◆ Suggestion boxes are placed at different places within the premises with an intent to serve people better
- ◆ Suggestions are regularly evaluated and necessary actions are taken where and when required
- ◆ The Emergency Medical Officer takes care of emergency complaints, which includes medico-legal cases
- ◆ Following officers can be contacted in case of a problem or a grievance:
  - » Faculty Incharge, Central Lab for Laboratory Services  
+91-181- 6606000 Extn: 5008
  - » Faculty Incharge, Boys Hostel / Girls Hostel for Hostel  
+91-181-6606000 Extn: 6024 & 5008
  - » Incharge, Billing for Billing and Cashless Services (RSBY, BPSBY & ESI)  
+91-181-6606000, Extn: 1044

### **Cleanliness & Freedom from infection**

- ◆ The hospital takes particular pride and places priority in maintaining cleanliness in the premises. It is our endeavor to provide an environment in which there is no place for infection and dirt
- ◆ Management of Bio Medical Waste is as per the Standard Protocols under Biomedical waste management and handling rules, 1998 and utmost care is taken to keep the premises infection free.

### **Responsibilities of the User**

- ◆ The success of the institute depends on the support we receive from our users
- ◆ Please try to appreciate the various constraints under which the hospital is functioning
- ◆ Please help us in keeping the hospital and its surroundings neat and clean
- ◆ Please use the facilities of this hospital with care
- ◆ Please refrain from demanding undue favors from the staff and officials
- ◆ Please do provide useful feedback and constructive suggestions

### **MEDICAL COLLEGE**

### General Information

- ◆ Total number of MBBS seats available are 150 annually as sanctioned by Medical Council of India
- ◆ The college has affiliation with Baba Farid University of Health Sciences, Faridkot (BFUHS)
- ◆ The first batch of MBBS students was admitted in 2011
- ◆ Present MBBS student strength is 585
- ◆ College has zero tolerance policy for ragging and also provides students with faculty mentors to look into their problems



### Infrastructural Facilities

- ◆ College offers students with advanced classrooms, lecture theatres, labs, museums, demonstration rooms, a grand central library and computer center
- ◆ Hostel facility is available for boys and girls separately within the campus along with Wi-Fi access to all hostellers
- ◆ College campus is equipped with adequate sports facilities for cricket, football, volleyball, badminton, Table Tennis, Kho Kho, athletics etc
- ◆ Students are provided with free gym facility in the campus
- ◆ Library timings are:

All Working Days : 09:00 a.m. to 10.00 p.m.

Sunday and Holidays : 09:00 a.m. to 02:00 p.m.

**Academic & Co –**

### curricular Activities

- ◆ Regular CMEs and conferences are organized across the year by various departments of PIMS for knowledge exchange
- ◆ PIMS organizes vertical and horizontal integrated teaching with a focus on comprehensive learning wherein students are the presenters
- ◆ Regular in house seminars are conducted to educate the under graduate students about Research methodology approaches and techniques
- ◆ With an intent to promote all round development of students, college has student driven clubs which help in exploring varied interests of students in co-curricular activities
- ◆ Various sports events are organized around the year namely Annual Sports meet, PIMS cricket league, football league & Kho Kho league etc
- ◆ Variety of cultural events are also conducted on different occasions like Teacher's day, Nursing Day, Lohri celebration and Fresher's Party etc



**Anti Ragging**





- ◆ It's mandatory for all the students to fill an online anti ragging undertaking (affidavit) at <http://amanmovement.org> following the step by step guide provided on the website.
  - ◆ PIMS Anti Ragging toll free helpline number (24x7) is 1800-419-6001
  - ◆ National Anti-Ragging Helpline (24x7): 1800-180-5522 (Toll Free)
- Website:** [www.antiragging.in](http://www.antiragging.in), **Email:** [helpline@antiragging.in](mailto:helpline@antiragging.in)

### Contact Us

The Punjab Institute of Medical Sciences (Hospital and Medical College)

*Run in PPP mode by PIMS Medical & Education Charitable Society*

Garha Road, Jalandhar - 144006

Website : [www.pimsj.com](http://www.pimsj.com)

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Phone : 0181-6606000  
0181-6606666 (Emergency 24 Hours)

Fax : 0181-2480736

