

Citizen Charter

Regional Institute of Medical Sciences, Imphal is a well-established teaching institute and hospital imparting health related quality education to undergraduates, postgraduates and other allied discipline courses. RIMS is committed to produce and provide human resource for health services to serve the NE region and the country at large. Apart from medical education, the institute also provide the best healthcare facilities in the North East region. Located in the heart of the beautiful Imphal city, the institute is well connected with the other states of the country through Air and roads. The nearest Airport is the Bir Tikendrajit International Airport which is about 5 Km from the institute.

ENQUIRY AND INFORMATION ABOUT RIMS:

- Enquiry counters & help desks are available near Main OPD Block where one can enquire and seek help in case of any problem.
- L.E.D. Display boards are installed at various strategic locations.

PARKING :

The new parking facility is operational within the campus near Dental College, RIMS, Imphal for 4-wheelers and 2-wheelers for the patient party.

Trauma Centre :

RIMS has a Trauma Centre which is near the Casualty Block of the hospital. It is operational with 24 hours services for Trauma Patients. The centre also acts as a referral hospital, where patients sent by other public hospitals of the state.

Online Appointment System:

RIMS has an online registration and appointment system, where counter based OPD registration and appointment system through Hospital Management Information System (HMIS) has been digitalized. The application has been hosted on the cloud services of NIC. The online registration and appointment system is available through www.ors.gov.in

Emergency

- Services available 24 hours a day, throughout the year.
- Patient with urgent medical problem can seek consultation/treatment in the Emergency/Casualty.
- If the patient need urgent medical intervention, they can be registered at the Emergency/Casualty registration counter and proper medical care will be provided promptly.
- Emergency/Casualty has dedicated team of doctors and Junior Residents, Nurses, Paramedics and Hospital Attendants etc. to provide urgent medical services.



- We are dedicated to provide medical care (incl. Investigation & treatment) at the earliest possible time.
- The treating doctors may call any specialist/super-specialist, who is available on call for urgent consultation as and when required.
- In serious cases treatment/management gets priority over paper work like Registration/Medico- Legal requirements.
- Emergency has fully equipped Operation Theatre for any urgent surgery etc.
- The Emergency is fully equipped with all modern gadgets like monitors, ventilators, nebulisers, defibrillators, central O2 and suction supply etc.
- All urgent investigations like Hemogram, Blood Biochemistry, Urine toxicology, Cardiac Biomarker, Blood Gas Analysis, ECG, USG, X-ray, C.T. Scan, etc. are available for casualty patients round the clock.
- Facilities like patient trolleys are available at the entrance of Emergency.
- Public utilities like toilets, waiting area with Tea/Coffee/Snacks, fans, chairs etc. are available.

Out Patient Department:

OPD services are available in the hospital with specific timings as mentioned below:

	Registration Time	Consultation Time
General OPD	8:00 a.m. to 1:00 pm	8:30 a.m. to 1:00 pm
Speciality Clinics	12:30 p.m. to 4:00 pm	2:00 p.m. to 4:00 pm

- OPD registration card can be obtained by paying Rs. 10/- can be purchased from main counter, OPD ground floor.
 - Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.
 - For consultation in Speciality clinics, you need to have referred from general OPD of RIMS or any Government Institution.
 - Various Special clinics are available in the institute for consultation with specialized doctors.
- **Investigations:** After OPD consultation, the treating doctor will fill up the requisition forms for various investigations & direct/guide you to the concerned lab /dept.
 - A Central Sample collection centre for Blood, Urine, Stool etc. is available in the hospital near OPD Block.
 - Sample Collection Timings are:- 8:00 a.m. to 1:00 p.m. on all working day including Saturday.
 - Certain specialized investigations are done on particular days only.

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- Certain investigations are done free of charge while others are charged as per the prevailing norms. Patients should Deposit the money only at the designated hospital Cash Counters and obtain the proper receipt.
- Due to excess work load, waiting period exists for certain investigations like MRI, CT, USG etc. Patients are given future dates by the concerned departments. However, these may be done out of turn in urgent situations, on recommendation of the treating doctor.
- Many facilities are provided at OPD level e.g. ECG, Plaster, Injection and Immunization Room, Contraception and MTP Services, Minor Surgical Intervention, Physiotherapy, Bronchoscopy, Endoscopy etc.
- The decision to admit a patient rest with the treating doctor. The patient will be admitted only if a vacant bed is available. But, in case of emergency, out of turn admission may be done.
- Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD.
- OPDs have waiting hall with chairs, TVs, lifts, ramp, public utilities like drinking water & toilets etc. at each floor.
- To meet day-to-day needs of patients, there are canteen, medical stores and general store near the Blood Bank Block.

INDOOR SERVICES:

- Patients admitted in General Ward are charged with Rs 100/-. This entitles them for doctor consultations, certain basic investigations, lifesaving medicines and surgical items, diet, linen, I.V. fluids etc.
- For allotment in paying wards, after recommendation by the treating doctor, patient should contact the Medical Superintendent Office. The hospitalization charges of private room are as under:-

Premier Ward – Rs. 2000/day
New Special Ward – Rs. 700/day
Old Special Ward (Category A) – Rs. 700/day
Old Special Ward (Category B) – Rs.500/day

Private ward patients are charged additionally for specific investigations, procedures, operations etc.

- All in-patients receive treatment by a team of Doctors and Nurses, available round the clock, under the supervision and guidance of Faculty Members of RIMS.
- Indoor services have hot and cold water, toilets, portable X-ray machines, ECG services, Generator back up, emergency lights, internal telephone, etc.
- *Waste disposal* is done as per the established rules and utmost care is taken to keep the premises neat and clean.
- Every inpatient is provided with one attendant passes.
- Visitors are allowed only during notified visiting hours i.e. 3:00 p.m. to 5:00 p.m.
- Special Investigations like USG, CT, MRI etc. are charged as per the rates revised from time to time.

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- For very poor patients, on recommendation of treating Doctor, the hospital charges may be waived off by Med. Superintendent/ his nominee and costly drugs/surgical items may be provided by the hospital.
- Financial assistance is also available through PMJAY and Chief Minister-gi Hakshelgi Tengbang (CMHT) which is a pioneering health assurance scheme initiated by the Government of Manipur.
- Bed linen is changed at the time of admission, thereafter on every *alternate* day and also whenever required.
- Food is served *three times a day*.
- Facilities provided in private ward - Each room has - attached toilets & bath room, T.V. with cable connection, Refrigerator, A.C., geyser, emergency light (in premier ward), sofas, bed for attendant, chairs and table etc.
- Destitute unattended patients are provided with attendants from hospital, drugs & surgical items are provided from hospital and all hospital charges are waived.
- Day care facility is available for certain types of operations. e.g. laproscopic surgery; day care chemotherapy; blood transfusion, dialysis, endoscopies and similar interventions.

Operation Theatres

- The institute has fully equipped modern Operation Theatres, where all kinds of major and minor surgeries are performed using the latest techniques and technology.
- For routine surgeries, the respective departments maintain waiting list. Patients are called and operated upon as per the waiting list. But, in case of emergencies/urgencies, the out of turn surgeries are also performed, at the discretion of the treating doctors.
- The patient should get his Pre-Anaesthetic check-up done in PAC Room before getting admitted for operation and follow the instructions given by the treating Doctors.
- **ICUs** The hospital has fully equipped Main ICU to provide expert ICU care. There are ICUs/HDUs in few wards of main hospital and CTVS ICU & NS ICU in CN Centre. Patients requiring urgent ICU care are admitted to ICUs at the discretion of treating Doctors.

Laboratory Services

- Emergency Lab - 24 hours, throughout the year, for all emergency investigations.
- Routine Lab - Sample Collection Timings:-

Weeks Days – 8 a.m. to 01:00 p.m. (including Saturday)

- All type of routine and special investigations incl. Biochemical, microbiological, pathology, immunology and genetic studies are done at RIMS, Imphal.
- **Blood Bank:-** RIMS has a licensed modern, state of the art Blood Bank that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent

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any borne infection. If your patient requires blood transfusions, then you are requested to arrange healthy blood donors for donating blood in order to reduce shortage of blood.

Other Facilities:

Facilities Provided to Public/Patients including below poverty line (BPL) with guidelines, by Regional Institute of Medical Sciences, Imphal:

- Cashless treatment of entitled AB-PMJAY and CMHT scheme beneficiaries
- Extension of Rashtriya Arogya Nidhi Scheme to RIMS Imphal
- Health Minister's Cancer Patient Fund(HMCPF) under Rashtriya Arogya Nidhi Scheme-Reg
- Prime Minister National Relief Fund (PMNRF)

In addition to the above mentioned, following services are also extended for patient welfare:

1. Health education & awareness through Seminars, Lectures, one-to-one counselling, Group-work and IEC material etc.
2. Counselling & coordination for authorization of organ donors; and awareness/ motivation to prospective organ donors.
3. Capacity building and sensitization of Social Work students and Healthcare professionals
4. Short-term and long-term Research studies to improve evidence-based practice

