



CHALMEDA ANANDRAO INSTITUTE OF MEDICAL SCIENCES

Bommakal Village, KARIMNAGAR-505001
TELANGANA STATE, INDIA.

CITIZEN CHARTER

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GENERAL INFORMATION

Chalmeda AnandRao Institute of Medical Sciences, an Arihant Educational Society and is premier tertiary care and research Institution. CAIMS is committed to provide high quality services and Medical Education (preventive, promotional, diagnostic and therapeutic) to every citizen. This college is affiliated with Dr. NTR university of Health Sciences, Vijaywada and Recognized by Medical Council of India, New Delhi.

LOCATION

- It is situated in unpolluted and serene surroundings at a 10 minute drive from the Karimnagar - Ramagundam Rajiv High Way at Bommakal Village.

MISSION

- We strive to be the best provider of quality medical education in the state and emerge as one of the best in the country.

OBJECTIVES OF CAIMS

- To create centre for excellence for providing medical care, education and Research.
- To develop patterns of teaching in post graduate level so has to set a high standard of medical education.
- To deliver health care to the aged, Cancer, Cardiac Care, Women's Health, and Community Services to all the needy.

ADMINISTRATION (College and Hospital)

S.No	Name	Designation	Telephone/Fax	E-mail
1.	Dr. T. Surender	Principal/Dean	0878 - 2285165 0878 - 2285565 0878 - 2285318 Fax: 0878 -2285318	caims_edu@yahoo.com
2.	Prof. Ch. Raghuram	Medical Superintendent	0878-228565 Fax: 0878-2285318	caims_edu@yahoo.com

ENQUIRY AND INFORMATION

- Enquiry counter exist at **Reception counter No: 7**
- Reception for CAIMS Hospital is located near the main entrance.
- Timings: 8.00 Am to 6.00 PM
- **Phone No: 0878-2285565, 2285297**
- All OPD/IPD patients are registered and issued a case sheet for recording history, symptoms, diagnosis and treatment.
- Directional sign Blue colour boards are located at each floor for convenience of patients.
- A Medical social worker helps patients at OPD.

NUMBER OF BEDS

- CAIMS Hospital has a **total 1000 bedded teaching Hospital** (including causality and Emergency wards).

SERVICES

OUTPATIENT DEPARTMENTS (OPD)

TIMINGS

S.No		Registration Time	Consultation Time
1.	General OPD	9.00 AM to 4.00 PM	9.00 AM to 4.00 PM
2.	Speciality Clinics	2.00 PM to 4.00 PM	2.00 PM to 4.00 PM

- **OPD card costing Rs. 10/-** can be purchased from main counter, OPD ground floor.
- For consultation in **speciality and superspeciality clinics**, you need to have referred from General OPD of CAIMS.

SPECIALITY AND SUPER SPECIALITY DEPARTMENTS

LOCATION OF SERVICES

Ground Floor	General Surgery, Neuro surgery, Plastic surgery, Urology, Orthopaedics, Physiotherapy & Rehabilitation, Prosthetic & Orthotics, Obstetrics and Gynecology, Haematology, Radiology, Laboratory Medicine, Pathology, Microbiology, Biochemistry, Blood Bank
1st Floor	Medicine, Neurology, Nephrology, Endocrinology, Paediatrics, Dermatology, Psychaitry, Dental, ENT, Ophthalmology, Pulmonary Medicine
3rd Floor	Cardiology, Cardiothoracic surgery

CAUSALITY & EMERGENCY SERVICES

- **Location: Ground Floor, Room. No: 1**, easily accessible from Hospital entrance.
These services available 24 hours a day, throughout the year.
- Casualty has fully equipped emergency operation theatre for any urgent surgery etc.
- All urgent investigations are available for casualty patients round the clock.
- Facilities like Wheel chairs and patient trolleys are available at the entrance of casualty.

FACILITIES/EQUIPMENTS AVAILABLE

- ECG, EEG, EMG, NCV, Cath Lab, plaster, injection and immunization room, Bronchoscopy, Endoscopy, and Audiometry.

RADIOLOGY

The Radiology department is equipped with in the following equipment:-

- Digital X-ray
- MRI Scan
- CT Scan
- 1000 mA X-ray
- Ultrasound Machine
- C-Arm Unit
- Digital mammography system

BLOOD BANK

- This Institute Licensed blood bank stores whole blood and provides facilities for blood donation, storage, issue of blood and its components.
- All blood is tested for HIV, HCV and HBV.
- Timings: 24 hours

INTENSIVE CARE UNIT

- The Institute has an 16 bedded with ventilators and monitors.

LABORATORY TIMINGS:

- Emergency – 24 hours

ROUTINE INVESTIGATIONS

- Weekly days: 9.00 AM to 6.00 AM

INDOOR PATIENTS

- Patients admitted in General ward of CAIMS Hospital.
- Visitors are allowed only during notified visiting's hours i.e, 3.00 PM to 6.00 PM
- Day care facility available.
- Private ward patients charged additionally for specific investigations, procedures and operations.

FACILITIES FOR SENIOR CITIZENS

- Separate counter for senior citizens.

CENTRAL PHARMCY

- The central pharmacy is located near the registration counter & Ground Floor. It provides drug prescribed by the Institute doctors at MRP.

PUBLIC FACILITIES

- The following facilities available in the campus. Public telephone facility, snack bar, canteen, and drinking water services.

COMPLAINTS AND GRIEVANCES

- Please do not hesitate to register your complaints. It will only help as serve you better.
The Medical Superintendent is the Designated Grievance Officer. Each grievance will be duly acknowledged.

RESPONSIBILITIES OF USERS

- Please **follow the rules and regulations of the Hospital** while inside the hospital campus.
- The success of this charter depends on the support we receive from our users.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please don't argue with security guards, show your passes when asked for & help maintain the order and peace inside the hospital premises.
- Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- The Hospital is a **No Smoking Zone**. Please don't indulge in any money transactions with them
- Beware of touts and unauthorized persons. Don't indulge in any money transactions with them.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

CONTACT US AT:-

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Bommakal Village, KARIMANAGAR-505001

Telangana State, India.

CAIMS WEBSITE: www.aims.org

E-MAIL : caims_edu@yahoo.com

PHONE : **0878 - 2285565, 2285297**

FAX : **0878 – 2285318.**