



MNR MEDICAL COLLEGE & HOSPITAL



MNR MEDICAL COLLEGE & HOSPITAL (MNRMCH) dedicated to provide high quality medical services by dedicated patient care and improved qualitative services. The institution always strives to provided

- Total understanding and fulfilling patient care services
- Total devotion in providing efficient and reliable services
- Patient Motivation for helping themselves and the institution in order to serve them better
- Ensuring rewarding and challenging career for every employee
- Periodic review and monitoring of total functioning of the institution.
- Best Medical Education to the students by highly qualified and experienced staff

MNRMCH is the brain child of MNR EDUCATIONAL TRUST totally dedicated to Qualitative Education from Kinder Garden(KG) to Post Graduate(PG) Level since 4 ½ decades.

Our founder Mr.M.Narayana Raju envisioned creating a no-profit hospital in Medak District of Andhra Pradesh, India where the poor and downtrodden have the access to advanced medical care.

MNR Medical College & Hospital (MNRMCH) brings together a team of dedicated Physicians, Nurses, Paramedical Staff and effective Administrators to provide highest standard of medical treatment.

The infrastructure comprising of 11 operation theatres with state-of-art infrastructure facilities with 610 beds including comprehensively equipped Intensive Care Beds in the respective disciplines.

The Citizen's Charter is an expression of our commitment towards improving our services offered to make them more efficient and responsive with transparency attitude of working towards our patients. This citizen's charter is an attempt to bring the institute closer to its patients in the society. This Charter is made to provide a framework, which enables our users to know:

- i. What services are available in the institution?
- ii. The Quality of services they are entitle to
- iii. The means through which complaints regarding denial or poor quality of services will be redressed.

The Institute's mission is to provide modern medical care in patient friendly, eco-friendly conducive environment with affordable cost of services in a spirit of compassion notwithstanding the criteria of race, caste and religion etc.

MISSION: MNRMCH with a mission of converting the medical centre into a Centre of Excellence in healthcare by improving the well-being of the community by providing qualitative preventive medicine, medical education and research.

LOCATION: The Institute is located in Fasalwadi Village (Narsapur Road), Sangareddy-502294, Medak District, Andhra Pradesh, India with twin cities of Hyderabad and Secunderabad in the vicinity of 25 kms from its location.

CONTACT US:

MNR Medical College & Hospital,
Fasalwadi, Narsapur Road,
Sangareddy-502294, Andhra Pradesh, India.
Ph: 08455-230515, 230523, 230527
Fax: 08455-230533, 230555
Email: mnrmc@mnrindia.org

IMPORTANT TELEPHONE NUMBERS:

Appointment Help Desk	:	08455 – 230508 and 230509
Casualty	:	08455 – 230516
Blood Bank	:	08455 – 230579
Radiology	:	08455 – 230583
Arogya Sri	:	08455 - 230505

STANDARDS OF SERVICE:

This is a no-profit institution

It provides medical care to all patients who come to this institute and trains the medical and nursing students (both undergraduate and post graduates)

Standards are influenced by patient load and availability of resources; it is aimed to give all courteous and prompt attention to our users.

Committed to provide world-class treatment at an affordable rate

GENERAL INFORMATION:

The institute has:

- Doctors : 295
- Nurses : 362
- Beds : 560

ENQUIRIES:

- Direction Signboards are fixed in each floor and Location guide-map is available
- Enquiry counter exists in the reception
- Telephone Nos. of central enquiry: 08455-230508, 230509
- Public Relation Officer helps the patient at the OPD entrance
- Hospital enquiry works round the clock. Its Phone No. is 08455-230508, 230509

CASUALTY & EMERGENCY SERVICES:

- The casualty functions round the clock all days.
- Casualty direct telephone No. is 08455-230516
- Casualty Medical Officer and Resident Doctors are available 24 hours all days
- Duty Doctors are available on call round the clock in all specialities.
- There are 20 beds in the emergency room including 5 critical care beds.
- In serious cases, priority is given to treatment/management than paper work like registration and medico-legal cases.
- Emergency Operation Theatre is maintained on a regular basis ensuring usability all the time

AMBULANCE SERVICES

- The hospital has 2 fully equipped and 2 non-equipped ambulances.
- Ambulance Service Enquiry No. is 08455-230508 (8500054446)
- The ambulance services are available for transportation of patients from MNRMCH or to MNRMCH
- The facility is available 24 hours a day, on all days.

APPOINTMENT HELP DESK

- All the appointments are centralized
- While taking appointment quote your Name, Concerned Department, Phone No and MRD if available. The preference of the physician may be given.
- Working Hours 9.00 am to 4.30 pm (regular days)
- On holidays 9.00 am to 1.00 pm
- Appointment can be taken through phone

OUT PATIENT DEPARTMENT

- Timings : 9.00 AM to 3.00 PM
- Every outpatient has to register prior to consultations
- A Case Sheet is generated for recording history, symptoms, diagnosis and treatment being provided
- For every new patient a unique MRD number will be generated.
- Quote your MRD No, while you are taking an appointment; if you have registered previously
- Payment for all specialties shall be made at the OP Billing Counter.

DEPARTMENTS:

1. GENERAL MEDICINE
2. GENERAL SURGERY
3. PAEDIATRICS
4. DERMATOLOGY, VENERIOLOGY & LEPROSY
5. ANESTHESIA
6. PSYCHIATRY
7. OBSTRATICS & GYNACOLOGY
8. ORTHOPAEDICS
9. ENT
10. OPHTHALMOLOGY
11. RADIOLOGY
12. PULMONOLOGY

LABORATORY SERVICES:

1. Biochemistry
2. Microbiology
3. Hematology
4. Histopathology
5. Cytopathology
6. Serology
7. Immunology
8. Radiology (MRI, CT SCAN, Mamography, Ultrasound)

BLOOD BANK:

- Licenced Blood Bank is available in the hospital to cater to the needs of the patients.
- Open for 24 hours and caters to external requests also
- All blood is treated for HIV, HBV, and HCV, VDRL in addition

PHARMACY:

- A full-fledged Pharmacy is available in the hospital round the clock managed by Qualified by Pharmacists which is functional 24 x 7 hrs.
- Medicines and surgical consumables required for the treatment can be procured from the Pharmacy.

HOUSE KEEPING & LINEN:

- Hospital provides linen and wear for all admitted patients. In case of any difficulty you may contact the sister in charge of the floor.

FOOD SERVICES:

- The hospital dietary department provides all meals for the patients in line with the diet plans bases on therapeutic needs.
- **Cafeteria** : The cafeteria is open to visitors from 9.00 am to 6.30 pm.
- **Canteen** : An exhaustive canteen facility is extended to inmates and visitors. A juice stall is located near the canteen.

FREE SERVICES:

- All services including investigations are provided free of cost to poor patients

AROgyASRI:

- A Arogyasri help-desk is located in the hospital to cater to the needs of poor eligible patients
- Government-sponsored health care facilities including surgical facilities are provided under Arogyasri Scheme to the eligible patients.
- Arogyasri Help Desk No.08455 - 230505

OTHER SERVICE FACILITIES:

- Wheel chairs and Stretchers are available at Nursing Station of each department
- Stand-by Generator facility is available to cater to the needs of emergency in the event of breakdown of electricity.
- Public Telephone Booths are available
- Adequate Drinking Water and Toilet facilities are available
- A Departmental Store exists in the campus catering to general needs of the inmates and visitors.

PRAYER HALL:

- Prayer hall is located in the campus from 6.00 AM to 8.00 PM.

UNIVERSITY:

- The institute is affiliated to Dr.NTR University of Health Sciences, Vijayawada

UG & PG COURSES:

- UG Courses – MBBS
- PG Courses – MD - Anatomy
MD – Anesthesia
MD – Biochemistry
MD – Physiology
MD – Community Medicine
MD - Microbiology
MD – Pharmacology
MD – General Medicine
MS – General Surgery
MS – Orthopaedics
MS – Obstratics & Gynaecology
MD – Paediatrics
MD – Radiology
MD – ENT
MD – DVL
MD – Pulmonary Medicine
MS – Ophthalmology
Diploma in Gynecology
Diploma in Anesthesia

COMPLAINTS & GRIEVANCES:

- Please do not hesitate to register your complaint. It will only help us serve you better
- There is a redressal forum that functions to attend all the grievances.
- Every grievance will be duly acknowledged.

GENERAL INSTRUCTIONS:

- Smoking is strictly prohibited in the total campus. Patients and their attendants are strictly prohibited from smoking in the campus premises.

PARKING:

- Please ensure that vehicles are parked in the designated area earmarked for parking separately for patients, doctors and students etc.
- Vehicles shall not be parked in “No Parking area” in order to provide quick access to emergency department.

RESPONSIBILITIES OF THE USER:

- The success of this charter depends on the support we receive from our users.
- Please try to appreciate the various constraints under which the hospital is functioning.
- Please help us in keeping the hospital and its surroundings neat and clean
- Please refrain from demanding undue favours from the staff and officials.
- Please provide useful feedback and constructive suggestions.