

**MGM MEDICAL COLLEGE & HOSPITAL
KAMOTHE, NAVI MUMBAI**

CITIZEN'S CHARTER

MEDICAL CARE FACILITIES

I) OUT PATIENT FACILITIES :-

1. Emergency Medicine

Trauma

Family Medicine

Intensive Care Units

ICCU	MICU	RICU	SICU	CCU	NICU	PICU	ObGy ICU
-------------	-------------	-------------	-------------	------------	-------------	-------------	---------------------

2. General Medicine

Neurology, Gastroenterology, Nephrology, Swine Flu OPD,

Diabetic clinic ,

3. Chest & Tuberculosis &

. DOT Center

4. Skin & Dermatology

. Leprosy clinic

. Infectious Diseases OPD & HIV Counseling center

5. Psychiatry

. Psychology

. Child Guidance clinic

6. General Surgery

Neurosurgery, Plastic surgery., Gastroenterology surgery.,
Laparoscopic surgery

7. Orthopaedics

. Physiotherapy

Prosthetics & Orthotics,

Sports Medicine

8. Ophthalmology

9. E.N.T.

Audiology, Speech Therapy

10. Paediatrics

Child Welfare including Immunization Clinic

Child Guidance Clinic

Child Rehabilitation Clinic including facilities for speech therapy and
Occupational therapy & Physiotherapy

11. Obst. & Gynaecology

Antenatal Clinic, Family Welfare Clinic

Sterility Clinic

Cancer Detection Clinic

PPTCT Centre, Oncology, Labour Room

12. Geriatric

13. Immuno Haematology & Blood Transfusion

Blood Bank

14. Anaesthesiology

Pain clinic

15. Dental

Super specialty Departments

- Urology
- Cardiology
- Cardiothoracic Surgery

* Full-time qualified Doctors and specially trained nursing staff as well as technical staff for medical services are available round the clock.

Services & Facilities

I] Hospital Services:

1) Clinical Services:

- Reception & Billing
- Accident /Trauma Unit
- Emergency Medical Services / Casualty Dept.
- Blood Bank & component Facilities (Approved by FDA , Accredited by NABH)
- Central Diagnostic Laboratory Services (Accredited by NABL)

2) Radiology services

- i. MRI 0.3 Tesla
- ii. Spiral CT Scan Machine
- iii. Digital X ray Machine
- iv. Ultrasonography
- v. Colour doppler
- vi. DSA
- vii. Heart lung machine
- viii. C Arm
- ix. Electrocardiography
- x. 2D- Echocardiography
- xi. Mammography

3) Pharmacy

All the services are available round the clock in the Campus

4) Special Facilities:

- Isolation ward
- 2-D Echo Cardiography
- EMG/ EEG
- NCV Studies
- Computerized Stress Test
- Endoscopy
- Physiotherapy
- Eye Bank
- Blood Bank
- Audiometry (Pure tone & Impedance)
- Dialysis Unit

5) OPD with Specialities & Superspecialities

6) IPD Wards

7) Intensive Care Units:

ICCU	MICU	RICU	SICU	CCU	NICU	PICU	ObGy ICU	HDU
------	------	------	------	-----	------	------	-------------	-----

8) Operation Theatre

Clean O.T	- 6 Numbers
Septic O.T	- 1 Number
Minor O. T	- 1 Numbers
Accident & Emergency	- 1 Number
OBGY OT	- 2 Numbers
-- " -- Septic OT	- 1 Number
Endoscopy OT	- 1 Number
Super specialty (Modular)	- 2 Number
Total	15 Nos.

II] Administrative services:

- Administration office.
- Accounts Department
- Medical Social Workers.
- Time keeping
- Medical Record department

III] Supportive services:

- Telephone Reception (EPBAX with 200 extentions)
- Hospital Store
- General Store

- Maintenance
- Central Workshop
- Biomedical Engineering Dept.
- IT Dept.
- Ambulance services
- Transport office
- Canteen Services
- Linen & Laundry
- Housekeeping office
- CSSD
- Biomedical Waste Disposal
- Police Chowki
- Central Canteen

ACCIDENT AND EMERGENCY DEPARTMENT

The emergency department of the hospital is well equipped and manned by well qualified and trained staff to manage all kinds of medical and surgical emergencies and to provide trauma care.

MGM's casualty department is fully equipped to meet all emergencies right from myocardial infraction to head injury & trauma cases.

MORTUARY SERVICES

OPERATION THEATRES COMPLEX

Operation theatre complex is provided with overhead lights, central oxygen supply, air-conditioners, air filters, etc. The theatres are equipped with instruments and equipments necessary to meet the needs for all kind of surgeries.

In Ophthalmology we have the latest technique of phacoemulsification and in E.N.T. we do endoscopic surgical procedures.

Hospital's general OT caters to all cases right from laproscopic surgeries to complicated supra major neuro surgeries. It has skilled team of surgeons from all specialities to carry out the surgeries effectively. It is also equipped with Wipro GE C-Arm. It allows the X-rays to be oriented correct in space in relation to the instruments and the patients.

PHARMACY

There is a 24 hours in-house pharmacy run by the hospital which caters to the needs of the patients for medicines and surgical items.

ANIMAL HOUSE.

Animal House exists as per norms and approval from council

INTENSIVE CARE UNIT:

The hospital has medical intensive care unit MICU , ICCU and surgical SICU, ObGy ICU, Superspecialty CCU, NICU, PICU & Burns Unit. All Intensive Units are well equipped with modern cardiac monitors, defibrillators, ventilators, central monitoring station and other resuscitation facilities. It is provided with central oxygen line, emergency trolleys with emergency crash carts and medicines, nebulizer, glucometer, portable X-rays, USG, ECG machines and resuscitation kits. It caters to a wide range of medical and surgical emergencies.

RADIODIAGNOSIS:

The department of Radiodiagnosis is equipped with following machineries which are handled by trained staff under the guidance of qualified Doctors.

- MRI 0.3 Tesla
- Spiral CT Scan machine
- DSA
- Heart lung machine
- C Arm
- Digital X ray
- USG
- Colour Doppler machine
- Portable sonography machine
- 2 D- Echocardiography
- Mammography

CLINICAL PHYSIOLOGY:

The department is equipped with the following :

- 2D Echo
- Electroencephalography (EEG)
- Electrocardiography (ECG) . Computerised Spirometry (LFT)

CENTRAL PATHOLOGY DIAGNOSTIC SERVICES:

Central Pathology Laboratory is accredited by NABL

Central pathology services are available for Pathology, Histopathology , Biochemistry, Hematology, Microbiology, Cytology the respective investigations are performed by qualified & trained staff with the use of modern machineries.

- Pathology Laboratory with state of the art technology equipped with chemistry analyser, Blood Gas Analyser, Haematology cell counter, ELISA reader, and Histokinesis facilities.
- Laboratory of Department of infectious Diseases equipped with state of the art technology is providing a whole range of tests such as ELISA, western blot, CD4 / CD8, PCR etc. for detection of HIV and STD disease.

PHYSIOTHERAPY DEPARTMENT:

The unit has all the facilities for providing physiotherapy to outdoor and indoor patients.

It is well equipped with Instruments that are as follows:-

- Traction apparatus
- Shoulder wheel
- Wax Bath therapy area
- Rolling Ball
- Finger Brailing equipment
- Shortwave diathermy
- Long wave diathermy
- Walking bars
- Pulley wheels
- Light weights for muscular exercises.

BLOOD BANK: (Accredited by NABH)

- The voluntary blood donation is the backbone of this noble endeavour.
- Our student community, faculty members and various social organizations (Lions, Rotary. Jain Samaj etc.) and the socially conscious public have helped us to meet the growing needs of Blood without recourse to professional donors.
- Approval of FDA for the new blood component manufacturing area was obtained. We will be expanding the blood bank to start preparation of blood components .

Central Research Laboratory Facilities(Recognised by SIRO)

It has established a **State -of -the- Art laboratories** for serology, molecular biology, immunology and tissue culture. Over the years large amount of clinical data has been generated. This has been used to develop models for Care and Treatment strategies.

The main focus of research is on HIV/AIDS, tuberculosis, Dengue, Hepatitis, malaria and toxoplasma, Models of comprehensive care for HIV / AIDS have evolved over a period of time with integrated approach.

The Central Research lab is acclaimed, both nationally and internationally, for its contribution in designing the best practices that have been adopted for a decade by the national AIDS control programme of Ministry of Health, New Delhi.

Research lab of Central Research Laboratory

1. Molecular Lab
2. **RT_PCR Lab (approved by NABL)**
3. Immunology Lab
4. Culture Room with Laminar Wood
5. Biotechnology lab
6. Genetic lab
7. Plant tissue culture lab
8. Washing Room-Changing Room
9. DNA-RNA Isolation Room
10. Washing Room-Changing Room
11. DNA-RNA Isolation Room
12. Cold Room
13. Departmental Library

List of test carried out in MGM Central Research Laboratories

- 1.HIV Rapid
- 2.ELISA for HIV I/II , HBV & HCV
- 3.P24 ELISA
- 4.Western Blot for HIV I / II
- 5.PCR for HIV
- 6.PCR for Hepatitis B & C
- 7.CD4 / CD8 Count
- 8.Viral Load for HIV I / II
- 9.Viral Load for Hepatitis B & C
- 10.PCR for Mycobacterium Tuberculosis
- 11.VDRL
- 12.Antiretroviral Drug Sensitivity Tests

Hospital Welfare activities

1. OPD Free
2. IPD , OT – Minimal Charges
3. Investigations : Cost effective
4. Mahatma Jyotiba Phule Jana Arogya yojana
5. AB- PMJAY
6. ESIC, Vaccinations for Health Care workers

GOVERNMENT SCHEMES

- Mahatma Jyotiba Phule Jan Aarogya Yojana (MJPJAY)
- Ayushyaman Bharat Pradan Manti Jan Aarogya Yojana (AB PMJAY)
- Employee State Insurance Corporation (ESIC) through PMJAY scheme
- District Drug Resistant Tuberculosis Center (DDRTB) for MDR cases
- ART center for Seropostive cases

INSURANCE SCHEMES

- Medi Assist Healthcare services
- Health India TPA, STAR AlliedHeathInsurance Company Ltd.
- Bajaj Allianz General Insurance Company Ltd.
- Future Generali General Insurance company Ltd
- Apollo Munich Health Insurance Company Ltd.
- Religare Health Insurance Company Ltd.
- Reliance General Insurance company Ltd.
- CIGNA TTK General Insurance company Ltd.
- INGA Foundation scheme for cleft lip& palate surgeries

AYUSHYAMAN BHARAT PRADAN MANTI JAN AAROGYA YOJANA (AB PMJAY)



PMJAY IS A CASHLESS SCHEME FOR RESIDENTS OF INDIA (All states including Maharashtra, Panjab, Uttar Pradesh, Zarkhand, Madya Pardesh etc expect Andra pradesh)

DOCUMENTS REQUIRED FOR REGISTRATION: PMJAY GOLDEN CARD

Income proof:

- BPL Ration card with annual income less than 1,00,000/- (Yellow/ Orange ration card)
- Annapurna/ AntyodayaRation card

Photo Id proof :

- Adhaar card
- Rahivasi dhakahla

BENEFITS

- Cashless Sum insured 5 lakhs
- For Maharashtra beneficiaries priority will be given for MJPJAY if sum insured 1.5 lakhs exhausted then option of PMJAY open ups
- Free Specialist & super specialist Consultation
- Cashless treatment for selected 1209 Medical & surgical procedures indoor basis of 24 specialties

FIRST POINT OF CONTACT :

AAROGYAMITRA at MJPJAY Kios: 0222743 7915

Medical Social Worker

Kindly contact MJPJAY / PMJAY OPD more information:

MJPJAY OPD, 4th floor, MGM Medical College Hospital Kamothe

Tel No: 022 2743 7843

MAHATMA JYOTIBA PHULE JAN AAROGYA YOJANA (MJPJAY)



MJPJAY IS A CASHLESS SCHEME FOR RESIDENTS OF MAHARASHTRA ONLY

DOCUMENTS REQUIRED FOR REGISTRATION:

Income proof: Maharashtra Ration card only

- BPL Ration card with annual income less than 1,00,000/- (Yellow/ Orange ration card)
- Annapurna/ Antyodaya Ration card

Photo Id proof :

- Adhaar card
- Rahivasi dhakahla

BENEFITS

- Cashless Sum insured 1.5 lakhs and 2.5 lakh for special cases like renal transplant
- Free Specialist & super specialist Consultation
- Cashless treatment for selected 996 Medical & surgical procedures indoor basis of 34 specialties
- 121 follow up procedures

FIRST POINT OF CONTACT :

AAROGYAMITRA at MJPJAY Kiosk : 0222743 7915

Medical Social Worker

Kindly contact MJPJAY OPD more information :

MJPJAY OPD, 4th floor, MGM Medical College Hospital Kamothe

Tel No: 022 27437877/ 7843

**EMPLOYEE STATE INSURANCE CORPORATION (ESIC)
THROUGH PMJAY SCHEME**

DOCUMENTS REQUIRED FOR REGISTRATION:

ESIC CARD

ESIC REFERRAL NOTE

Photo Id proof : Adhaar card



BENEFITS

- Cashless Sum insured 5 lakhs and more than 5 lakhs requires approval
- Free Specialist & super specialist Consultation
- Cashless treatment for selected 1392 Medical & surgical procedures indoor basis of 24 specialties

FIRST POINT OF CONTACT :

AAROGYAMITRA at MJPJAY Kios: 0222743 7915

Medical Social Worker

Kindly contact EISC Department for more information :

MJPJAY OPD, 4th floor, MGM Medical College Hospital Kamothe

Tel No: 022 2743 7843

**DISTRICT DRUG RESISTANT TUBERCULOSIS CENTER (DDRTB) FOR MDR
CASES**

BENEFITS

- Free Specialist & super specialist Consultation
- Free DOTS drugs
- Free Gene expert for MDR cases
- Free Chest X Ray , ECG and lab investigations as approved under DRTB scheme
- Cashless treatment for Indoor MDR cases as approved under DRTB scheme



FIRST POINT OF CONTACT :

DDRTB Counselor : Mr. Kalpesh : 022 27437874

Kindly contact DRTB Center for more information :

Room No 128 , DRTB Center , Respiratory Medicine OPD , 1st floor, OPD wing,

MGM Medical College Hospital Kamothe

Tel No: 022 27437874