

N.C. Medical College & Hospital (NCMCH)



Committing to Healthcare Excellence & Patient Care Every Single Day



NABH Accredited Hospital



Our Vision & Mission

To emerge as a premier center of excellence in medical education, research, and healthcare delivery - provide, promote and set new benchmarks in delivery of excellent patient care and community service.



Our Quality Policy

Our quality policy is founded on our commitment to follow globally proven standards and we deeply believe in the principle of **‘first time right every time right’**.



Operational Timelines

Department / Service	Operating Hours	Waiting Time
 Casualty & Emergency	24x7 / 365 Days	Immediate Attention (Triage-based prioritization)
 OPD Registration	09:00 AM – 04:00 PM	15 – 30 minutes
 Laboratory & Radiology	24x7 (Emergency)	4 – 6 hours (Routine tests)
 Blood Bank & Pharmacy	24x7 Open	Under 15 minutes



Free Institutional Delivery Scheme

NCMCH is committed to promoting maternal and infant health by offering completely free delivery services to ensure a safe, affordable, and stress-free childbirth experience for families.

- **Comprehensive Care:** Covers all expenses related to both normal deliveries and complex Caesarean Sections (C-Sections).
- **Zero Out-of-Pocket Expenses:** Includes free ward stay, essential delivery medicines, consumables, and standard post-natal care.
- **Expert Supervision:** All deliveries are conducted by experienced obstetricians backed by round-the-clock neonatal care support.

Ayushman Bharat (AB-PMJAY) Panel

NCMCH is proudly empanelled under the Ayushman Bharat PM-JAY scheme to provide

- **Cashless Treatment:** Eligible cardholders receive completely cashless indoor treatment upto 5 lakhs for 1,961 medical and surgical procedures grouped under 27 broad medical specialties
- **Dedicated Ayushman Desk:** Located in the main reception lobby for seamless registration, document verification, and quick cashless pre-authorization workflows.

Special Breast Health Initiative

- **Free Mammography Services**
- **Objective:** Promoting early detection of breast abnormalities and cancer screening.
- **Advanced Imaging Setup:** Conducted using low-dose digital diagnostic technology under expert oversight.

Clinical, Diagnostics & Superspecialty Expertise

Advanced Super-specialty Services

- **Cardiology:** Advanced cardiac care, diagnostic evaluations, and management of complex heart conditions.
- **Urology:** Comprehensive care for urinary tract disorders, kidney stones, and advanced urological surgeries.
- **Neurosurgery:** Specialized surgical interventions for brain disorders, spinal cord injuries, and complex neurological trauma.
- **Paediatric Surgery:** Expert surgical management tailored specifically for infants, toddlers, and young children.
- **Paediatric Orthopedic Surgery:** Corrective and therapeutic surgical procedures for childhood bone, joint, and muscle deformities.
- **Maxillofacial Surgery:** Advanced reconstructive and corrective surgical care for facial trauma, jaw alignment issues, and oral pathologies.

Advanced Diagnostic Infrastructure

- **Central Laboratory:** Fully automated testing across Hematology, Clinical Biochemistry, Histopathology, and Medical Microbiology.
- **Advanced Radiological Services:** State-of-the-art Multi-slice MRI, CT Scan, High-Resolution Ultrasound, Digital X-Ray, and dedicated Screening/Diagnostic Mammography.

Broad Specialties & Care Units

- **Medicine & Allied:** General Medicine, Pediatrics, Psychiatry, Dermatology,
- **Surgical & Allied:** General Surgery, Orthopedics, Eye, Oto-Rhino-Laryngology (ENT), and General Dentistry.
- **Maternal Health:** Advanced Obstetrics & Gynecology.
- **Critical Care:** Highly equipped Intensive Care Units (ICUs) and advanced Neonatal Intensive Care Units (NICU).

The Mutual Promise (Rights & Responsibilities)

Your Rights as a Patient

- **Dignified Care:** Courtesy, respect, and zero discrimination based on background, gender, or belief.
- **Complete Transparency:** Absolute clarity regarding clinical diagnosis, alternative treatment protocols, and total financial estimates.
- **Privacy & Safety:** Total medical record confidentiality and assured physical privacy during any clinical assessment.
- **Informed Consent:** Right to accept, decline, or seek secondary expert feedback on medical surgeries.

Your Responsibilities as a Visitor

- **Honest Medical History:** Divulging accurate data on past conditions, allergies, and your ongoing prescription timeline.

- **Plan Adherence:** Strict compliance with standard clinical guidelines mapped out by your care team.
- **Hospital Decorum:** Respecting fellow patients, medical providers, and observing total silence where required.
- **Zero Tolerance:** Keeping NCMCH a completely No Smoking, Alcohol-Free, and Zero-Violence Zone.

Feedback & Grievance Redressal

We continually strive to improve. If our services do not meet your expectations, your feedback is invaluable to us.

- **Step 1:** Drop written remarks into the official Feedback Boxes stationed at the main OPD and Emergency entryways.
- **Step 2:** Interact directly with the on-duty Patient Coordinator located at reception counter inside the main lobby.
- **Step 3:** File formal complaints or escalations directly to the Medical Superintendent via email at ms.ncmch@gmail.com

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