

COOCHBEHAR GOVERNMENT MEDICAL COLLEGE & HOSPITAL AND MJN HOSPITAL, COOCH BEHAR

(We are committed to serve our people)

=Citizens' Charter=

**Name of the establishment: Coochbehar Government Medical College & Hospital
and MJN Hospital
Sunity Road, Coochbehar - 736101, West Bengal**

Locations: The College premises (CGMCH) is located on Vivekananda Road, Khagrabari, (Beside Panchanan Barma University), P.S. Kotwali, P.O. & Dist – Coochbehar, Pin – 736101, West Bengal.

MJN Hospital is located on Sunity Road, Coochbehar -736101, WB (about 4 km away from College premises).

Connections: Nearest Railway station (New Coochbehar) is 6 km away from hospital.
Nearest Airport (Bagdogra) is about 150 km away by road (4 hrs by road).
There is one airport at Coochbehar itself (non-operative at present).

Services available in this hospital (MJN Hospital):

- OPD, IPD, Emergency, ICCU, SNCU, Blood Bank, Laboratory services
MCH Hub (for mother & child), RSBY, RBSK, Janani Suraksha Yojana (JSY), JSSK, ICTC, ART Centre etc
- This is a 500 bedded hospital to cater the patient care services

by a

dedicated team of 150 Doctors, 180 Nurses and about 200 support staffs.

Casualty & Emergency Services:

- All Casualty Services are available round the clock (24x7).
- Duty Doctor is available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialties as listed in the OPD Services.

Operation theatres (OT):

The hospital has ... nos of OTs comprising of General Surgery OT, Orthopaedic OT, Emergency OT, Eye OT, ENT OT, Gynae OT all located in MJN Hospital building to take care of the surgical treatments.

Maternity OT and Labor Room located in hospital building.

OPD services: Various outpatient services available in the hospital.

Registration timing : 8.30 am onwards

OPD timing : 9.00 – 2.00 pm

Services -

General Medicine	Paediatric medicine	TB Respiratory Medicine	Skin
Psychiatry	Gen Surgery	Orthopaedics	Eye
ENT	Audiometry	Physiotherapy	Dental
Homeopathic	Ayurvedic	Acupuncture	
HIV clinic	PP Unit	ICTC	PPTCT

Laboratory Services:

Routine tests: Laboratory Services are provided in the field of (as available):

Bio-chemistry, Hematology, Clinical Pathology, Microbiology

(Services for Cytology, Histopathology including FNAC are coming up very soon).

Emergency tests: Emergency Laboratory Services will be available round the clock (24X7) for limited tests relating to clinical pathology and bio-chemistry.

Radio Diagnostic Services:

Routine services include: X-Rays (including Digital X-Rays), Ultrasound (USG), CT scan & MRI (under PPP model). Routine X-Rays are done from 9:00 AM to 2:00 PM

Emergency services like X-Rays, ECG, CT Scan & MRI are done round the clock.

Blood Bank services: Fully equipped Blood bank with Component separation facilities are functional round the clock to meet the requirements of the various types of patients.

Dialysis unit: A Six bedded dialysis unit is functional round the clock.

Intensive care units: Like ICU, ICCU, NICU facilities are available round the clock for the critically ill patients and managed by groups of dedicated, efficient, sincere doctors on duty.

Fair price medicine shop: This facility is available in the premises for the general patients to provide generic medicines at fair price.

Ambulance services: available round the clock at the hospital.

Postmortem services: available at the MJN Hospital and conducted by the qualified faculties. Mortuary cooling chamber facility for the preservation of dead bodies will be available soon
(Work is in progress).

Indoor patient care facilities:

Types of Wards	No. of Beds
Female Medical Ward	
Paediatrics	
Male surgical ward	
Female surgical ward (Eye, Burn, Prisoner cell)	
Male Medical Ward	
Antenatal	
Post-natal ward	
SNCU	
CCU	
ICCU	
EYE	
ENT	
PSYCHIATRY	
TB & RESPIRATORY DISEASES	
PRISONER CELL	

Complaints & Grievances:**Contact details-****Responsibilities of the Users (patients/accompanying persons):**

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

- Please do not create inconvenience to other patients.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please use the facilities of this hospital with care and follow the rules.
- Beware of Touts.

DOs –

- UseDustbin
- Keep HospitalClean
- Give regards to Ladies and SeniorCitizens
- Be Respectful & Honest to Care Providers
- Comply with TreatmentPlans
- Preparing forEmergencies
- Understanding Prescription Drugs and Their PossibleEffects
- Report Fraud and Wrongdoing to authority
- Keep silence and patience

DON'Ts –

- No Smokingwithin hospital
- Don't spit here &there
- Don't Put Others atRisk.
- Don't consume Pan masala, Gutka, Drinks.

Patient's right

- The Right to Be Treated withRespect
- The Right to Make a TreatmentChoice
- The Right to RefuseTreatment
- The Right to Obtain Your MedicalRecords
- The Right to maintain Privacy of Your MedicalRecords
- The Right to InformedConsent
- The right to follow privacy during treatment(specially femalepatients)