

Citizen Charter

Rukmani Devi Beni Prasad Jaipuria hospital, Jaipur is a 550 bedded (including casualty and ICU beds) Hospital attached to RUHS College of Medical Sciences, Jaipur providing following services to all irrespective of caste, creed or economic status. Being a Government hospital its main objective is to provide holistic healthcare services-preventive, promotive, curative, rehabilitative, and palliative-under the allopathic system. The hospital caters to the healthcare requirements of the people of Jaipur city as well as adjacent districts of Jaipur.

Geographical Description and Layout of Hospital

Conveniently located in the capital city of Rajasthan, Rukmani Devi Beni Prasad Jaipuria Hospital has a large campus spreading over 41787 sqmt, has a built up area of 23323 sqmt, which is well within the govt. norms. The hospital building is constructed by the public works department of the state with a separate building to house the outpatient (OPD) and the inpatients (IPD) that is connected with a passage.

Contact Us

Medical Superintendent
Jaipuria Hospital
Milap Nagar,
Jaipur (Rajasthan)
Pincode-302021

Telephone No:-0141-2552034

- Our services are provided on both Indoor and Outdoor basis as per the timings fixed by the Government of Rajasthan.
- Emergency Services for basic specialties are available round the clock all 365 days to all patients irrespective of their place of residence, paying capacity etc.
- Medico legal cases are accepted round the clock and post mortem examination performed as and when necessary.

Registration timings-

Summer – (April to Sep): 7:30 AM to 2:00 PM

Winter – (Oct to March): 8:30 AM to 3.00 PM

Sunday & Government Holidays – Only morning OPD (8.30 AM to 11.00 AM)

OPD consultation -

Summer – (April to Sep): 8:00 AM to 2:00 PM

Winter – (Oct to March): 9:00 AM to 03.00 PM

Sunday & Government Holidays – Only morning OPD (9.00 AM to 11.00 AM)

- Cases requiring higher institutional setup are referred to higher institution after stabilization.
- The hospital is also responsible for rendering community services as laid by the National Health Programs through outreach programs and by Post Partum Unit, special clinics-Ante Natal Clinic, Post Partum Services, Immunization Services and School Health.

Auxiliary Services

- Dietary services (only for patients)
- CSSD Department
- Hospital Laundry

- Stores (General, Medical)
- Mortuary and Post mortem room
- Medical gases (Cylinders and piped medical gases)
- Security
- Ambulance services
- Medical record department
- Administrative office
- Hospital Management Information System
- Rajasthan Medical Relief Society

Other Services

- ❖ Certificate (Medical fitness, Disability certificate, Health Certificates, Age certificate)
- ❖ AFHS (Adolescence Friendly Health Services Centre)
- ❖ School Health Services.
- ❖ Emergency Medical Response

1. **Our Vision:** Vision is to be the part of network of finest public health care institutions in the State of Rajasthan, providing quality medical care services with the state of art technology with easy accessibility, affordability and equity to the people.

2. **Our Mission:** We shall enhance the patient quality life through providing specialized medical treatment at free/ affordable rates to the poor and the needy and preventive healthcare.

3. Objectives:

- To provide high quality care according to the health needs of the catchment population
- To facilitate patient satisfaction by service and ensuring the dignity and rights of patients and other stakeholders.
- To provide a safe and conducive work environment for staff.
- To ensure accountable, consultative and transparent management process.
- To provide basic and continuing education for staff.
- To integrate with district and state health system, by providing referral systems, technical, and logistic support to primary and community health care.
- In order to improve the quality of the Hospital and bring it to the level of national standards of NABH following recommendations were given on the basis of Structure, Process and Outcome.

The areas for improvement can be divided in to four categories:

- ☐ Human Resources
- ☐ Quality of care
- ☐ Management
- ☐ Infrastructure & Other resource management

Quality of Care: Some of the processes mentioned below were the steps initiated for quality of care

Documentation system: Hospital has developed its documentation on policies, procedures, programmes, guidelines etc. These have been developed by committee personnel and staff of the hospital, reviewed by Quality Assurance Committee and Accreditation co-ordinator and have been approved by Medical Superintendent.

List of Documents Developed are:-

Procedure Manual
Quality Assurance Manual
Hospital Safety Manual
Infection Control Manual
Disaster and Emergency Preparedness Manual

Departmental Manual (Each department has developed its department manual which included the working of the department/Protocols to be followed etc)

OPD Manual
Casualty Manual
ICCU Manual
NICU Manual
OT Manual
Laboratory Manual
Radiology Manual
Microbiology Manual
Dietary Manual
Nursing Manual
Clinical Protocol Manual
Antibiotic Policy
Hospital Formulary
OBS & GYNEC Manual
Paediatric Manual
Medicine Manual
ENT Manual
Ophthalmic Manual
Surgery Manual
Dental Manual

Various processes implemented for quality care are:-

- ☐ To make SOPs for all departments
- ☐ To standardize all the formats used by the hospital
- ☐ To improvise on the expenditure done through RKS
- ☐ To Standardize the Annual Maintenance contract for all organizations
- ☐ To have a Patient Redressal System through Satisfaction Surveys and Suggestion Box at Places
- ☐ To carry out Staff Satisfaction Surveys
- ☐ To have a proper system of Staff Appraisal
- ☐ To have a monthly meeting of all nursing officers, In Charges and Doctors and Sanitary Inspector
- ☐ To run Paramedical Courses in Hospital through which the hospital can get staff also.
- ☐ To involve the patient in decision making
- ☐ To have a mechanism of checking the behaviour of the patients and doctors through “pseudo patients visits”.
- ☐ Reporting of all sentinel events like adverse drug reaction, post operative infections
- ☐ To carry out Death Audits
- ☐ To have quality assurance document for Laboratory, Imaging Centre
- ☐ To have a Disaster Management Plan
- ☐ To make the hospital barrier free for handicaps

Committee List:

1. Antiragging committee
2. College council committee
3. Ethics committee
4. Medical education unit
5. Central research lab committee
6. Curriculam committee
7. Women harassment committee/ Vishakha
8. Pharmacovigilence committee
9. Hospital infection control committee
10. Institutional animal ethical committee

Various Trainings are continuously conducted for all staff from time-to-time trainings:

- ☐ Pain management guidelines
- ☐ Rehabilitative services policies
- ☐ Research activities policies and protocols
- ☐ Nutritional assessment and reassessment
- ☐ Training on CPR
- ☐ End of life care
- ☐ Procurement, Storage, prescription and dispensing of Medications
- ☐ Administration of medications
- ☐ Monitoring of medications
- ☐ Patient's self administration of medication
- ☐ Medication brought from outside the organization
- ☐ Adverse drug events
- ☐ Use of narcotic drugs and psychotropic substance
- ☐ Safe storage, preparation, handling, distribution and disposal of radioactive and investigational drugs.
- ☐ Procurement of implantable prosthesis
- ☐ Procurements, handling, storage, distribution, usage and replenishment of medical gases.
- ☐ Antibiotic policy
- ☐ Laundry and linen management
- ☐ Kitchen sanitation and food handling
- ☐ Engineering controls for infection control
- ☐ Mortuary practices and procedures
- ☐ Surveillance, data collection and monitoring of HAI
- ☐ Isolation/barrier nursing
- ☐ Outbreak control procedures
- ☐ Quality control for sterilization
- ☐ Handling of bio-medical waste
- ☐ Quality assurance programmes
- ☐ Operational and maintenance plan
- ☐ Smoking policy
- ☐ Human resource planning
- ☐ Training on safe practices (Universal Precautions)
- ☐ Training on care of vulnerable group
- ☐ Mock Drill (Emergency)