



N. C. MEDICAL COLLEGE & HOSPITAL

(A Unit of Shanti Devi Charitable Trust)

Panipat- Rohtak Road, Israna, Panipat - 132107 (Haryana)

Tel : 0180-2579081, 2579061, Toll Free No.: 18001802580

E-mail : ncmedicalcollege.panipat@gmail.com, Website: www.ncmedicalcollege.com

Citizen Charter

N.C. Medical College & Hospital, run by Shanti Devi Charitable Trust, has emerged as a premier Medical Education and Healthcare Institution providing quality medical education to students and quality health care to patients in Panipat-Haryana Region. A hospital with 680 teaching beds, 50 High Dependency Beds (ICCU, ICU, SICU, NICU/PICU, Casualty, etc.) is attached to N.C. Medical College, which is affiliated to **Pt. B.D. Sharma University of Health Sciences, Rohtak.**

The Hospital has a large number of dedicated Faculty Members, Resident Doctors, Nursing, Paramedical and other supporting staff, working round the clock for delivering patient care as per MCI/NMC norms.

MOTTO OF OUR HOSPITAL

“Creating Healthier Lives”

By Promotion of Health, Early Diagnosis and Prompt Treatment

General Specialties :

- General Surgery
- General Medicine
- Obstetrics & Gynecology
- Pediatrics
- Respiratory Medicine
- Dermatology (Skin & VD)
- Psychiatry
- Orthopedics
- Ophthalmology
- Otorhinolaryngology
- Anaesthesiology
- Dentistry



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Diagnostic Facilities:

- Radio Diagnosis- X-ray, USG, CT Scan, MRI, Mammography & Fluoroscopy
- Pathology
- Biochemistry
- Microbiology

Support Services:

1. Department of Emergency Medicine
2. Intensive care units (ICU, ICCU, SICU, NICU, PICU)
3. Labour Room
4. Operation Theatres
5. Immunization Clinic
6. Laboratory Service
7. Physiotherapy
8. Blood Bank
9. Ambulance Services
10. Medical Records Deptt. (Birth & Death Registration)
11. Pharmacy-Medical Store (24*7)
12. Cafeteria

Out Reach Services:

- Urban Health Training Centre, Gohana
- Rural Health Training Centre, Adiyana

Empanelment with:-

1. Ayushman Bharat Yojana
(Tollfree Helpline No.- 18001802580)

INFORMATION FOR PATIENTS:

What to bring to the Hospital:

1. Any document pertaining to past medical treatment
1. Any Referral letter from Doctors
2. ID Proof
3. Hospital Number (if you have already been registered during your first visit to the hospital)
4. Comfortable clothing & Footwear
5. Personal Toiletries (for admitted patients)



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RIGHTS OF THE PATIENT:

- To know the name & qualification of the Doctor.
- To know information on diagnosis treatment and medicines.
- To give/withdraw consent.
- To seek second opinion.
- To expect confidentiality regarding information and records pertaining to the patient.
- To expect proper treatment.
- To expect dignity & privacy
- To get copies of medical record.

RESPONSIBILITIES OF PATIENTS:

- To respect hospital personnel and property.
- To ensure that information given to the hospital is true, correct, complete and accurate in all respect.
- To follow the Doctor's instruction carefully.
- To accept that Doctor may have to attend to more serious patient than you.
- To be aware that Doctors and Nurses are also human beings.
- To be punctual as per hospital timing.

TIMINGS:

Department of Emergency Medicine: 24X7

Registration & Billing Office function : 24 x7

OPD Timing 0900 – 1600 hrs (excluding Sundays & Holiday)

Visiting Hours for Indoor patient attendants:

Morning: 0700 – 0900 hrs

Evening: 1600 - 1800 hrs



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DISCHARGE

Once discharge is ordered by treating Doctor the File is sent to Billing Office. The patient party is informed to settle the Bill & receive Discharge documents.

*Doctor Fee, Hospital Stay & diet is free for all the patients.

**All hospital expenses including medicine charges are waived off for the BPL families.

***Expenses are subject to change from time to time as decided by the Management.

REQUEST TO ALL PERSONS ENTERING CAMPUS:

1. Please maintain cleanliness
2. The Campus is declared as "NO SMOKING/ NO TOBACCO/ NO ALCOHOL/NO POLYTHENE BAG AREA"
3. Secure your belongings
4. Beware of Touts & Pick pockets

GRIEVANCE REDRESSAL SYSTEM / FEED BACK/SUGGESTIONS:

- a) Your Feedback & Suggestions / Complaints are important to us. Kindly provide useful feedback/ constructive suggestions to us. Please drop your comments in Suggestion Box placed in the hospital area.
- b) There is a three tier Grievance Redressal System at place in the Medical College and Hospital level.

At First level it is the HOD's of the concerned Departments/ Hospital Manager.

At Second level it is Medical Superintendent.

At Third level if the problem is not addressed or if the complaining party is not satisfied then Principal / Management is involved to address the Grievance.



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c) Name, Designation and Contact No. of the concerned persons for Grievance Redressal are

- i. Hospital Manager
Mob No.- 9350560590
- ii. Prof. (Dr.) K.K. Kaul
Medical Superintendent
Mob. No. 9350560590
Email:- msncmch@gmail.com
- iii. Prof.(Dr.) Mahavir Singh Griwan
Principal
N. C. Medical College & Hospital
Phone No.0180-2579061
Email:- ncmedicalcollege.panipat@gmail.com
principalncmch@gmail.com

Obligations of Service Users:

- a) The success of this Charter depends on the support we receive from our users.
- b) Please do not cause inconvenience to other patients.
- c) Please help us in keeping the hospital premises and its surroundings neat and clean.
- d) The N.C. Medical College & Hospital is a "**Non-Smoking**" zone. We follow this strictly.
- e) The N.C. Medical College & Hospital is a "**Silence Zone**".
- f) Give regards to the Specially abled, Ladies and Senior Citizens.
- g) Please do not harm or threaten any Doctor or hospital staff as it is a punishable offence under "THE HARYANA MEDICARE SERVICE PERSONS AND MEDICARE SERVICES INSTITUTION ACT 2009".

CONTACT DETAILS

Address:

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