

CITIZENS' CHARTER

Jindal IVF and Sant Memorial Nursing Home (SNH) and Jindal Clinics, Sector 20-D, Chandigarh have adopted a Citizens' Charter:

This Charter seeks to provide a framework for our users to know the services and their quality provided to them.

General Information:

The Jindal IVF and SNH is a centre which aims to provide high quality and ethical services at affordable costs. At present, it provides services for the following specialties by teams which are highly qualified:

1. Gynaecological and obstetric problems and specialized services for infertility including in-vitro fertilization (IVF) procedures.
2. Respiratory / pulmonary diseases.

The Centre operates at two premises in close proximity to each other:

- i. Indoor admissions, diagnostic and treatment services at Jindal IVF and SNH, 3050, Sector 20-D, Chandigarh
- ii. Outpatient consultation Clinic at Jindal Clinics, SCO 21, Sector 20-D, Chandigarh.

Jindal IVF and SNH provides inpatient services for obstetric, gynecological and non-emergency respiratory disorders.

Jindal Clinics: Provides services primarily for respiratory disorders; it also houses the out-patient unit of Jindal IVF and SNH.

Jindal Clinics does not offer emergency and intensive care services in its premises. Patients with lung diseases who need such care are given the option of admission in hospitals in the surroundings or referred to other hospitals.

The Centre does not provide any consultation or investigation including the ultrasound in pregnant women for sex-determination of the foetus. The Centre is fully compliant with the regulatory provisions and sends daily reports of ultrasound tests to the health authorities.

Medical and Nursing staff: The Centre has –

Doctors	= 16	Respiratory Medicine = 2
Obst. & Gynae.	= 11	Others = 3
Nurses	= 25	

The doctors, nurses and other staff at the two premises as above are common.

Responsibilities of the user :

- i. Both the premises of the Centre are No-Smoking areas.
- ii. Please help us in keeping the premises and the surroundings clean
- iii. Please use the facilities of the Centre with care
- iv. Please park your vehicles with care in an organized fashion.
- v. Please provide us with useful feedback and constructive suggestions.

Patient s' bonafide Rights

As a patient or attendant, you have the right to:

- i. Be treated with respect, consideration, compassion and dignity, in a safe and clean environment regardless of your age, gender, race, origin, religion, sexual orientation or disabilities.
- ii. Be addressed by your proper name and to be informed about the names of the doctors, nurses and other healthcare team members involved in your care.
- iii. Full protection of your privacy, dignity and confidentiality in care discussions, examinations, and treatments.
- iv. A clear and understandable explanation by your doctor about your diagnosis, as well as the benefits and risks of each treatment, expected outcome and change in medical condition.
- v. Be protected from physical abuse and neglect.
- vi. Receive information from the hospital regarding the expected cost of treatment and payment policies.

Complaints: We make all attempts to provide services to the patient's satisfaction. In case of any dissatisfaction, suggestions/complaints can be made at the reception counters or to any of the following: Dr. Suresh Verma (9815730509)



Jindal IVF & Sant Memorial Nursing Home

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