

CITIZEN CHARTER

United Institute of Medical Sciences

United Medicity, Jalalpur Ghoshi, Rawatpur,
Prayagraj U.P

ENQUIRY AND INFORMATION ABOUT COLLEGE & HOSPITAL

- Central Enquiry and Registration is located at the entrance of the Hospital.
- Telephone number of United Institute of medical Sciences 9305100015 and 9305804150
- Enquiry counters and help desk also exist in the OPD and Emergency
- **Website:** www.unitedmedicity.com

This Charter explains our motto, mission, location, available facilities and the rights and responsibilities of the patients towards the hospital.

Our Vision:

To be a center of excellence providing affordable, quality and unparalleled experience in health care in all medical specialties.

Our Mission:

To inspire hope and dedicated to alleviating suffering and providing the best in health care to every patient, through excellence in teaching and learning, integrated clinical practice, education and research.

- The best possible medical treatment
- Delivered most efficiently
- In the shortest possible time
- At the minimum cost

Our Location:-

United Institute Of Medical Sciences,
Rawatpur Near Prayagraj Airport, Prayagraj U.P
Pin-211012

Contact No:-

+91-9305100014

Emergency Contact:-

+91-9305100014

Facilities:

- Reception & Help Desk
- Directional signage on each floor

- Huge OPD area in basement (Timing 9am to 4pm except Sunday and Gaz.Holidays)
- 300+ Beds in Wards including private and deluxe rooms
- 24 x 7 Casualty & Emergency services with wheel chairs, stretchers
- 24 x 7 Laboratory services
- Routine & Special Investigations
- 24 X 7 Blood Bank services
- 24 x 7 X-Ray services
- 24 x 7 Ambulance services (02 Nos.)
- Ultrasonography
- Canteen & Cafeteria
- 24 x 7 Delivery services in Obstetrics department
- Ayushman Bharat Pradhan Mantri Jan Arogya Govt.Yojna benefits
- 24 x 7 Medical store & Pharmacy
- Modern well equipped ICU, ICCU, NICU and PICU
- Central Oxygen supply.
- Modern fully equipped 05 Nos. Operation theaters
- Well equipped physiotherapy department
- In serious cases treatment/management gets priority over paper work like Registration / Medicolegal requirements
- Facilities for CT Scan is also available in the hospital campus
- All urgent Laboratory investigations are available for casualty patients round the clock.
- Facilities like wheel chair and patient trolley are available at the entrance of Hospital

Right to Patients:

Every Patient has a right to :

- Be treated with compassion without any differentiation of cast, religion and race.
- Know the details of treatment offered to him/her & ask for the consequences arising out of this.
- Know the details of treating doctor, regarding qualification
- Know the details of his/her illness & outcome of his illness
- Accept or refuse any investigation / treatment offered
- Request for a second opinion, if desired.
- Privacy during consultation, treatment & hospitalization
- Make a legitimate complaint to higher authorities
- Provide healthy constructive suggestions to improve our services

Responsibility of Patients towards Hospital:

- Treat all the Doctors, Nurses and other staff with respect and dignity
- Behave in a decent manner with other patients
- Comply with hospital policy and guidelines
- Restrict the visitors within the time frame allowed by the authorities
- Restrict entry of children except when really needed to avoid exposure to diseases.
- Do not take medications without prior consultation
- Protect environment and cleanliness of surroundings

Redressal of Complaints:-

Casualty : +91-6389486000

Med.

Superintendent : +91-9305804159

H.R Department : +91-9670917000

Empanelled institutions with UIMS PRYAGRAJ

S.NO.	Name of Institution & Organization
1	HDFC ERGO
2	ICICI Lombard
3	Max Bupa Insurance
4	Bajaj Allianz Insurance
5	Care Health Insurance
6	Reliance General Health
7	ITBP
8	Allahabad University
9	IIIT Allahabad
10	IFFCO Tokiyo
11	Aarogy RPR Insurance service pvt. ltd.
12	Health India TPA service pvt. ltd.
13	CGHS
14	Rahat Foundation
15	Medi Assist TPA pvt ltd.
16	Hindalco Industry

Feedback

- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.