

Kannur Medical College and Hospital; Anjarakandy, Kannur- Citizen's Charter

This charter seeks to provide the following information to the general public

1. The services available in the hospital
2. Quality of services that the patients have the access to
3. Redressal means of complaints related to poor quality or denial of Medical services
4. Quality control measures to improve the quality.

Brief History

Under the auspices of Prestige Educational Trust Kannur Medical College was started in the year 2006 with the specific purpose of rendering Health services to the poor and needy of the North Kerala. The Aim of the Trust was to establish a Medical Institute with World class infrastructure and a teaching Hospital with more than 19 specialties with fully equipped diagnostic and curative instruments. The Medical College not only has MBBS course to cater to the undergraduate training but also has Post graduate Medical courses for various specialties.

The teaching Hospital and the Medical College are situated in the sprawling 75 acres of land with lush green vegetation all around in the Anjarakandy Panchayat limits. In addition to Medical College and teaching Hospital other Educational Institutes like Kannur Dental College, College of Pharmacy, College of Physiotherapy, College of Nursing and Malabar Institute of Technology are located in the campus. Altogether it is also called as "Anjarakandy Integrated Campus". The campus is well connected through Air, rail and road. The campus is 12 Kms from the city of Kannur and the Mattanur International Airport is only 9 Kms from campus by a well laid road.

MISSION:

1. Student centered Medical Education
2. Patient oriented Health services

3. Community oriented health services and research programmes
4. Community friendly relationship
5. To serve the poor and the needy of North Kerala
6. To meet the present day Medical Education and Health care challenges
7. To compete with regional, National and Global Health care needs
8. To develop inter Organizational linkage
9. To abide by the Acts and principles lay down by the State Government of Kerala
10. Strategic future planning in lieu with the increasing demands and necessity
11. Expression of Professionalism in the management of all Departments
12. Open Organizational culture in all the personnel employed
13. To inculcate knowledge skills and services rendered by one and all.

VISION

1. Single window delivery of total human health care service & education needs
2. Total quality management
3. Unique work culture in alleviating human sufferings
4. Promote use of technology of relevance
5. To train general, specialized, & allied professionals to meet the regional , national and global health care services
6. Be efficient, effective, community acceptable, and excel in service, education & research
7. To impart knowledge & interact with organizations of similar interest
8. Fostering global competencies, inculcating value system among learners
9. To train general, specialized, & allied professionals to meet the regional , national and global health care services
10. Be efficient, effective, community acceptable, and excel in service, education & research
11. To impart knowledge & interact with organizations of similar interest
12. Fostering global competencies, inculcating value system among learners
13. Promote use of technology of relevance
14. To induce paradigm shift in community that many diseases are preventable, curable & affordable
15. Reach the unreachable with awareness, education & service

16. Serve the under served
17. To train general, specialized, & allied professionals to meet the regional , national and global health care services
18. Be efficient, effective, community acceptable, and excel in service, education & research
19. To impart knowledge & interact with organizations of similar interest
20. Fostering global competencies, inculcating value system among learners
21. Promote use of technology of relevance
22. To induce paradigm shift in community that many diseases are preventable, curable & affordable
23. Reach the unreachable with awareness, education & service
24. Serve the under served

OUR ENDEAVOUR

Continuous Pursuit of excellence
Acquiring the state of the art-know how
Imbibing excellent in-the-job skills
Stimulation of open and positive minds
Making Universal ethical values at work ethics
Keep the learning curve upwards

MOTTO

To make Available of medical facilities in these parts of North Kerala which are lacking is our utmost importance. We aim to serve the healthcare needs to the medically under- reached populations. Through this we provide quality medical, paramedical, nursing and allied healthcare education in addition to world class medical education to undergraduates and post graduates. Excellent and compassionate hospital services with state of the art facilities as well as to carry out health research for the betterment of the humankind in tune with the holistic values of the institution.

Kannur Medical College and Hospital:

Promoted in the year 2006 on a 25 acre campus on the banks of Anjarakandy river and on the State Highway between Mattanur International Airport and Kannur City. The Kannur Medical College and Hospital has rapidly grown itself to

an educational institution of formidable reputation for offering highly valued medical education supplemented with the latest hands on experience. The alumni of this College are enjoying the fruits of their education by occupying highest positions in the medical field all over the world. With its skilled, qualified and experienced medical professionals, state of art infrastructure, sophisticated pedagogical facilities, and the college is forging ahead of its contemporaries in this area of North Kerala.

Academic Programs:

MBBS: Under Graduate Course

PG DEGREE COURSES:

MD – ANATOMY

MD – PHYSIOLOGY

MD – BIOCHEMISTRY

MD – PATHOLOGY

MD – MICROBIOLOGY

MD – PHARMACOLOGY

MD – FORENSIC MEDICINE

MD – COMMUNITY MEDICINE

MD – PSYCHIATRY

MD – DERMATOLOGY

MS – OPHTHALMOLOGY

Enquiries:

Enquiry counters exist in the hospital lobby – OPD block, emergency block. Further, the hospital can be reached over phone number 04972-856400

We insist that all our users receive courteous and prompt attention.

Casualty and Emergency Services:

To cater to medical and surgical emergencies, The Kannur Medical College teaching Hospital operates a full-fledged Casualty Department that is active on a **24X7** work hours. A team of experienced doctors respond to life threatening cases with, the aim of stabilizing the patient's condition.

A 24 Hour Trauma unit attached to the Casualty works under Casualty Medical Officers, who along with duty specialty doctors are available round the clock. Senior doctors and specialists are available during working hours and make rounds to address specific issues as and when there is a need. The specialist doctors are also on call whenever needed.

The Kannur Medical College Teaching Hospital has a sophisticated Operation Theatre attached to the Casualty in addition to the Theatre Complex with 9 Individual OTs where surgical teams assisted with highly trained and experienced nursing staff to undertake complex Surgeries.

Equipped with advanced systems, the OT complex, with 10+2 operation theaters undertakes surgeries spanning a wide range of specialties.

Ambulance:

The Hospital has a fleet of advanced ambulances are virtually mobile ICUs with complete patient monitoring and resuscitation equipment. The round- the-clock services are staffed by specialists and trained paramedics who care for the patients during the transit.

Out Patient Department:

Working Hours

- Weekdays : 9 AM to 1 PM & 2 PM to 4 PM
- General Holidays : 9 AM to 1 PM
 - Each Department works in the OPD under the charge of a Professor. Each Professor is assigned one unit & is assisted by Asst. Professors, Lecturers, junior residents and Post Graduates and Interns. Each unit is allotted a particular day of the week in which it will work in OPD.
 - Every outpatient seeking treatment is first registered and given a card for recording diagnosis, ordering investigations and treatment. The patient is then directed to the concerned unit for further investigations.

- Essential drugs are dispensed in the prescription of the treating doctor free of cost

Indoor treatment

All patients are admitted to the general wards of the hospital and are treated at Free of cost. Only one attendant is allowed to stay with the patient at any given time.

Visitors are allowed only at the following limited hours of the day:

- Morning : 7 AM to 8 AM
- Evening : 3 PM to 4 PM

This is in the interest of the patient and we urge you all to cooperate with us.

Lifts are available to the wards located from the ground floor onwards to all the floors in the hospital for the use of the patients only.

The Hospital had Pharmacy department which monitors the distribution of required drugs to the in patients of the hospital and also having a 24X7 functioning emergency pharmacy stores.

Staff Nurses and supporting staff are on shift duty round the clock in all the wards. After the duty hours, the duty doctors are available on call.

Investigations

Sample collection timings

- Weekdays : Round the Clock – 24X7
- Sundays and General Holidays : Round the Clock – 24X 7
- The vast expanse of Medical Science and its complexity, necessitate that constant experiments and case studies be conducted within well-equipped laboratories. The hospital has an array of modern laboratories with state-of-the-art equipments. Trained laboratory staff provides proper assistance and guidance to the students. We have a **fully automated haematology and ELISA machine, Fluorescent microscope, Biosafety level 2, BOD incubator, Inspissator and Deep freezer** etc.

- Laboratory Services for essential emergency investigations are available round the clock.
- Sample collection for routine investigations is done in a room meant specially for them in case of outpatients. However, for special investigations, the patients will be directed to relevant department (Pathology, Microbiology, etc) by the treating doctor or his supporting staff.
- Our Endeavour is to maintain the best standards in the methods of investigations by means of suitable controls and checks.
- Laboratory reports are made available within the shortest possible time which will be specified in the patient's reports/slips. Radio Diagnostic services like X –Ray is taken during the working hours and reports are given within one hour in case of orthopedic cases and within 24 hours in other cases. Emergency X – Rays are taken round the clock.
- ECG facility is made available both at the OPD block in the cardiology and for emergency services at the bed side of the patient too.

BLOOD BANK, PHARMACY & EYE BANK FACILITIES

The mission of the Eye Bank is to provide affordable and competent eye care to all sections of society. Therefore, we focus on geographically and economically disadvantaged groups, including both the rural and the urban backward classes and extend our services to them through satellite clinics and rural affiliates.

The hospital is a healthcare centre with comprehensive facilities to support its Endeavour to provide the best care. Among these is a sophisticated blood bank that accepts donor blood to meet the needs of patient's requirements. A well-stocked **24 hour pharmacy** and **round-the-clock laboratory services** are others.

Specialty Services

SUPER SPECIALITIES

- ✓ Arthroscopy & Joint Replacement

- ✓ Assisted Reproduction Centre
- ✓ Cardiology
- ✓ Child Development Clinic
- ✓ Diabetes Centre
- ✓ Executive Health Check-up Centre
- ✓ Gastroenterology & Hepatology
- ✓ Neonatology
- ✓ Nephrology
- ✓ Head & Neck Oncology
- ✓ Paediatric Surgery
- ✓ Plastic Cosmetic & Reconstructive Surgery
- ✓ Urology
- ✓ Neurosurgery
- ✓ Trauma Care & Emergency Medical Services (T C & E M S)

SPECIALITIES

- ✓ Anaesthesiology
- ☐ Artificial Limb Centre
- ✓ Dermatology
- ☐ General Medicine
- ✓ Psychiatry
- ✓ General Surgery
- ✓ Obstetrics & Gynaecology
- ✓ Ophthalmology
- ✓ Orthopaedics
- ✓ Oral & Maxillofacial Surgery
- ✓ Otorhinolaryngology (ENT)
- ✓ Paediatrics
- ✓ Perinatology
- ✓ Physiotherapy
- ✓ Psychiatry
- ✓ Radiology & Ultrasound
- ✓ Respiratory Medicine

IMAGE, DIAGNOSTICS & LABORATORY SERVICES

- ✓ Blood Bank & Component Therapy Unit
- ✓ Cardiac Cath-Lab
- ✓ Clinical Bio-Chemistry
- ✓ Histopathology
- ✓ 1.5 T MRI & Spiral C T Scan.
- ✓ Microbiology
- ✓ Pathology
- ✓ Radiology
- ✓ Advanced Medical Research lab
- ✓ Eye Bank

With the aim of providing the best service several facilities are provided and measures are taken. Following is the brief mention of them:

- ❖ There is a standby automatic generator to cater emergency services in case of failure in electricity supply to the hospital.
- ❖ Public telephone booth is available in the hospital premises.
- ❖ Adequate drinking water and toilet facilities are available in all the wards and Out Patient Department of the hospital.
- ❖ Canteen where at subsidized rates food is available for the convenience of the poor patients/attendants.
- ❖ Pharmacy is located in the hospital premises which are open for 24 hrs on all days of the week.
- ❖ The hospital is a healthcare centre with comprehensive facilities to support its Endeavour to provide the best care. The hospital has an in-house laundry for scientific cleaning of bed linen and patient gowns. A fully fledged canteen is available to provide hygienically prepared food to patients, their attendants and the hospital staff.

DIAGNOSTICS

Accurate diagnosis is the key to proper treatment of patients and Kannur Medical College teaching Hospital has invested in highly sophisticated diagnostic equipment. Incorporating the latest advances in the field of medical diagnostics, the equipment, operated by highly trained staff, provides the foundation upon which the hospital builds its treatment plan. Recent additions to the equipment installed include:

CT SCAN 16 slices- Revolution ACTs (Wipro- GE)

First of its kind in Northern Kerala
Innovative High end 16Slice
Extensive Radiology & Cardiology Applications
Low Radiation dose
High Image Quality

MRI- Signa HDxt 1.5 Tesla (Wipro-GE)

A landmark MRI with 1.5 Tesla Whole Body Imaging System
Landmark in Technology (TIM+DOT) Integrated System
Landmark in Applications (up to 205cm Whole Body Imaging)

MAMMOGRAM- Gold seal Senograph DMR plus (Wipro- GE)

Detects small early tumors
Increases the chances of positive treatment

ULTRA SOUND- Logic S8 (Wipro- GE) & Volusion P8 (Wipro- GE)

**High Definition Image Construction
Advance, True Broadband Digital
Imaging Wide range of Applications**

The teaching facilities of the hospital cater to undergraduate and post graduate students in the medical, dental, nursing faculties.

The Canteen provides nutritious food to our inpatients and also to the personnel in the hospital.

The hospital security and housekeeping service are out sourced.

Suggestions, Complaints & Grievances

Help us to help you: Your opinions are most valued.

In the above pages, we have stated the services available and the quality we commit ourselves to maintain. If any discrepancy is noticed by you, if you are to make suggestions, please do not hesitate to let us know the same.

The complaints can be registered with Patient Relationship Officer whose office is located in the hospital. All complaints will be duly acknowledged, attended to within 10 working days and action will be taken and will, be conveyed to the complainant.

The hospital grievance committee meets on the last day of every month.

Responsibilities of the Users of the Charter

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

Please try to appreciate the various constraints under which the hospital is functioning.

Please use the facilities of this hospital with care.

Beware of Touts, petty thieves.

On an average patients attend the regular OPD and a further patient come to the casualty section.

- ❖ Please do not inconvenience the other patients**
- ❖ Please help us in keeping the hospital and its surroundings neat and clean**
- 🚫 The Hospital is a No Smoking Zone**
- ❖ The hospital is under CCTV surveillance**
- ❖ Please refrain from demanding undue favors from the staff and officials.**
- ❖ Please provide useful feedback and constructive criticism. These may be addressed to the Medical Superintendent of the Hospital.**

KANNUR MEDICAL COLLEGE