

CITIZEN'S CHARTER, SMIMER, SURAT



SURAT MUNICIPAL INSTITUTE OF MEDICAL EDUCATION AND RESEARCH



SMIMER- HOSPITAL



PREAMBLE:

Surat Municipal Institute of Medical Education & Research (SMIMER) was established in 2000 by the Surat Municipal Corporation to extend health care facilities to its citizens and better educational opportunities to the students of Surat. Being a tertiary care hospital, SMIMER has all the basic as well as speciality and super speciality health care amenities. The SMIMER has an attached 750 bedded hospital in the campus. The institute has qualified health care professionals including doctors, nurses and other staff. The citizen's charter is an expression of the commitment of providing of health care facilities in timely basis.

OBJECTIVES:

1. Citizen Charter is a document giving information regarding health care facilities available at SMIMER
2. Efforts taken by the SMIMER to make the system more efficient and transparent
3. Rights and responsibilities of patients availing the facilities of SMIMER

FRAMEWORK OF CITIZEN'S CHATER:

- Services available at SMIMER
- Complaint and grievance redressal services
- Patient's responsibilities

MISSION:

SMIMER is dedicated to improve the general health and wellbeing of persons visiting for healthcare. Established by the Surat Municipal Corporation, Civic body of Surat city, works in a friendly atmosphere and with compassion towards the care of patients. SMIMER is a non-profit organization and has been well established as a centre of excellence for medical education as well as patient care and aim to achieve highest standards in patient care by making further improvements.

LOCATION:

SMIMER is located in a campus measuring about 25 acres of land at Umarwada, opposite Bombay Market, in heart of the Surat city. Both the railway stations are in the near vicinity of this institute.

a) Contact details:

Surat Municipal Institute of Medical Education & Research

Opposite Bombay Market, Near Sahara Darwaja, Umarwada, Surat, Gujarat-395010

Tel. No: 0261-2366367, 0261-2368040 to 44

Fax No: 0261-2360306

College: 0261-2343241

Hospital:

email smimerhospital@suratmunicipal.org

Visit us at: www.suratmunicipal.gov.in

<http://smimer.suratmunicipal.gov.in>

SMIMER- SERVICES AT A GLANCE:

- Emergency services
- Outpatient services
- Indoor patient services
- Laboratory and blood bank services
- Imaging services
- Mortuary services
- Enquiry counter and help desk with social worker and helping include eye bank no.
- Control room. service ext.no-1595

EMERGENCY SERVICES: Round the clock emergency services are available

Casualty Services: Casualty unit with 20 beds is well equipped with emergency drugs & lifesaving equipments. Fully equipped operation theatres are also attached to the casualty section. Casualty medical officer, resident doctors and nurses are available round the clock on all the days.

AMBULANCE SERVICES:

The hospital has round the clock SMC ambulance emergency services which can be contacted by dialling 0261-2414195-96 apart from 108 introduced by the government ambulances are well equipped with medicines and life saving measures and the staff on the ambulance are trained in providing basic life support and shifting of the patient.

OUT PATIENT SERVICES (OPD):

Outpatient departments are situated on the ground floor of hospital buildings. The locations of the OPD rooms are in the near vicinity of main entrance and also to the registration counters so as to facilitate the easy approachability to the patients and the attendants of the patients.

INDOOR PATIENT SERVICES (IPD):

Indoor patient services comprises of general wards, Special rooms, intermediate wards and intensive care units.

Indoor Patients Visiting Hours :

- (1) 12 p.m. to 2 p.m.
 (2) 5 p.m. to 7 p.m.
 (3) 7 p.m. to 9 p.m.

Rates :

- 3 Rs. Red Pass
 Free Yellow Pass
 3 Rs. Red Pass

Details of services including location of registration counters, charges and timings

Name of service	Place/room for registration/services		Time and day slot
	Room/counter no	Floor	
Emergency medical care	Registration counter: No. 1 Place of service: Casualty	Ground floor	24 hours
OPD services	Registration counters: 106,107,108 & 110	Ground floor	Monday to Friday 9.00 AM to 1.00 PM 3.00 to 5.00 PM Saturday 9.00 AM to 1.00 PM
IPD Services	Ward and registration counters: 103 and 104	Ground floor	24 hours
Name of service	Place/room for registration/services		Time and day slot
Maternal & Child Health Care (J.S.S.K.)	Room/counter no	Floor	OPD timings & In case of emergency 24 hours
	Registration counter No: 109 Obs.& Gynae OPD No: 26 Pediatric OPD No: 39 Emergency: Casualty dept.	Ground floor	
Immunization Services	Room No: 34 Phone Ext: 1515	Ground floor	OPD timings All days except Sunday and Holidays
Anti-Rabies Vaccination	Injection room-OPD No:9 Emergency: Casualty dept	Ground floor	OPD timings & Emergency- 24 hours (casualty dept)
Family Planning Services	Registration counter Nos: 106,107,108 Shall proceed to: Room Nos: 26, 27 (Female Health worker)	Ground floor	OPD timings
RNTCP / DOT Services	Registration counters: 106,107,108 & 110 Shall proceed to: TB OPD/ RNTCP clinic room No: 42/43	Ground floor	OPD timings
STD Care & ICTC	Registration counters: 106,107,108 & 110 Shall proceed to: STD Room No 10/ ICTC Room No: 36 Phone ext. 2103	Ground floor	OPD timings
Mukhyamantri Amrutam Yojana (MA-Yojana)	Registration counters: 106,107,108 & 110 Shall proceed to: Arogya Mitra at MA-kiosk	Ground floor	OPD timings & Emergency 24 hours at casualty

Name of service	Place/room for registration/services		Time and day slot
	Room/counter no	Floor	
ART Care	Registration counters:106,107,108 & 110 Shall consult ART Counselor- Room No: 44 Ext. No. 2107	Ground floor	OPD timings
Human Milk Bank. (Milk supplied in house babies only)	Neonatal Intensive Care Unit (NICU) Ext.No: 1596	First floor	24 hours
Eye Bank	Eye bank (Eye ward) Contact social worker Contact No. 0261-2368030	3rd floor	24 hours
PMR Services	Registration counters: 106,107,108 & 110 Shall proceed to: PMR dept. Room No: 100	Ground floor	OPD timings
Medical Certificates	RMO Room Nos: 3,4,6	Ground floor	OPD timings
	Medical Record Officer Medical Record section Ext. No: 1599	Basement	OPD timings
	Forensic Medicine and Toxicology dept. Room No. 1 Ext. No: 1402	Ground floor C-Block College building	9 AM to 12 noon

DIAGNOSTIC SERVICES:

SMIMER has well developed and advanced diagnostic(laboratory and dimaging) services. These sections work round the clock, seven days a week, providing routine & emergency services.



BIOCHEMISTRY:

Biochemistry section of the central laboratory is located both in the hospital and medical college. Biochemistry has subsections like routine investigations and special investigations including hormones. Facilities for Routine investigations are located in the hospital in room no 55, 56 and 57. Facilities for special investigations including hormones are available in the Research laboratory of Biochemistry department in the first floor of A block of medical college.

Name of the Laboratory	Location	Routine	Emergency
Routine investigations	55,56 and 57 Ground floor SMIMER hospital	Blood glucose, urea, blood urea nitrogen, serum creatinine, SGOT, SGPT, alkaline Phosphatase, total protein, albumin, globulin, A/G ratio, total bilirubin, direct and indirect bilirubin, serum cholesterol, triglycerides, HDL cholesterol, LDL cholesterol, VLDL cholesterol, Acid Phosphatase, LDH, calcium, phosphorous, uric acid sodium, potassium, chloride, blood glass analysis, CPK and CPK-MB, cholinesterase, CSF-protein, sugar, 24 hours urinary protein, ascetic fluid, synovial and pleural fluid-protein, magnesium, amylase, acetone	Blood glucose, urea, blood urea nitrogen, CPK, CPK-MB, acetone, bilirubin, electrolytes, amylase, cholinesterase, calcium, blood gasses, CSF-protein and sugar
Special investigations	Room No:109 Research laboratory Biochemistry department First floor A-block SMIMER Medical College	T3, T4,TSH Vitamin B12 Vitamin D Prolactin LH FSH	

MICROBIOLOGY:

Microbiology section of the central laboratory is located both in the hospital and medical college. Microbiology has subsections like Serology, Bacteriology, Virology, Immunology, Parasitology, Mycology and Tuberculosis.

Name of the laboratory	location	Name of the investigations															
	B-block, medical college	Routine (9.00 A.M to 5.00 P.M)	Emergency														
Serology/ Immunology	Room no. 3 & 4	<table border="1"> <tr><td>1</td><td>ASO</td></tr> <tr><td>2</td><td>RA</td></tr> <tr><td>3</td><td>CRP</td></tr> <tr><td>4</td><td>WIDAL</td></tr> <tr><td>5</td><td>Typhidot</td></tr> <tr><td>6</td><td>Leptospirosis (Rapid)</td></tr> </table>	1	ASO	2	RA	3	CRP	4	WIDAL	5	Typhidot	6	Leptospirosis (Rapid)	Routine serology in the room no.51 of SMIMER hospital		
1	ASO																
2	RA																
3	CRP																
4	WIDAL																
5	Typhidot																
6	Leptospirosis (Rapid)																
Bacteriology	Room no. 7	<table border="1"> <tr><td colspan="2">Culture and sensitivity</td></tr> <tr><td>A</td><td>All routine Samples</td></tr> <tr><td>B</td><td>Blood</td></tr> <tr><td>C</td><td>TB Culture</td></tr> <tr><td colspan="2">Microscopy</td></tr> <tr><td>A</td><td>Routine</td></tr> <tr><td>B</td><td>Emergency</td></tr> </table>	Culture and sensitivity		A	All routine Samples	B	Blood	C	TB Culture	Microscopy		A	Routine	B	Emergency	
Culture and sensitivity																	
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B	Blood																
C	TB Culture																
Microscopy																	
A	Routine																
B	Emergency																
Virology	Room no.2	<table border="1"> <tr><td>1</td><td>HIV (Rapid)</td></tr> <tr><td>2</td><td>HBSAg</td></tr> <tr><td>3</td><td>Dengue (ELISA)</td></tr> <tr><td>4</td><td>Chikanguinea(ELISA)</td></tr> <tr><td>5</td><td>HAV(ELISA)</td></tr> <tr><td>6</td><td>HEV(ELISA)</td></tr> </table>	1	HIV (Rapid)	2	HBSAg	3	Dengue (ELISA)	4	Chikanguinea(ELISA)	5	HAV(ELISA)	6	HEV(ELISA)	-		
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Parasitology	Room no.5	<table border="1"> <tr><td colspan="2">Microscopy</td></tr> <tr><td>1</td><td>Routine</td></tr> </table>	Microscopy		1	Routine	-										
Microscopy																	
1	Routine																
Mycology	Room no.6	<table border="1"> <tr><td colspan="2">Culture</td></tr> <tr><td>1</td><td>All routine samples</td></tr> <tr><td colspan="2">Microscopy</td></tr> <tr><td>1</td><td>Routine</td></tr> </table>	Culture		1	All routine samples	Microscopy		1	Routine	-						
Culture																	
1	All routine samples																
Microscopy																	
1	Routine																
Tuberculosis	Room no.8	Sputum for AFB and routine	-														

PATHOLOGY DIVISION:

Pathology section of the central laboratory is located both in the hospital and medical college. Pathology has subsections like routine haematology, clinical pathology, histopathology and cytology. Routine haematology and clinical pathology are located in the hospital whereas histopathology and cytology are situated on the ground floor of the B-block of the medical college.

Name of the laboratory	location	Name of the investigations		
		Routine	Emergency	Special
Routine haematology	Room No. 54 H-Block SMIMER hospital Ground floor	CBC, MP, ESR, Reticulocyte count, G-6 PD, Sickling test, coagulation profile. Blood grouping	CBC,MP, Reticulocyte count Blood grouping coagulation profile,	Hb electrophoresis Bone-marrow aspiration
Clinical Pathology	Room No. 52 H-Block SMIMER hospital Ground floor	Body fluids, urine, stool & semen: Routine examination & microscopy Urine pregnancy test	Fluid (CSF)-routine micro Urine- albumin and sugar	
Histo-pathology	Room no. 9 & 14 B-block, medical college	Biopsy and autopsy	-	Immunohisto-chemistry
Cytology	Room no. 9 & 14 B-block, medical college	FNAC, PAP smear, fluid cytology & exfoliative cytology	-	
Autopsy	Room no. 9 & 14 B-block, medical college	Histopathological examination of Post-mortem specimens.		

BLOOD BANK:



SMIMER has FDA licensed Blood Bank with the facility of Blood components {Red cell concentrate (RCC), Platelet concentrate (PC), Cryoprecipitate, Fresh frozen plasma (FFP)} operates round the clock 24 hours on all days. It is situated in the H- Block of the hospital on the first floor just above the laboratory services. It has facilities for voluntary blood donation. To maintain buffer stock of different blood groups to meet the hospital requirements, efforts are made to motivate society at large for donation in the camps organized at regularly by the blood bank.

SERVICES :

- Reserve cross match
- Routine cross match
- Emergency cross match
- Donor Screening, Tapping & Refreshment

Blood donors are given the card which is valid for one year against which the blood units are supplied.

RADIOLOGY:

SMIMER has a well-equipped radio diagnosis services. The department is located on the H-block of ground floor of the hospital near the casualty department. In addition to the various radio diagnostic services including digital X-ray, CT scan, mammography and MRI

S.NO	Available Radiology Services
1	X-ray
2	Ultrasound
3	Colour Doppler study
4	Special investigations
5	C.T/M.R.I
6	USG guided biopsy or procedure

MEDICINE:

Sr. N0	Service	Room/Ward No:	Floor
1	Out Patient Clinical services	11	Ground floor
2	In Patient Clinical services	Medicine ward	4 th & 5 th floor
		MICU & ICCU	3 th floor
3	Electrocardiogram	11	Ground floor
4	Treadmill Testing	-	3 rd floor
5	Echocardiography	-	3 rd floor
6	EEG	-	3 rd floor
7	NCV	-	3 rd floor

SUPER SPECIALITY HONORARY CONSULTANTS:						
Super-specialty	Super specialist		OPD days and time		Room No.	
Neurology	• Dr. Parthiv desai		• Tuesday • (After noon)		11	
Endocrinology	• Dr. Ajay Jain		• Wednesday (After noon)		11	
Gastroenterology	• Dr. S Nandwani		• Saturday (Morning)		11	
OPD & IPD day schedule:						
Unit	1	2	3	4	5	6
Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Dermatology:

S.N	Service	Room/ Ward No:	Floor	Schedule	
				Day	Time
1	Outpatient	10	Ground floor	Monday To Friday	9.00 A.M To 1.00 P.M 3.00 P.M To 5.00 P.M
				Saturday	9.00 A.M To 1.00 P.M
2	Indoor Patient	Skin ward	6th floor	All the days	

PSYCHIATRY:

S.N	Service	Room/Ward No:	Floor	Schedule	
				Day	Time
1	Outpatient	25	Ground floor	Monday To Friday	9.00 A.M To 1.00 P.M 3.00 P.M To 5.00 P.M
				Saturday	9.00 A.M To 1.00 P.M
2	Indoor patient	Psychiatric ward	6 th floor	All the days	
3	ECT	surgical OT	2 nd floor	Monday, Wednesday & Friday (After all necessary assessment & Investigations are done)	

T.B & Chest department:

SN	Service	Room/Ward No:	Floor	Schedule	
				Day	Time
1	Outpatient	42	Ground floor	Monday To Friday	9.00 A.M To 1.00 P.M 3.00 P.M To 5.00 P.M
				Saturday	9.00 A.M To 1.00 P.M
2	Indoor patient	T.B & Chest ward	6 th floor	All the days	24 hours
3	Emergency services	1	Ground floor	All the days	24 hours

S.No	Services	Room/ward No	Ground floor	Day and time	Time duration in which service to be provided/completed
1	Sputum AFB	43	Ground floor		After two working days (as per RNTCP guidelines)
2	Spirometry	42	Ground floor		Within three working days if patient is cooperative, R/S condition is permissible and if no contraindications
3	Monteux test	50	Ground floor	Daily 9 A.M to 5 P.M	Results can be read after 48 hours after giving PPD injection
4	Indoor Procedures: <ul style="list-style-type: none"> • Pleural tapping • ICD insertion • Lumbar puncture • Bronchoscopy • Pleural biopsy • Pleurodesis 	Procedure room	6 th floor		Procedures are done on the same day or indoor or within a week (as per patient fitness) Depending on patient condition it can be done within 15 days or may be deferred

SURGERY:

Sr.No	Service	Room/Ward No:	Floor
1	Out Patient Clinical Services	7	Ground Floor
2	In Patient Clinical Services	Surgrey Ward SICU	2 nd floor
3	Operations	OT	2 nd floor
5	Minor operations	OT	2 nd floor
6	Minor OPD procedures	8	Ground Floor
7	Dressings	8	Ground Floor

SUPERSPECIALITY HONORARY CONSULTANTS:

Sr. no.	Super-specialty	Super specialist	OPD days and time	Room No.
1	Paediatric Surgery Clinic	Dr . Aroon Trivedi	Monday (Morning)	7
		• Dr . Manish Jain	• Thursday (Morning)	
2	Plastic Surgery Clinic	• Dr . Atodaria	• Tuesd ay (Morning)	7
		• Dr. Vitrag Shah	• Thursday (Morning)	
3	Neurosurgery Clinic	• Dr. Ashit Desai	• Wednesday (Morning)	7
		• Dr. Ashok Patel	• Saturday (Morning)	
4	Urosurgery Clinic	• Dr. J. Ghevaria	• Tuesday (Morning)	7
		• Dr.Rishi grover		
5	Oncosurgery Clinic	• Dr. H. Kania	• Satur day(Morning)	7

ORTHOPAEDICS:

Sr No	Services	Room/Ward No:			Floor
1	Emergency service	1			Ground floor
2	OPD 12	Unit-1	Unit-2	Unit-3	
		Monday & Thursday	Tuesday & Friday	Wednesday & Saturday	
3	IPD	Male and female wards			3rd floor
4	Planned surgery (OT schedule)	Unit-1	Unit-2	Unit-3	3 rd floor
		Tuesday	Thursday	Friday	
5	Mass Casualty	1			Ground floor
6	Emergency surgery	Casualty OT			Ground floor

SUPER SPECIALITY HONORARY CONSULTANTS:

Sr. no.	Super-specialty	Super specialist	OPD days and time	Room No.
1	Joint Replacement Surgery	• Dr . Dhaval Desai	• Tuesday (Morning)	1
			• Friday Afternoon)	2

OPHTHALMOLOGY:

No.	Service	Room/Ward No:	Floor
1.	Outpatient clinical services	21	Ground floor
2.	Indoor clinical services	Ophthalmology ward	3 rd floor
3.	Operations- Major	OT	3 rd floor
4.	Operations-Minor	OT	3 rd floor
5.	Eye bank	Eye Bank	3 rd floor

SUPER SPECIALITY HONORARY CONSULTANTS:

Sr.no	Super-specialty	Super specialist	OPD days and time	Room No.
1	Retinal Surgery	• Dr. Shobhna Mange	Wednesd ay	22
		• Dr . Bhavin Patel	Thursday	

OTO-RHINOLARYNGOLOGY (E.N.T):

S.No.	Service	Room/ Ward No:	Floor
1.	Out Patient Clinical services	20	Ground floor
2.	In patient clinical services	ENT	3 rd floor
3.	Pure Tone Audiometry Impedance Audiometry	17	Ground floor
4.	Speech therapy	17	Ground floor
5.	Electronystagmogram	Beside OT	3 rd floor
6.	Brain stem Evoked Response Audiometry, Otoacoustic Emission, ASSR	17	Ground floor
7.	Tumour Clinic	20	Ground floor
8.	Flexible Fiberoptic Laryngoscopy	OT	3 rd floor
9.	Diagnostic Nasal Endoscopy	OT	3 rd floor
10.	Operative services	OT	3 rd floor
11.	Emergencies	OT	3 rd floor

ANAESTHESIA:

Sr. No.	Service	Duty	Room/Ward No:	Floor
1	Pre-operative evaluation	• Evaluation of patients in anaesthesia OPD & on previous day of surgery	18 all surgical ward	Ground floor All floor
		• Evaluation of indoor patients requiring surgery	18 all surgical ward	Ground floor All floor
		• Emergency patients requiring surgery	18 all surgical ward	Ground floor All floor
2	Patients with systematic diseases	• Advise optimization	18 all surgical ward	Ground floor All floor
3	Administration of anaesthesia	• To the patients who are given pre-operative fitness	All 3 floor OT	All 3 floor OT
4	Ventilatory management	• Patients in Medical ICU for Leptospirosis and swine flu • Patients in surgical ICU after major surgery or post anaesthesia catastrophe	MICU SICU	3 rd floor 2nd floor
5	Standby call	• C.T scan & MRI • Ophthalmology	Radiology	Ground floor
6	Prescription	• Necessary investigations in patients with systematic disease ex. Hypertension • Blood and blood products as & when required	All floor OT	All floor Surgical Patient posted for operation
7	Emergency duties	• Round the clock (24 x 7)	All Surgical OT	
8	Mass casualty	• Airway management & CPR	1	
9	Pain clinic	• On Tuesday and Friday- 3 to 5 PM	18	Ground floor

OBSTETRICS & GYNAECOLOGY:**Details OPD days, operation theatre days and routine USG days of different units:**

Day	OPD	Emergency- Round the clock (24*7)	Minor OT		Major OT	Routine USG
			Unit	Day		
Monday & Thursday	Unit-1	Unit-1	1	Tuesday & Friday	Wednesday & Saturday	Tuesday & Friday
Tuesday & Friday	Unit-2	Unit-2	2	Wednesday & Saturday	Monday & Thursday	Wednesday & Saturday
Wednesday & Saturday	Unit-3	Unit-3	3	Monday & Thursday	Tuesday & Friday	Monday & Thursday
Sunday	Sunday duties are divided as round the clock duties					
Ward work	Regulated by the respective unit					

SERVICES OFFERED

SERVICE	DAY
ANC check-up and care	Daily
PNC check-up and care	Daily
Family planning services	Daily
PPTCT	Daily
Gynec check up	Daily
Routine USG of OBS & GYNEC	Daily USG (within seven days) Emergency USG (Round the clock 24*7)
Emergency obstetric care services	Round the clock 24*7
Routine major and minor surgery	Within seven days after medical fitness
Emergency surgeries	Round the clock 24*7
Grievance Redressal Officer	Professor & Head, Department of Obstetrics & Gynaecology

PAEDIATRICS:

No.	Service	Duty	Room/ Ward No:	Floor
1	Emergency cases	• Priority will be given and attended immediately	IPICU	4 th floor
2	Fever clinic	• Fever cases will be attended	39	Ground floor
3	OPD services	• In case of non-urgent cases, first come, first service basis will be followed	39	Ground floor
4	Indoor services	• In case of non-urgent cases, first come, first service basis will be followed	Pediatric Ward	1 st floor
		• NICU & PICU		1 st floor
5	Equipment based procedures	<ul style="list-style-type: none"> • Depending upon the number of patients requiring services, first come, first serve basis will be followed • In special cases priority will be given to the needy patients 	IPICU	1 st floor

(1) Special Clinics:

Specialty	Day	Time	Unit	OPD Location	Floor
Hematology Clinic	Monday	3.00 P.M To 5.00 P.M	I	39	Ground
Genetic Clinic	Monday		I		
CGC	Monday		I		
CRC	Monday		I		
Nephrology Clinic	Tuesday		II		
Cardiology Clinic Including Echo Cardiography	Tuesday		II		
Neurology Clinic	Tuesday		II		
High Risk Clinic	Tuesday		II		
GIT Clinic	Wednesday		III		
Adolescent Clinic	Wednesday		III		
Rheumatology Clinic	Wednesday		III		
Asthma Clinic	Wednesday		III		

Distribution of beds in NICU:

Sr. No	Name of the Unit	No. of beds	floor
1	Neonatal Intensive Care unit	5	
2	Specially New Born Care Unit	16	
3	Step Down Unit	8	
4	New Born Stabilization Unit	4	



Project Yashoda- Human Milk Bank:

Sr. No	Service	Location/ floor	Day/ time schedule	
			Day	Time
1	Supply of donated milk which is Pasteurized free of cost to sick and needy indoor neonates of SMIMER to fulfill the essential requirement	First floor Near NICU	Monday To Saturday	9.00 A.M To 5.00 P.M

PHYSICAL MEDICINE AND REHABILITATION (P.M.R):

Sr. No	Service	Room/Ward No:	Floor
1	Out Patient Clinical Services	100	Ground floor
2	Rehabilitation intervention I.A injection Nerve Block Motor point block Muscle block Ligament block	100 /1 2 nd floor OT	Ground floor
3	Rehabilitation surgery	OT	3 rd floor
4	Occupational Therapy	100/3	Ground floor
5	Clinical Psychology	100/6	Ground floor
6	Speech therapy	100/5	Ground floor
7	Physiotherapy	100/2	Ground floor
8	Prosthesis & Orthosis	100/4	Ground floor

POSTMORTEM SERVICES: location, schedule and area of jurisdiction

Sr. No.	Service	Room/ Section No.	Floor	Schedule	Area of Jurisdiction
1	PM examination	Mortuary Autopsy Block	Ground floor Behind C-block	All days including Sundays & Saturdays Sunrise to Sunset	Varachha, Limbayat, Katargam, Udhna, Surat Railway, Amr oli, Puna, Chowk, Sarthana Mahidarapura, Salabatpura, Kapodra, Dindoli and DCB

Postmortem:

Services- Procedures

Sr. No.	Type of location from where dead bodies are received	Procedure for receipt of dead bodies			
1	SMIMER Hospital	Non-M.L.C	If relatives of the diseased wish to keep the body in cabinet for 1-2 days after entry into the register in the casualty and completing the requisite procedures: <ul style="list-style-type: none"> • Identification tag is applied on the left forearm of the diseased; • Body is shifted to the available cabinet; • Serial number of the cabinet is given to the relatives. 		
		M.L.C	(a) Body is brought dead to the casualty or patient dies in SMIMER Hospital:	<ul style="list-style-type: none"> • Inform the concerned police station • Register in the casualty 	<ul style="list-style-type: none"> • Identification tag is applied on the left forearm of the diseased; • Body is shifted Mortuary for post mortem
			(b) Police come with dead body and the inquest	<ul style="list-style-type: none"> • Register in the casualty 	
2	Outside SMIMER Hospital	To keep the body in cold cabinet, the procedure is to: <ul style="list-style-type: none"> • fill the form by the nearest relative with details of number of days to be kept, contact number and address; • enclose the death certificate issued by the competent authority/treating doctor; • tag the left forearm of the body; • shift to mortuary cabinet in the present of its nearest relative; and • provide the serial number of cabinet in body is kept to the nearest relative 			

DONATION OF BODY/EYE/BLOOD:

Sr. No	Service	Location	Floor	Day & time	Designated person to be contacted
1	Body Donation	Anatomy Department	Second floor A-Block College building	Monday to Friday 9.00 A.M to 5.00 P.M Saturday 9.00 A.M to 1.00 P.M	Professor & Head Anatomy Department
		Forensic Medicine & Toxicology Department	First floor: Autopsy block: First floor C-Block	Other days & TIME	RMO & HOD Anatomy & Professor & Head of Forensic Medicine & Toxicology department
2	Eye Donation	Ophthalmology department	Eye Bank	24 hours	Professor & Head of Ophthalmology Contact No: 0261-2368030
3	Blood Donation	Blood bank	Second floor SMIMER Hospital building	24 hours	Associate Professor & In charge blood bank Contact No:0261-2368040 to 44 ext. 1728/29
4	Human Milk Donation	NICU	First floor project Yashoda	9 A.M. to 3 P.M. On working days	NICU Intercom Number - 1596

ANNEXURES

Various applicable charges for the services provided to the patients
Various applicable charges for the services provided to the patients

All charges sanctioned by standing committee resolutions.

Annexure. 1 & 2:Registration charges and deposit fee for admission to wards:

Sr. No	Ward	Charges/fee (Rs)	
		Registration	Deposit
1	General ward	20/-	100/-
2	Semi special/Special/ Deluxe registration fee	40/-	1000/-
3	Intermediate MICU/IPICU/ISICU/INICU		200/-
3	All ICU/ICCU/Burns ward/Semi Special/ Special/Deluxe		1000/-

Note: Admitted patients of all ICU/ICCU/Burns Ward/Semi Special/Special/Deluxe rooms shall pay the deposit for every three days.

Annexure. 3:Treatment charges (per day) for the patients admitted to various wards:

Sr.No	Ward	Charges (Rs)
1	General ward	20/-
2	Intermediate MICU/IPICU/ISICU/INICU	50/-
3	All ICU/ICCU	300/-
4	Burns ward	50/-
5	Semi special	200/-
6	Special (Non A.C)	400/-
7	Deluxe (A.C)	600/-

Note:

1. The charges of general ward are applicable to isolation ward
2. Except to the patients admitted to semi special/special/deluxe, general ward charges will be levied on the patients treatment (excluding laboratory and x-ray)
3. General ward charges will be levied to the mothers in intermediate neonatal ward and new born babies in postnatal ward

Annexure. 4:Fee/charges for treatment/diagnosis of common services

Sr. No	Details of services	Ward	
		General Rs.	Semi special/special/ deluxe Rs.
1	Water Bed Charges per day	25/-	50/-
2	Air Mattress per day	25/-	50/-
3	Drip with infusion set	20/-	40/-
4	Nebulizer (per sitting)	15/-	30/-
5	O2 inhalation cylinder (per cylinder)	50/-	100/-
6	O2 inhalation (per hour)	5/-	10/-
7	Suction (Per day)	20/-	40/-
8	Blood glucose test by glucometer	15/-	30/-
9	Major ward procedure	75/-	150/-
10	Minor ward procedure	30/-	60/-
11	Monitor single reading	5/-	10/-
	Monitor up to 6 hour	10/-	20/-
	Monitor > 12 hour	20/-	40/-
	Monitor 12 to 24 hour	50/-	100/-
12	Syringe pump/infusion pump per day	50/-	100/-
13	EKG	30/-	60/-
14	Minor dressing	5/-	10/-
15	Major dressing	25/-	50/-
16	Burns dressing ward < 25 %	100/-	200/-
17	Burns dressing ward > 25 %	200/-	400/-
18	Fluorescent angiography (Eye)	20/-	40/-
19	Foreign body removal-Eye/Ent	15/-	30/-
20	Complete eye check up refraction	5/-	10/-
21	Audiogram (PTA)	40/-	80/-
22	CT scan screening only	100/-	200/-

Note: The classification of minor/major procedures will be done as per the opinion of respective heads of the departments

Annexure.: 5 Fee/charges for treatment/diagnosis of special services :

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	Colour Doppler	500/-	500/-
2	Plain CT (brain, neck, thorax, upper abdomen, pelvis, PNS, spine shoulder, joint, Bone)	900/-	900/-
3	Plain CT (whole abdomen)	1800/-	1800/-
4	CT (abdomen) with contrast	2200/-	2200/-
5	Head and neck with contrast	1800/-	1800/-
6	HRCT temporal bone/thorax	900/-	900/-
7	Contrast charge for CT scan	400/-	400/-
8	Per cutaneous Hepatic /Cholangiography & Biliary Drainage C-ARM Charge extra	500/-	500/-
9	Non-invasive ventilator/respirator (per day)	200/-	200/-
10	Invasive ventilator/respirator (per day)	500/-	500/-
11	ECHO	400/-	400/-
12	ECHO with CD	600/-	600/-
	TMT	400/-	400/-
13	ECHO- only screening	100/-	100/-
15	Stress ECHO	600/-	600/-
16	Holster monitor	600/-	600/-
17	D C shock	100/-	100/-
18	Pacemaker	200/-	200/-
19	Hemodialysis	450/-	900/-
20	Peritoneal dialysis	150/-	300/-
21	PFT	100/-	100/-
22	ECT	100/-	100/-
23	EEG charge	400/-	400/-
24	Uroflowmeter first visit	100/-	100/-
	Uroflowmeter follow up	50/-	50/-
25	YAG Laser per eye	100/-	200/-
26	DIODE laser charge		
	Ist sitting	200/-	400/-
	2 nd sitting	150/-	300/-

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
27	Specular Microscope (clinical)	100/-	200/-
28	Perimetry (automated) per eye	100/-	200/-
29	B Scan/ USG eye	100/-	200/-
30	Pachymetry	100/-	200/-
31	Impedance audiometry test	100/-	200/-
32	HB Electrophoresis	200/-	200/-
33	S. Protein electrophoresis	200/-	200/-
34	BACT/ALERT 3D culture & sensitivity	500/-	500/-
35	Dengue test	400/-	400/-
36	HIV PCR	1100/-	1100/-
37	TB PCR	900/-	900/-
38	Antigen detection for bacterial meningitis		
	• Meningococcus with E.coli	400/-	400/-
	• S. Pneumoniae	200/-	200/-
	• H Influenzae	200/-	200/-
	• Streptococcus groupd-B	200/-	200/-
	• Malaria antigen detection kit	150/-	150/-
39	Syphistics (for Syphilis)	100/-	100/-
	Fertility profile		
	• L H	125/-	200/-
	• FSH	125/-	200/-
	• Testosterone	200/-	300/-
	• Prolactin	125/-	200/-
40	TROPONIN	300/-	300/-
41	Leptospira IgM	280/-	280/-
42	IgM S.Typhi	90/-	90/-

Note:

1. Various investigations/procedures mentioned in Sr. No. 5, the charges/fee can be commuted upto a maximum of 50% by the recommendation of competent person/officer

Rs.10/- will be charged for the commute card meant for dialysis procedure

**Annexure 6: LABORATORY ANALYSIS- INVESTIGATION FEE
PATHOLOGY: HAEMATOLOGY**

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	Haemoglobin alone	10	20
2	CBC/RBC/WBC/DC/Platelet	20	40
3	CBC with indices	20	40
4	ESR Blood Smear	10	20
5	Examination (PSCM)	10	20
6	AEC	10	20
7	MP	10	20
8	Blood for microfilaria	10	20
9	Reticulocyte count	10	20
10	Sickling test	10	20
11	G6 PD deficiency	30	60
12	Bleeding time (B.T)	10	20
13	Clotting time (CT)	10	20
14	Prothrombin time (PT)	20	40
15	APTT	30	60
16	Bone marrow examination	50	100
17	Coomb's test	20	40
18	Blood grouping	10	20
19	Osmotic fragility test	20	40
20	Foetal hemoglobin	20	40
21	Lupus erythmetosus test	20	40

b) CLINICAL PATHOLOGY :

S.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	Complete urine	10	20
2	Urine bile salts/bile pigments (BS/BP)	5	10
3	Urine sugar	5	10
4	Urine acetone	5	10
5	Urine albumin	5	10
6	Urine haemoglobin	5	10
7	Urine urobilinogen	5	10
8	Urine PH	5	10
9	Urine specific gravity	5	10
10	Bence Jones protein	15	30
11	Urine for pregnancy test	20	40
12	Stool complete (stool routine)	10	20
13	Semen examination	20	40
14	MT	10	20
15	Histopathology/ Biopsy	50	100
16	F.N.A.C	50	100
17	Fluid cytology (CSF,Pleural, Ascitic fluid)	20	40
18	Body fluid routine micro ((CSF,Pleural, Ascitic fluid)	10	20
19	PAP smear	50	100

MICROBIOLOGY:

Sr. No.	Details of services	Ward	
		General	Semi special/ special/deluxe
1	AFB ZN staining	10	20
2	Culture of AFB by conventional method	50	100
3	HBS AG	30	60
4	HIV	100	200
5	Skin S. for fungus	10	20
6	Sputum for AFB ZN staining	10	20
7	S. WIDAL	10	20
8	Skin scraping culture for AFB	10	20
9	Throat swab for diphtheria (Albert & gram staining)	10	20
	Urine for AFB Z N staining	10	20
10	A.S.O Titre	20	40
11	24 hour urine protein	15	30
12	RA test	20	40
13	C.R.P	20	40
14	HCV	80	160
15	Any routine culture	30	60
16	Any routine smear	10	20
17	V.D.R.L/R.P.R	10	20
18	Test for brucellosis	20	40
19	Casonis's test	30	60

BIOCHEMISTRY:

S.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	Blood sugar	10	20
2	Glucose tolerance curve (GTT)	40	80
3	Serum creatinine	20	40
4	Serum total protein	15	30
5	Serum triglyceride	25	50
6	Liver function tests (LFT)	70	140
7	Renal function tests (RFT)	50	100
8	Blood urea nitrogen (BUN)	10	20
9	Blood urea	10	20
10	Creatine phosphokinase (CPK)	50	100
11	CPK-MB	75	150
12	CPK & CPK-MB	125	250
13	HDL cholesterol	30	60
14	Lactic dehydrogenase (LDH)	25	50
15	Serum acetone	15	30
16	Serum acid phosphatase	20	40
17	Serum alkaline phosphatase	20	40
18	Serum bicarbonate	35	70
19	Serum bilirubin (per component)	10	20
20	Serum cholesterol	10	20
21	Serum electrolyte	15	30
22	Serum lipid profile	70	140
23	Serum phosphorus	15	30
24	S amylase	15	30
25	SGOT (AST)	10	20
26	SGPT (ALT)	10	20
27	Serum uric acid	15	30

S.No	Details of services	Ward	
		General	Semi special/ special/deluxe
28	S cholinesterase	70	140
29	T3	60	100
30	T4	60	100
31	TSH	60	100
32	T3 T4 & TSH	180	300
33	ABG	175	225
34	Serum calcium	20	40
35	Gama glutamyl trans peptidase	50	100
36	Total iron & total iron binding capacity	50	100

Annexure.-7 :

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	X-Ray	50	100
2	Dental X-Ray	40	80
3	Digital X-Ray	60	120
4	Portable X-Ray	75	150
5	Sonography	100	200
6	Bed side USG/Portable USG	150	300
7	IVP, MCU, AUG, STNO/FISTULA	50+25	50+50
8	HSG	per plate	per plate
9	BARIUM	50+25	50+50
		per plate	per plate

Annexure.-8 :

Sr. No.	Details of Services	Charges
1.	Extraction (per teeth)	20
2.	Open method Extraction	30
3.	Impaction	500
4.	Apisectomy per teeth	100
5.	Alveolectomy per segment	50
6.	Excision of Epulis	50
7.	Pericolonal Flap Removal	50
8.	TMJ Dislocation reduction	30
9.	Ginjevectomy per segment	50
10.	Scaling	100
11.	Silver Filing	60
12.	Composite Filing	50
13.	GI filing	50

Sr. No.	Details of Services	Charges
14.	Root canal treatment	500
15.	Zinc phosphate filing	20
16.	Crown Luting per teeth	50
17.	Full Denture	350
18.	Half Denture	250
19.	Partial Denture Single teeth	50+10 per teeth
20.	RPD additional teeth	30
21.	Repair of denture	40
22.	Denture Relinig/Rebasing	100
23.	White metal crown per teeth	350
24.	Porceline crown per teeth	750
25.	Gold crown per teeth	200
26.	Acrylic crown per teeth	100
27.	Clasp Ordinary	10
28.	I & d of ABCESS	70
29.	Frenectomy	50
30.	Oral Prophylaxis	50
31.	Gingival Curettage	50
32.	Mucogingival Surgery	50
33.	Obturator or Acrylic splint	200
34.	Occlusal X -Ray Film	60
35.	INJ Kenacort	40
36.	Post custom made	150
37.	Pulptomy	20
38.	Reimplantion/Transplantation of tooth	100
39.	Special clasp	10
40.	Study Model	50
41.	Treatment Appliance	150

Annexure.-9:

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
1.	Diathermy	10	20
2.	S.W.D.	10	20
3.	L.T.	10	20
4.	U.S.	10	20
5.	C.T.	10	20
6.	T.E.N.S.	10	20
7.	C.P.M.	10	20
8.	Exercise	10	20

Annexure.-10 :

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
1.	Developmental Assesment Scale	60	120
2.	For Indian Infants Developmental Screening Test	15	30
3.	KOH's block design test	20	40
4.	Cube construction	20	40
5.	Malins intelligence scale for Indian children	60	120
6.	Draw a men test	25	50
7.	Vineland social maturity test	20	40
8.	Children apperception test	35	70
9.	Rorsctach test	80	160
10.	Bender visualmotor gestat test	60	120
11.	Psychotherapy	15	30
12.	Individual counselling	10	20
13.	Parent counselling	10	20
14.	Family counselling	10	20

Annexure.-11 :

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	Vaginal Delivery	75	150
2	LSCS	400	800
3	MTP	100	200
4	D & C cervical biopsy	100	200

Annexure.-12 :

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
POP :			
1	Single Limb/region ped.pt	75	150
	Single limb/region adult	100	200
Arthroscopy :			
1	Diagnostic scopy	200	400
2	Therapeutic scopy	400	800
3	Traction	500	100
4	C-ARM Charge per Miniute Charge	300	600
6	Joint replacement of HIP/Knee/Shoulder/Elbow replacement	600	1200

* charge as per supra major operation & implant patient has to purchase.

Annexure.-13 :

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	Cataract surgery	125	250
2	Phaco	125	250
3	Contact lens fitting	75	150

Annexure.-14 :

Sr. No.	Details of services	Ward	
		General	Semi special/ special/deluxe
I	Anaesthesia For		
(A)	Minor Operation	30	60
(B)	Moderate	50	100
(C)	Major	100	200
(D)	Supra major	150	300
II	Anaesthesia For		
(A)	Diagnostic Scopy	30	60
(B)	Therapeutic Scopy		
	Minor	30	60
	Major	100	200
III	Anaesthesia for Laproscopy		
	Diagnostic	30	60
	Therapeutic	100	200
IV	Anaesthesia for super speciality surgery		
(A)	Minor super specialty surgery	30	60
(B)	Moderate super specialty surgery	50	100
(C)	Major super specialty surgery	150	300
(D)	Super Major super specialty surgery	200	400

Annexure.-15 :

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
Operation (Surgery & Allied Brach)			
1	Minor Operation	100	200
2	Moderate Operation	200	400
3	Major Operation	400	800
4	Supramajor Operation	600	1200
Scopy			
1	Diagnostic Scopy	100	200
Therapeutic Scopy			
	Therapeutic Scopy Major	500	1000
	Therapeutic Scopy Minor	200	400
Laproscopy			
	Diagnostic Laproscopy	200	400
	Therapeutic Laproscopy	500	1000
Super Specialty Surgery			
	Minor Operation	100	200
	Moderate Operation	200	400
	Major Operation	400	800
	Supra Major	1000	2000

* Rs. 500/- extra if harmonic scalpel use

FEE/CHARGES WAIVER POLICY:

- Persons belongs to red case category are entitled for free treatment/diagnostic facilities but in case of admission to semi-special room/ special room/ deluxe room/ all ICU/CCU will have to bear 50% of charges
- Any other category of patients apart from the red case category are not entitled for fee waiver either fully or partially in case of admission to semi-special room/ special room/ deluxe room

- On the recommendations of Mayor Shri, Deputy Mayor Shri, Chairman Shri (Standing committee), Leader Shri of ruling party, Leader Shri of Opposition party, Chairman Shri (Hospital Committee), Municipal Commissioner Shri, Deputy Commissioner Shri (H & H), Dean Shri (SMIMER), Medical Superintendent Shri (SMIMER Hospital), Medical Superintendent & Director Shri (Maskati Hospital), Medical Officer Shri, Health enforcement officer of concerned hospital, dispensary, maternity home, health centre, pathology laboratory section and donors of hospital material as per the terms of their donation, can waive off the fee/ part of fee in fit cases. In such case the reasons for waiving of fee need to be given.
- In annexure number 5 and 8 mentioned special treatment/diagnosis charges, maximum upto 50% can be waived off with the recommendations of competent/designated leaders of corporation /officers
- In Annexure number-1 to 4, 6,7 and 9 to 15 mentioned treatment/diagnosis charges, upto 100% can be waived off with the recommendations of competent/designated leaders of corporation/officers. (In serial number-3 applicable to the patients admitted into the general wards/all the intermediate and ICU/burns wards)
- In various ICU/ICCU admitted patients upto a maximum of 50% (including x-ray, laboratory, monitor and ventilator) can be waived off with the recommendations of competent/designated leaders of corporation/officers.
- With the permission of the Commissioner Shri fee/charges can be waived off during epidemic
- Charges will not be levied on the Post Graduate students in case of desertation/study, if concerned Head of the department certifies.
- ❖ For counting of charges for the days in ward/ICU/special room, the day of admission and the day of discharge will be taken together and counted as one day. If the patient is discharged on the day of admission, it will be counted as one day. If a patient is admitted into ward/room and after taking treatment shifted to other ward/ room, the admission day and discharge will be taken together and for that day charges for the higher category room are applicable

- ❖ If a patient is shifted from one ward to another ward, after shifting if that patient is admitted as per the category, he/she will be charged as per the laid charges. From the date of shifting to another category room, from that day the charges of that room are applicable.
- ❖ If the reagent kits/stain are supplied by the government without charge, no charges will be levied of those tests
- ❖ During the treatment, examination if the equipment service breaks down, and diagnosis, examination and operation is cancelled in that case with the recommendations of the concerned head of the department, medical superintendent shri/ refund of the charges will be done
- ❖ In case of operation/procedure if the costly consumable (ex. during joint replacement, the required implant) or medicine/injection are not available in the hospital and central medical store, such consumables has to be purchased by the concerned patient. The patients admitted if required medicine and other items are not available in the hospital, need to procure from outside
- ❖ For on duty hospital/ health staff, prophylactic vaccine (ex. Anti-rabies vaccine/ hepatitis-B vaccine) will be provided free of charge as per the requirement
- ❖ For the legal matters, insurance or other matters, if OPD or indoor case papers are required, the concerned person need to put an application to senior RMO and pay Rs. 2 for each page to the Xerox copy of such papers
- ❖ By the letter of competent/designated leaders, waiver the charges/will be given as per the rules. In such cases the patients need to produce the proof of residence. In case inability to produce the proof of residence, the patient need to bring letter of identity as per the format given in B.S.

MRI AND CT SCAN FACILITIES



Standing committee of the Surat Municipal Corporation has passed a resolution (no. 1816/2011) making available the facility of MRI and C T SCAN at SMIMER hospital under the PPP. A policy decision was taken earlier by the Standing Committee vide its resolution 1443/2010 dated 20/08/2010. Standing committee has passed resolution No. 408/2011 dated 01/04/11 taking decision to make available this facility with Apollo hospital enterprises limited under PPP after publication of the expression of interest. As per this resolution the Apollo hospital enterprises limited and Surat Municipal Corporation were entered into MOU on 13/05/2011. As per the tender and MOU conditions, MRI and C T SCAN facilities have been made available in SMIMER hospital under public private partnership and the below given charges are applicable as per the standing committee resolution. This is subject to approval of General Body of Surat Municipal Corporation.

- (1) Below given annexure- As per A and B package rate for the patients of Surat Municipal Corporation

Annexure-A : Rate List for M.R.I.

Sr.No.	MRI Study Description	Rates for SMC patients (Rs.)
1	2	3
1.	Abdomen	2300
2.	Angio-Abdominal Aorta	2300
3.	Angio Thoracic Aorta	2300
4.	Ankle Joint (Single)	2300
5.	Brachial Plexus	2300
6.	Brain full study	2300
7.	Brain Limited	1500
8.	Cardiac MRI/Tectography/3Dcochlear/Epilepsy with hippocampal volume	5000
9.	Cervical Spine	2300
10.	Contrast charges	1600
11.	Dorsal Spine	2300
12.	Elbow	2300
13.	Foot (Single)	2300
14.	Hip Joint	2300
15.	Knee Joint (Single)	2300
16.	LS Spine	2300
17.	MR screening additional segment	600
18.	MRCP	2300
19.	Neck	2300
20.	Orbits	2300
21.	Pelvis	2300
22.	Perfusion (Contrast Additional)	2300
23.	Peripheral Angio (Contrast Additional)	4000
24.	PNS	2300

Sr.No.	MRI Study Description	Rates for SMC patients (Rs.)
1	2	3
25.	Prostate/ Breast	2300
26.	Sella	2300
27.	Shoulder	2300
28.	SI Joint	2300
29.	Spectroscopy -Brain	4000
30.	Thorax	2300
31.	TM Joint	2300
32.	Tongue	2300
33.	Urography	2300
34.	Angiography (Brain & Neck)	4000
35.	Venography (Brain)	3500
36.	Whole Body Screening	4500
37.	Whole spine screening extra	1200
38.	Wrist	2300

Annexure-B : Rate List CT Scan

Sr. No.	CT Scan study Description	Rates for SMC patients (Rs.)
1	2	3
1.	Brain Plain	1400
2.	PNS (Coronal Cut LTD)	1200
3.	Nasopharynx (Plain)	1400
4.	Orbit (Plain)	1500
5.	Upper abdomen (plain)	1700
6.	Pelvis Plain	1700
7.	Thorax (chest) plain	1700
8.	Joints Plain	1700
9.	PNS Plain (Axial and Coronal cut)	1700
10.	Neck Plain	2200
11.	Mandible Plain	1700
12.	Brain + Orbit Plain	1700
13.	Brain + Contrast	1700
14.	Thorax HRCT Plain	1700
15.	SI Joints Plain	1700
16.	PNS (Coronal or Axial Cut) + Contrast	2300
17.	Nasopharynx + Contrast	2300
18.	TM Joint + Contrast	2300
19.	Orbit + Contrast	2300
20.	Body pelvis plain + 3D	2300
21.	Joints + 3D	2300
22.	Mandible + 3D	2300
23.	Temporal Bone - HRCT Plain	2300
24.	SI Joints + 3D	2300
25.	TM joint + Contrast + 3D	2300
26.	3D CT -CV junction	2500
27.	3D CT Facio Maxillary	2300

Sr. No.	CT Scan study Description	Rates for SMC patients (Rs.)
1	2	3
28.	3D CT -Paediatric Skull	2300
29.	3D CT Leg- Thigh/Arm/Forearm plain	2300
30.	Brain + orbit + Contrast	2500
31.	Body Upper Abdomen + Contrast	2300
32.	Body pelvis + Contrast	2300
33.	Cervical + Contrast	2300
34.	Dorsal + Contrast	2300
35.	Lumber + Contrast	2300
36.	Sacro + Contrast	2300
37.	Chest + Contrast	2300
38.	Joints + Contrast	2300
39.	PNS (Coronal & Axial Cut) + Contrast	2300
40.	Mandible + Contrast	2300
41.	Body Abdomen + Pelvis Plain	2300
42.	Temporal Bone-HRCT + Contrast	2500
43.	Head & Neck + Contrast	2500
44.	Brain + Cisternography + Contrast	2500
45.	SI Joint + Contrast	2200
46.	Body - pelvis + contrast + 3D	2500
47.	Joints + contrast + 3D	2500
48.	Mandible + contrast + 3D	2500
49.	3D CT-LEG/Thigh/Arm/Forearm + Contrast	2850
50.	Whole body trauma plain	2850
51.	Body abdomen + Pelvis + Contrast	3000
52.	Thorax (Chest) + HRCT + Contrast	2700
53.	SI joints + Contrast + 3D	2500
54.	Renal Angiography	3500
55.	Body Triphasic Liver + Contrast	4500

Sr. No.	CT Scan study Description	Rates for SMC patients (Rs.)
1	2	3
56.	Whole Body -Tumour Staging (Chest/ Abdomen/Pelvis) + Contrast	5500
57.	Whole Body Lymph node + contrast	6000
58.	Brain Cerebral Angiography	4500
59.	Carotid Angiography	4500
60.	Thoracic Aorta Angiography	4500
61.	Aorta Abdominal Including Mesenteric Vesles Angiography	4500
62.	Aorta- Iliac Angiography	3600
63.	Body Triphasic Upper Abdomen Contrast	4500
64.	Whole Body Lymph node (Neck + Chest + Abdomen & Pelvis) + Contrast	6000
65.	Head and Neck + chest + abdomen & pelvis	6500
66.	Aorta Thoracic & abdominal angiography	6500
67.	PNS limited with contrast	1500
68.	CT Guided Biopsy (Biopsy Gun Purchase By SMIMER For SMIMER Patients)	1500
69.	Bone Densitometry	1600
70.	Extra Cut	500
71.	CT Guided Biopsy (Biopsy Gun Purchase By SMIMER For SMIMER Patients)	1500

Note : The above mentioned rates (Annexure-A & B) are subject to the following stipulations :

- (1) For patient referred from Party –II, the anaesthetist will be provided by SMIMER Hospital.
- (2) Minimum 4 four) films for MRI and minimum 2 (Two) films for CT Scan to be given to patients. Extra films, if required, may be charged Rs.120/- extra.
- (3) In case of free patients contrast will be charged.

Annexure –C : Contrast Rate List for free patients of CT Scan

Sr. No.	Region	Contrast Rate (Rs.)
1.	Brain	225
2.	Neck	239
3.	PNS	734
4.	Naspharynx	734
5.	orbit	734
6.	Upper / lower ABD	580
7.	Whole Abdoment	343
8.	Thorax + HRCT	855
9.	Joint /Bone	341
10.	Whole Body stagig	1805
11.	Whole Body Lymphnodes	1805
12.	Cerebral Angio	2385
13.	Renal Angio	905
14.	Other Angio	2000
15.	Triphasic liver	945
16.	CT Myegraphy Study	600

- Beneficiaries of red cases taking treatment in Surat Municipal Corporation hospitals and health centres are eligible for 100% waive off the fee/charges by the competent/designated leaders/officers. Other than these patients, all others are eligible for upto a maximum of 50% waiving fees/charges by the competent/designated leaders/officers
- Patients other than beneficiaries of red cases taking treatment in the Surat Municipal Corporation hospitals and health centres will have to pay the remaining fee/charges as per the annexure A and B at SMIMER after waiving of the partial fee/charges by the respective designated leaders/officers

5. Beneficiaries of red cases who are eligible for 100% waiving of the fee/charges should not pay any amount at the counter of Apollo hospital enterprises. At the end of the each month payments of such patients will be submitted by the Apollo hospital enterprises and the amount will be paid as per the render and MOU conditions of No. 19.
6. In case of free cases during the procedure if contrast is required for MRI as per serial number 38 in annexure-A and for CT SCAN as per serial number of Annexure-B and if the bill is presented the permission is granted to Apollo hospital enterprises for treatment as per the serial no 18 of MOU
7. In-charge Medical Superintendent Shri, SMIMER is authorized to waive off 100% of fee/charges in MRI and CT SCAN if an unattended patient is brought in emergency or by 108 ambulance.
8. Serial number 22 of section 4 and serial number 2-29 of section 5 in relation with special treatment/diagnosis fee charges in relation with radiological diagnosis only have been cancelled as per the resolution No 177/2011 dated 27/04/11 by the General Board

Resolution No. 4/2011 is passed unanimously

RESPONSIBILITIES OF PATIENTS:



The success of the charter depends on the support the hospital receives from its users. Hospital such as SMIMER where very high flow of patients are observed day in and day out, it is pertinent there may be some instances of inconvenience to some of the patients/ visitors. The user needs to understand the various constraints under which the hospital is functioning. Users are equally responsible to the smooth running, progress and development of the hospital. Therefore, user also has to follow the rules and regulations. The following are some of the responsibilities of patients.

- ❖ Shall provide complete and accurate information including full name, address and other relevant information
- ❖ Shall provide correct and truthful history

- ❖ Shall retain the case paper in proper condition for future use
- ❖ Shall raise question/queries to treating doctor when he/she does not understand regarding treatment
- ❖ Shall follow the prescribed treatment plan and carefully comply with the instructions given
- ❖ Shall be on time for the appointments given for the diagnostic procedures or other procedures
- ❖ Shall bring to the notice of the treating doctor or health care team if his/her condition worsens or does not follow the expected course
- ❖ Shall attend follow-up appointment as scheduled
- ❖ Should not take any medications without the knowledge of doctor and healthcare professionals
- ❖ Should not give medication prescribed for him/her to others
- ❖ Shall not create inconvenience to other patients
- ❖ Shall understand and respect that admitted patient and patients requiring emergency care are first priority for your doctor
- ❖ Shall realise that it necessary for the hospital to take measures to ensure personal privacy and confidentiality of medical records
- ❖ Shall help to keep the hospital and surrounding clean and hygienic
- ❖ Shall comply with the no-smoking and no-spitting policy
- ❖ Shall comply with the visitor policies to ensure the rights and comfort of all patients.
- ❖ Shall be considerate of noise levels, privacy and safety.
- ❖ Shall not carry any type of weapons
- ❖ Visitors, attendants, relatives of the patient should not park the vehicles in the no parking zone
- ❖ Shall pay for services billed for in a timely manner as per the hospital policies
- ❖ Shall treat hospital staff, other patients, and visitors with courtesy and respect
- ❖ Should not demand undue favours from the staff and officials
- ❖ Shall understand the charter of rights and seek clarification, if any

