

CITIZEN'S CHARTER, SMIMER, SURAT



SURAT MUNICIPAL INSTITUTE OF MEDICAL EDUCATION AND RESEARCH



SMIMER- HOSPITAL



PREAMBLE:

Surat Municipal Institute of Medical Education & Research (SMIMER) was established in 2000 by the Surat Municipal Corporation to extend health care facilities to its citizens and better educational opportunities to the students of Surat. Being a tertiary care hospital, SMIMER has all the basic as well as specialty and super specialty health care amenities. The SMIMER has an attached 820 bedded hospital in the campus. The institute has qualified health care professionals including doctors, nurses and other staff. The citizen's charter is an expression of the commitment of providing of health care facilities in timely basis.

OBJECTIVES:

1. Citizen Charter is a document giving information regarding health care facilities available at SMIMER
2. Efforts taken by the SMIMER to make the system more efficient and transparent
3. Rights and responsibilities of patients availing the facilities of SMIMER

FRAMEWORK OF CITIZEN'S CHATER:

- ❖ Services available at SMIMER
- ❖ Complaint and grievance redressal services
- ❖ Patient's responsibilities

MISSION:

SMIMER is dedicated to improve the general health and wellbeing of persons visiting for healthcare. Established by the Surat Municipal Corporation, Civic body of Surat city, works in a friendly atmosphere and with compassion towards the care of patients. SMIMER is a non-profit organization and has been well established as a centre of excellence for medical education as well as patient care and aim to achieve highest standards in patient care by making further improvements.

LOCATION:

SMIMER is located in a campus measuring about 25 acres of land at Umarwada, opposite Bombay Market, in heart of the Surat city. Both the railway stations are in the near vicinity of this institute.

a) Contact details:

Surat Municipal Institute of Medical Education & Research

Opposite Bombay Market, Near Sahara Darwaja, Umarwada, Surat, Gujarat-395010

Tel. No: 0261-2366367, 0261-2368040 to 44

Fax No: 0261-2360306

College: 0261-2343241

Hospital:

email smimerhospital@suratmunicipal.org

Visit us at: www.suratmunicipal.gov.in

<http://smimer.suratmunicipal.gov.in>

SMIMER- SERVICES AT A GLANCE:

- ❖ Emergency services
- ❖ Outpatient services
- ❖ Indoor patient services
- ❖ Laboratory and blood bank services
- ❖ Imaging services
- ❖ Mortuary services
- ❖ Enquiry counters and help desk with social worker and helping include eye bank no.
- ❖ Control room. service ext.no-1575

EMERGENCY SERVICES: Round the clock emergency services are available

Casualty Services: Casualty unit with 20 beds is well equipped with emergency drugs & lifesaving equipments. Fully equipped operation theatres are also attached to the casualty section. Casualty medical officer, resident doctors and nurses are available round the clock on all the days.

AMBULANCE SERVICES:

The hospital has round the clock SMC ambulance emergency services which can be contacted by dialing 0261-2414195-96 apart from 108 introduced by the government ambulances are well equipped with medicines and life saving measures and the staff on the ambulance are trained in providing basic life support and shifting of the patient.

OUT PATIENT SERVICES (OPD):

Outpatient departments are situated on the ground floor of hospital buildings. The locations of the OPD rooms are in the near vicinity of main entrance and also to the registration counters so as to facilitate the easy approachability to the patients and the attendants of the patients.

INDOOR PATIENT SERVICES (IPD):

Indoor patient services comprises of general wards, Special rooms, intermediate wards and intensive care units.

Indoor Patients Visiting Hours:

- (1) 12 p.m. to 2 p.m.
 (2) 5 p.m. to 7 p.m.
 (3) 7 p.m. to 9 p.m.

Rates:

- 6 Rs. Red Pass
 Free Yellow Pass
 6 Rs. Red Pass

❖ **Details of services including location of registration counters, charges and timings**

Name of service	Place/room for registration/services		Time and day slot
	Room/counter no	Floor	
Emergency medical care	Registration counter: No. 1 Place of service: Casualty	Ground floor	24 hours
OPD services	Registration counters: 106,107,108 & 110	Ground floor	Monday to Friday 9.00 AM to 1.00 PM 3.00 to 5.00 PM Saturday 9.00 AM to 1.00 PM
IPD Services	Ward and registration counters: 103 and 104	Ground floor	24 hours
Name of service	Place/room for registration/services		Time and day slot
Maternal & Child Health Care (J.S.S.K.)	Room/counter no	Floor	OPD timings & In case of emergency 24 hours
	Registration counter No: 109 Obs. & Gynae OPD No: 26 Pediatric OPD No: 39 Emergency: Casualty dept.	Ground floor	
Immunization Services	Room No: 34 Phone Ext: 1515	Ground floor	OPD timings All days except Sunday and Holidays
Anti-Rabies Vaccination	Injection room-OPD No:9 Emergency: Casualty dept	Ground floor	OPD timings & Emergency- 24 hours (casualty dept)
Family Planning Services	Registration counter Nos: 106,107,108 Shall proceed to: Room Nos: 26, 27 (Female Health worker)	Ground floor	OPD timings
RNTCP / DOT Services	Registration counters: 106,107,108 & 110 Shall proceed to: TB OPD/ RNTCP clinic room No: 42/43	Ground floor	OPD timings
STD Care & ICTC	Registration counters: 106,107,108 & 110 Shall proceed to: STD Room No 10/ ICTC Room No: 36 Phone ext. 2103	Ground floor	OPD timings
Mukhyamantri Amrutam Yojana (MA-Yojana)	Registration counters: 106,107,108 & 110 Shall proceed to: Arogya Mitra at MA-kiosk	Ground floor	OPD timings & Emergency 24 hours at casualty

Name of service	Place/room for registration/services		Time and day slot
	Room/counter no	Floor	
ART Care	Registration counters:106,107,108 & 110 Shall consult ART Counselor- Room No: 44 Ext. No. 2107	Ground floor	OPD timings
Human Milk Bank. (Milk supplied in house babies only)	Neonatal Intensive Care Unit (NICU) Ext.No: 1596	First floor	24 hours
Eye Bank	Eye bank (Eye ward) Contact social worker Contact No. 0261-2368030	3rd floor	24 hours
PMR Services	Registration counters: 106,107,108 & 110 Shall proceed to: PMR dept. Room No: 100	Ground floor	OPD timings
Medical Certificates	RMO Room Nos: 3,4,6	Ground floor	OPD timings
	Medical Record Officer Medical Record section Ext. No: 1599	Basement	OPD timings
	Forensic Medicine and Toxicology dept. Room No. 1 Ext. No: 1402	Ground floor C-Block College building	9 AM to 12 noon

❖ **DIAGNOSTIC SERVICES:**

SMIMER has well developed and advanced diagnostic (laboratory and dimaging) services. This section s work round the clock, seven days a week, providing routine & emergency services.



❖ **BIOCHEMISTRY:**

Biochemistry section of the central laboratory is located both in the hospital and medical college. Biochemistry has subsections like routine investigations and special investigations including hormones. Facilities for Routine investigations & special investigations including hormones are located at Central Laboratory room no B in the hospital.

Name of the Laboratory	Location	Routine	Emergency
Routine investigations	Central Laboratory Room No B First Floor SMIMER Hospital	Blood glucose, urea, blood urea nitrogen, serum creatinine, SGOT, SGPT, alkaline Phosphatase, total protein, albumin, globulin, A/G ratio, total bilirubin, direct and indirect bilirubin, serum cholesterol, triglycerides, HDL cholesterol, LDL cholesterol, VLDL cholesterol, LDH, calcium, phosphorous, uric acid, sodium, potassium, chloride, Arterial blood gas analysis, Total CPK and CPK-MB, cholinesterase, CSF-protein, sugar, 24 hours urinary protein, ascetic fluid, synovial and pleural fluid-protein, amylase, acetone	Blood glucose, urea, blood urea nitrogen, Total CPK, CPK-MB, acetone, Total bilirubin, Direct bilirubin, Indirect bilirubin, electrolytes, amylase, cholinesterase, calcium, Arterial blood gas, Fluid/CSF-protein, sugar & LDH
Special investigations	Room No:109 Research laboratory Biochemistry department First floor A-block SMIMER Medical College	HbA1c, ft3,ft4,TSH Vitamin B12 Vitamin D Prolactin LH FSH IL-6, Ferritin, Procalcitonin, NT-pro BNP, Troponin I	IL-6, Ferritin, Procalcitonin, NT-pro BNP, Troponin I

❖ **MICROBIOLOGY:**

Microbiology section of the central laboratory is located both in the hospital and medical college. Microbiology has subsections like Serology, Bacteriology, Virology, Immunology, Parasitology, Mycology and Tuberculosis.

Name of the laboratory	location	Name of the investigations		
	B-block, medical college	Routine (9.00 A.M to 5.00 P.M)		
		Emergency		
Serology/ Immunology	Room no. 3 & 4	1	ASO	Routine serology in the central lab 'C' of SMIMER hospital
		2	RA	
		3	CRP	
		4	WIDAL	
		5	Typhidot	
		6	Leptospirosis (Rapid)	
Bacteriology	Room no. 7	Culture and sensitivity		
		A	All routine Samples	
		B	Blood	
		C	TB Culture	
		Microscopy		
		A	Routine	
		B	Emergency	
Virology	Room no.2	1	HIV (Rapid)	-
		2	HBSAg	
		3	Dengue (ELISA)	
		4	Chikungunia(ELISA)	
		5	HAV(ELISA)	
		6	HEV(ELISA)	
Parasitology	Room no.5	Microscopy		-
		1	Routine	
Mycology	Room no.6	Culture		-
		1	All routine samples	
		Microscopy		
		1	Routine	
Tuberculosis	Room no.8	Sputum for AFB and routine CBNAAT		-
RT-PCR	MRU	Nasopharyngeal & oropharyngeal swabs for COVID-19 detection.		

❖ **PATHOLOGY DIVISION:**

Pathology sections like Hematology, Clinical pathology are located in the Hospital Central laboratory. Pathology has subsections like Histopathology, Autopsy and Cytology situated on the ground floor of the B- block of the Medical College.

Name of the laboratory	location	Name of the investigations		
		Routine	Emergency	Special
Routine haematology	Central laboratory-A SMIMER hospital first floor	CBC, MP, ESR, Reticulocyte count, G-6 PD,Sicklingtest, Coagulation profile. Blood grouping	CBC,MP, Reticulocyte count Blood grouping coagulation profile,	HPLC Bone-marrow aspiration
Clinical Pathology	Central laboratory-D SMIMER hospital first floor	Body fluids, urine, stool & semen: Routine examination & microscopy Urine pregnancy test	Fluid (CSF)-routine micro Urine- albumin and sugar	
Histo-pathology	Room no. 9 & 14 B-block, Medical college	Biopsy and autopsy	-	Immunohisto- chemistry Frozen section
Cytology	Room no. 9 & 14 B-block, Medical college	FNAC, PAP smear, fluid cytology & exfoliative cytology	-	
Autopsy	Room no. 9 & 14 B-block ,Medical college	Histopathological examination of Post- mortem specimens.		

❖ **Department of Immunohaematology & Blood Transfusion, SMIMER**

Introduction:

Voluntary Blood Bank (IHBT Department) is situated in the premises of SMIMER Hospital campus. Blood bank has valid License from Central Drugs Standard Control Organization (CDSCO) & Approved by Drug Controller General (India) Central License approving authority under Drug & Cosmetic Act-1945 with further amendment. The License no is G-788.

Voluntary Blood Bank was shifted in the year 2004 from Maskati trust Hospital. Got license for various blood components in the year 2011. In addition, in the year 2018, Blood Bank got license for Apheresis procedure. IHBT Department was established since 2018. The procedure of single donor platelet, plasmapheresis, RBCpheresis are done by the Apheresis Machine.

Blood is collected by 100% voluntary blood donation at Voluntary Blood Bank. In addition to this, blood donation camps are organized by the blood bank with the permission of GSCBT at various places. Blood is supplied at very nominal rate as per Surat Municipal Corporation resolution no. 7/2020 and free supplied to JSSK, Thalassemia, Haemophllia, Sikle Cell Anaemia, MA Yojna/ABPMJAY patient and also Other Government Cashless Scheme patient.

Safe blood is given to the needy Patient only after undergoing various tests as per NACO & FDA rules. NACO / GSACS give support to Voluntary Blood Bank. Voluntary Blood Bank had started collection of 1708 units in the year 2004, now the collection has reached more than 10,000 units.

❖ **Services provided:**

1. Blood components (RCC, RCA, PC, CYO, FFP, CPP)
2. Apheresis - Single Donor Platelet & Plasma.
3. TTI lab – ELISA, CLIA
4. Sterile Connecting Device
5. Antenatal Rh clinic [near future]
6. Voluntary Blood donation camps
7. Therapeutic Plasma Exchange

8. Red Cell Exchange
9. Leucocyte Reduced blood products
10. Computerized blood bank database management software
11. Irregular antibody screening & Identification.
12. Donor calling facilities by sending system generated SMS.
13. Day care centre for needy patients[near future]
14. Mobile blood collection van.
15. IHBT PG Department [near future].

Blood donors are given the card which is valid for one year against which the blood units are supplied.

❖ Services Charges :

સુરત મહાનગરપાલિકાની તા.૨૯-૧-૨૦૨૦ ના રોજ મળેલ

માસિક સાધારણ સભામાં નીચે મુજબનો ઠરાવ પસાર થયો હતો.:-

સ્થાયી સમિતિ ઠરાવ નં.૫૫/૨૦૨૦ થી ભલામણ કર્યા મુજબ, સ્મીમેર હોસ્પિટલ ખાતે શરૂ થયેલ IHBT વિભાગ માટે બ્લડ સંબંધિત હોસ્પિટલ ચાર્જીસ અંગેના માસિક સાધારણ સભા ઠરાવ નં.૧૨૮/૨૦૧૮, તા.૨૭-૪-૨૦૧૮ તથા ઠરાવ નં.૫૦૧/૨૦૧૮, તા.૨૯-૧૧-૨૦૧૮ માં નીચે જણાવેલ વિગતેના બ્લડ બેંક ચાર્જીસને આમેજ કરી ચાર્જીસ નક્કી કરવાનું ઠરાવવામાં આવે છે.

IHBT Department

Sr. No.	Blood & blood Components/Procedure	A For Patient of Gen. Ward SMIMER/MCH/UHC Rs.		B For Patient of Special Room SMIMER/MCH/UHC and Private Hospital Pt. Rs.	
		with donor card*	without donor card	with donor card*	without donor card
1	Blood Components (a) RCC, WB	FREE	150	600	800
	(b) FFP, PC	FREE	150	300	300
	(c) CRYO	FREE	150	200	200
	(d) Leukoreduced Product (a & b) (buffy coat method)	+ 50 Extra	+ 50 Extra	+ 100 Extra	+100 Extra
2	Washed RBC	FREE	150	600	800
3	SDP Single Donor Platelets (Platelet apheresis)	500		10000	
4	Plasmapheresis/ RBCpheresis/Therapeutic pheresis Procedure @	500		10000	
5	Antibody screening by auto/semi auto machine	50		100	
6	Antibody Identification by auto/semi auto machine	200		300	
7	Blood Group by Auto/ Semi auto Machine	30		50	

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Remarks :- Blood components (Sr.No. 1, 2 & 3 only) Free For Thalassaemia patients, Haemophilia patients, Sickle cell anaemia patients, Any other blood dyscrasia requiring repeated blood transfusions.

* સ્મીમેર હોસ્પિટલ બ્લડ બેંક ડોનર કાર્ડ

@ Sr.No.4 માં પ્રોસેઝર સ્મીમેર હોસ્પિટલની બહાર કરી શકાશે નહીં.

- નોંધ :-
- (૧) બ્લડ બેંકમાં જરૂરીયાત મુજબ લોહીનો સ્ટોક હશે તો જ આપવામાં આવશે.
 - (૨) સામાન્ય સંજોગોમાં સુરત મહાનગરપાલિકાની હોસ્પિટલોની માંગણીને અગ્રીમતા આપવાની રહેશે.
 - (૩) રક્તદાતાને એક વર્ષ સુધી સમાન પ્રમાણમાં રક્ત મેળવવાનો અધિકાર રહેશે તથા તેની ભલામણને અગ્રીમતા આપવાની રહેશે. (Sr. No. 1, 2 only)
 - (૪) સિવિલ હોસ્પિટલ બ્લડ બેંક તથા અન્ય બ્લડ બેંકો સાથે રક્ત NACO અને FDA ના નિયમોનુસાર આદાન પ્રદાન કરી શકાશે.
 - (૫) (Sr. No. 1, 2 & 3 only) તબીબી રાહત પુસ્તિકા ધરાવનાર વ્યક્તિઓ ડોનર કાર્ડ* રજૂ કરે અથવા બ્લડ રીપ્લેશમેન્ટ કરે તેવા કિસ્સામાં કોઈ ચાર્જ વસુલ કરવાનો રહેશે નહીં તથા (Sr. No. 4 to 7) માટે તબીબી રાહત પુસ્તિકા ધરાવનાર વ્યક્તિઓ માસિક સાધારણ સભા ઠરાવ નં.૧૨૮/૨૦૧૮, તા.૨૭-૪-૨૦૧૮ મુજબ સંપૂર્ણ માફીને પાત્ર રહેશે.
 - (૬) ૧૦૮ એમ્બ્યુલન્સ દ્વારા સારવાર અર્થે લાવવામાં આવતા Unconscious (બેભાન)/અજાણ્યા/નઘણિયાત દર્દીઓને સક્ષમ સત્તાધીશની મંજૂરીથી ઉપરોક્ત તમામ (Sr. No. 1 to 7) સેવા માસિક સાધારણ સભા ઠરાવ નં.૫૦૧/૨૦૧૮, તા.૨૯-૧૧-૨૦૧૮ મુજબ વિના મુલ્યે આપી શકાશે.
 - (૭) (Sr. No. 4 to 7) ની સેવા માટે ગરીબ દર્દીઓ સક્ષમ પદાધિકારીશ્રી/ અધિકારીશ્રીની ભલામણથી મહત્તમ ૫૦% માફી પાત્ર રહેશે.
 - (૮) JSSK/MA Yojna/ABPMJAY જેવી ગવર્નમેન્ટની અન્ય કેશલેસ યોજનાઓના લાભાર્થી તમામ સેવા માટે માફી પાત્ર રહેશે.

ઠરાવ નં.૭/૨૦૨૦ સર્વાનુમતે મંજૂર.

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સ.ર.મ્યુ.કમિશનરશ્રી પ્રતિ,

સે ક્રે ટ રી,
સુરત મહાનગરપાલિકા,
તા. -૧-૨૦૨૦.

❖ **Radiology:**

SMIMER has a well-equipped radio diagnosis services. The department is located on the H-block of ground floor of the hospital near the casualty department. In addition to the various radio diagnostic services including digital X-ray, CT scan, mammography and MRI

S.NO	Available Radiology Services
1	X-ray
2	Ultrasound
3	Colour Doppler study
4	Special investigations
5	C.T/M.R.I
6	USG guided biopsy or procedure

❖ **MEDICINE:**

Sr. N0	Service	Room/Ward No:	Floor
1	Out Patient Clinical services	11	Ground floor
2	In Patient Clinical services	Medicine ward	4 th & 5 th floor
		MICU & ICCU	3 th floor
3	Electrocardiogram	11	Ground floor
4	Treadmill Testing	Echo Room	3 rd floor
5	Echocardiography	Echo Room	3 rd floor
6	Dialysis	Dialysis Unit	4 th floor

SUPER SPECIALITY HONORARY CONSULTANTS:			
Super-specialty	Super specialist	OPD days & time	Room No.
Neurology	<ul style="list-style-type: none"> • Dr. Bhautik Patel • Dr. GaurangGheewala • Dr. Rakesh Bharodiya • Dr. Haresh Parekh 	<ul style="list-style-type: none"> • Mon (3-4) • Tue (3-4) • Wed(3-4) • Fri (3-4) 	11
Endocrinology	<ul style="list-style-type: none"> • Dr. AjayJain 	<ul style="list-style-type: none"> • Wed (3-4) 	11
Gastroenterology	<ul style="list-style-type: none"> • Dr. Subhash Nandwani • Dr. Pallav Parikh 	<ul style="list-style-type: none"> • Thu (12-1) • Sat (12-1) 	11

Cardiology	<ul style="list-style-type: none"> • Dr. Hiren Andhan • Dr. Bhavesh Talaviya • Dr. Devang Desai • Dr. Pragnesh Shah • Dr. Dhaval Shah 	<ul style="list-style-type: none"> • Mon (3-4) • Tue (3-4) • Wed (12-1) • Thus (3-4) • Fri (3-4) 	11
Hematology	<ul style="list-style-type: none"> • Dr. Dharmesh Vaghasiya • Dr. Hashmukh Balar 	<ul style="list-style-type: none"> • Tue (9-10) • Tue (9-10) 	11
Nephrology	<ul style="list-style-type: none"> • Dr. Sunny Modi 	<ul style="list-style-type: none"> • Fri (3-4) 	11

OPD & IPD day schedule:							
Unit	1	2	3	4	5	6	7
Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

❖ DERMATOLOGY:

S. N	Service	Room/ Ward No:	Floor	Schedule	
				Day	Time
1	Outpatient	10	Ground floor	Monday To Friday	9.00 A.M To 1.00 P.M 3.00 P.M To 5.00 P.M
				Saturday	9.00 A.M To 1.00 P.M
2	Indoor Patient	Skin ward	4th floor	All the days	

❖ PSYCHIATRY:

S.N	Service	Room/Ward No:	Floor	Schedule	
				Day	Time
1	Out patient	24, 24A, 25 & 25A	Ground floor	Monday To Friday	9.00 A.M To 1.00 P.M 3.00 P.M To 5.00 P.M
				Saturday	9.00 A.M To 1.00 P.M
2	Indoor patient	Psychiatry ward	3 rd floor	All the days	
3	ECT	Psychiatry Ward	3 rd floor	Monday, Wednesday & Friday (After all necessary assessment & Investigations are done)	

❖ **T.B & Chest department:**

Sr No.	Service	Room/Ward No:	Floor	Schedule	
				Day	Time
1	Outpatient	42	Ground floor	Monday To Friday	9.00 A.M To 1.00 P.M 3.00 P.M To 5.00 P.M
				Saturday	9.00 A.M To 1.00 P.M
2	Indoor patient	T.B & Chest ward	6 th floor	All the days	24hours
3	Emergency services	1	Ground floor	All the days	24hours

S.No	Services	Room/ward No	Ground floor	Day and time	Time duration in which service to be provided/completed
1	Sputum AFB	43	Ground floor		After two working days (as per NTEP guidelines)
2	Spirometry	42	Ground floor		Within three working days if patient is cooperative, R/S condition is permissible and if no contraindications
3	Monteux test	50	Ground floor	Daily 9 A.M to 5 P.M	Results can be read after 48 hours after giving PPD injection
4	Indoor Procedures: <ul style="list-style-type: none"> • Pleuraltapping • ICDinsertion • Lumbar puncture • Bronchoscopy • Pleuralbiopsy • Pleurodesis 	Procedure room	6 th floor		Procedures are done on the same day or indoor or within a week (as per patient fitness) Depending on patient condition it can be done within 15 days or may be deferred

❖ **SURGERY:**

Sr.No	Service	Room/Ward No:	Floor
1	Out Patient Clinical Services	7	Ground Floor
2	In Patient Clinical Services	Surgrey Ward SICU	2 nd floor
3	Operations	OT	2 nd floor
5	Minor operations	OT	2 nd floor
6	Minor OPD procedures	8	Ground Floor
7	Dressings	8	Ground Floor

❖ **SUPERSPECIALITY HONORARY CONSULTANTS:**

Sr. no.	Super-specialty	Super specialist	OPD days and time	Room No.
1	Oncosurgeon	Dr. Hemant Kania Dr. Ghanshyam Patel	Saturday Wednesday	7
2	Plastic Surgeon	Dr. Vitrag Shah Dr. Pradeep Atidariya	Thursday Tuesday	7
3	Neuro surgeon	Dr. Jigar Shah	Monday	7
4	Uro surgeon	Dr. Jignesh Ghevariya Dr. Ketan Rupala	Tuesday Friday	7
5	Gastro Surgeon	Dr. Darshan Patel Dr. Naresh Gabani Dr. Ronak malani	Friday Wednesday Monday	7
6	Cardio thoracic surgeon	Dr. Devang Nayak	Monday	7
7	Paediatric Surgeon	Dr. Nilesh Tank	Friday	7

❖ **ORTHOPAEDICS:**

Sr No	Services	Room/Ward No:				Floor
1	Emergency service	1				Ground floor
2	OPD 12	Unit-1	Unit-2	Unit-3	Unit-4	
		Wednesday & Saturday	Tuesday & Friday	Monday	Thursday	
3	IP D	Male and female wards				3 rd floor & 4 th Floor
4	Planned surgery (OT schedule)	Unit-1	Unit-2	Unit-3	Unit-4	3 rd floor
		Tuesday & Friday	Monday & Thursday	Wednesday	Saturday	
5	Mass Casualty	1				Ground floor
6	Emergency surgery	Casualty OT				Ground floor

❖ **SUPER SPECIALITY HONORARY CONSULTANTS:**

Sr. no.	Super-specialty	Super specialist	OPD days and time	Room No.
1	Joint Replacement Surgery	Dr . Dhaval Desai	• Tuesday (Morning)	1
			• Friday Afternoon)	2
2	Oncosurgeon	Dr . Rahul Parmar	• Tuesday(Morning)	1

❖ **OPHTHALMOLOGY:**

Sr.No.	Service	Room/Ward No:	Floor
1.	Outpatient clinical services	21	Ground floor
2.	Indoor clinical services	Ophthalmology ward	3 rd floor
3.	Operations- Major	OT	3 rd floor
4.	Operations-Minor	OT	3 rd floor
5.	Eye bank	Eye Bank	3 rd floor

❖ **SUPER SPECIALITY HONORARY CONSULTANTS:**

Sr.no	Super-specialty	Super specialist	OPD days and time	Room No.
1	Retinal Surgery	• Dr Pratik Gandhi	Wednesday	22

❖ **OTO-RHINOLARYNGOLOGY (E.N.T):**

S.No.	Service	Room/Ward No:	Floor
1.	Out Patient Clinical services	20	Ground floor
2.	In patient clinical services	ENT	3 rd floor
3.	Pure Tone Audiometry Impedance Audiometry	17	Ground floor
4.	Speech therapy	17	Ground floor
5	Electronystagmogram	Beside OT	3 rd floor
6.	Brain stem Evoked Response Audiometry, Otoacoustic Emission, ASSR	17	Ground floor
7.	Tumour Clinic	20	Ground floor
8.	Flexible Fiberoptic Laryngeoscopy	OT	3 rd floor
9.	Diagnostic Nasal Endoscopy	OT	3 rd floor
10.	Operative services	OT	3 rd floor
11.	Emergencies	OT	3 rd floor

❖ **ANAESTHESIA:**

Sr. No.	Service	Duty	Room/Ward No:	Floor
1	Pre-operative evaluation	• Evaluation of patients in anaesthesia OPD & on previous day of surgery	18 all surgical ward	Ground floor All floor
		• Evaluation of indoor patients requiring surgery	18 all surgical ward	Ground floor All floor
		• Emergency patients requiring surgery	18 all surgical ward	Ground floor All floor
2	Patients with systematic diseases	• Advise optimization	18 all surgical ward	Ground floor All floor
3	Administration of anaesthesia	• To the patients who are given pre-operative fitness	All 3 floor OT	All 3 floor OT

4	Ventilatory management	<ul style="list-style-type: none"> • Patients in Medical ICU for Leptospirosis and swine flu • Patients in surgical ICU after major surgery or post anaesthesia catastrophe 	MICU SICU	3 rd floor 2 nd floor
5	Standby call	<ul style="list-style-type: none"> • C.T scan & MRI • Ophthalmology 	Radiology	Ground floor
6	Prescription	<ul style="list-style-type: none"> • Necessary investigations in patients with systematic disease ex. Hypertension • Blood and blood products as & when required 	All floor OT	All floor Surgical Patient posted for operation
7	Emergency duties	<ul style="list-style-type: none"> • Round the clock (24 x 7) 	All Surgical OT	
8	Mass casualty	<ul style="list-style-type: none"> • Airway management & CPR 	1	
9	Pain clinic	<ul style="list-style-type: none"> • On Tuesday and Friday- 3 to 5 PM 	18	Ground floor

❖ OBSTETRICS & GYNAECOLOGY:

Details OPD days, operation theatre days and routine USG days of different units:

Day	OPD	Emergency- Round the clock (24*7)	Minor OT		Major OT	Routine USG
			Unit	Day	Day	
Monday & Thursday	Unit-1	Unit-1	1	Tuesday & Friday	Wednesday & Saturday	Tuesday & Friday
Tuesday & Friday	Unit-2	Unit-2	2	Wednesday & Saturday	Monday & Thursday	Wednesday & Saturday
Wednesday & Saturday	Unit-3	Unit-3	3	Monday & Thursday	Tuesday & Friday	Monday & Thursday
Sunday	Sunday duties are divided as round the clock duties					
Ward work	Regulated by the respective unit					

➤ **SERVICES OFFERED**

SERVICE	DAY
ANC check-up and care	Daily
PNC check-up and care	Daily
Family planning services	Daily
PPTCT	Daily
Gynec check up	Daily
Routine USG of OBS & GYNEC	Daily USG (within seven days) Emergency USG (Round the clock 24*7)
Emergency obstetric care services	Round the clock 24*7
Routine major and minor surgery	Within seven days after medical fitness
Emergency surgeries	Round the clock 24*7
Grievance Redressal Officer	Professor & Head, Department of Obstetrics & Gynaecology

❖ **PAEDIATRICS:**

Sr. No.	Service	Duty	Room/ Ward No:	Floor
1	Emergency cases	<ul style="list-style-type: none"> Priority will be given and attended immediately 	Casualty	Ground floor
2	Fever clinic	<ul style="list-style-type: none"> Fever cases will be attended 	39	Ground floor
3	OPD services	<ul style="list-style-type: none"> In case of non-urgent cases, first come, first service basis will be followed 	39	Ground floor
4	Indoor services	<ul style="list-style-type: none"> In case of non-urgent cases, first come, first service basis will be followed 	Pediatric Ward	1 st floor
		<ul style="list-style-type: none"> NICU & PICU 		1 st floor
5	Equipment based procedures	<ul style="list-style-type: none"> Depending upon the number of patients requiring services, first come, first serve basis will be followed In special cases priority will be given to the needy patients 	PICU	1 st floor

➤ **Special Clinics:**

Specialty	Day	Time	Unit	OPD Location	Floor
Hematology Clinic	Thursday	3.00 P.M To 5.00 P.M	4	39	Ground
Gastroenterology Clinic	Monday		1		
Child Guidance Clinic	Daily		All		
Child Rehabilitation Clinic	Daily		All		
Nephrology Clinic	Tuesday		2		
Cardiology Clinic Including Echo Cardiography	Wednesday		3		
Neurology Clinic	Wednesday		3		
High Risk Clinic	Tuesday		2		
Endocrine Clinic	Thursday		4		
Well baby Clinic	Daily		All		
CLMC Clinic	Wednesday & Thursday		3 & 4		
Asthma Clinic	Tuesday		2		

➤ **Distribution of beds in NICU:**

Sr. No	Name of the Unit	No. of beds	floor
1	Neonatal Intensive Care unit	8	FIRST
2	Specially New Born Care Unit	14	FIRST
3	Step Down Unit/MNCU	10	FIRST



➤ **Project Yashoda- Human Milk Bank:**

Sr. No	Service	Location/ floor	Day/ time schedule	
			Day	Time
1	Supply of donated milk which is Pasteurized free of cost to sick and needy indoor neonates of SMIMER to fulfill the essential requirement	First floor Near NICU	Monday To Saturday	9.00 A.M To 5.00 P.M

❖ **PHYSICAL MEDICINE AND REHABILITATION (P.M.R):**

Sr. No	Service	Room/Ward No:	Floor
1	Out Patient Clinical Services	100	Ground floor
2	Rehabilitation intervention I.A injection Nerve Block Motor point block Muscle block Ligament block	100 /1 2 nd floor OT	Ground floor
3	Rehabilitation surgery	OT	3 rd floor
4	Occupational Therapy	100/3	Ground floor
5	Clinical Psychology	100/6	Ground floor
6	Speech therapy	100/5	Ground floor
7	Physiotherapy	100/2	Ground floor
8	Prosthesis & Orthosis	100/4	Ground floor

❖ **POSTMORTEM SERVICES: location, schedule and area of jurisdiction**

Sr. No.	Service	Room/ Section No.	Floor	Schedule	Area of Jurisdiction
1	PM examination	Mortuary Autopsy Block	Ground floor Behind C-block	All days including Sundays & Saturdays Sunrise to Sunset	Varachha, Limbayat, Katargam, Udhna, Surat Railway, Amroli, Puna, Chowkbazaar, Sarthana, Mahidharapura, Salabatpura, Kapodra, Dindoli, Lalgate, Gododra, Dabholi, Singalpor, DCB, Hospital death in Smimer irrespective of any area

❖ **Postmortem:**

➤ **Service Procedures**

Sr. No.	Type of location from where dead bodies are received		Procedure for receipt of dead bodies		
1	SMIMER Hospital	Non-M.L.C	If relatives of the diseased wish to keep the body in cabinet for 1-2 days after entry into the register in the casualty and completing the requisite procedures: <ul style="list-style-type: none"> • Identification tag is applied on the left forearm of the diseased; • Body is shifted to the available cabinet; • Serial number of the cabinet is given to the relatives. 		
		M.L.C	(a) Body is brought dead to the casualty or patient dies in SMIMER Hospital:	<ul style="list-style-type: none"> • Inform the concerned police station • Register in the casualty 	<ul style="list-style-type: none"> • Identification tag is applied on the left forearm of the diseased; • Body is shifted Mortuary for post mortem
	(b) Police come with dead body and the inquest	<ul style="list-style-type: none"> • Register in the casualty 			
2	Outside SMIMER Hospital		To keep the body in cold cabinet, the procedure is to: <ul style="list-style-type: none"> • fill the form by the nearest relative with details of number of days to be kept, contact number and address; • enclose the death certificate issued by the competent authority/treating doctor; • tag the left forearm of the body; • shift to mortuary cabinet in the present of its nearest relative; and • provide the serial number of cabinet in body is kept to the nearest relative 		

❖ DONATION OF BODY/EYE/BLOOD:

Sr. No	Service	Location	Floor	Day & time	Designated person to be contacted
1	Body Donation	Anatomy Department	Second floor A-Block College building	Monday to Friday 9.00 A.M to 5.00 P.M Saturday 9.00 A.M to 1.00 P.M	Professor & Head Anatomy Department
		Forensic Medicine & Toxicology Department	First floor: Autopsy block: First floor C-Block	Other days & TIME	RMO & HOD Anatomy & Professor & Head of Forensic Medicine & Toxicology department
2	Eye Donation	Ophthalmology department	Eye Bank	24 hours	Professor & Head of Ophthalmology Contact No: 0261-2368030
3	Blood Donation	Blood bank	Second floor SMIMER Hospital building	24 hours	Associate Professor & In charge blood bank Contact No:0261-2368040 to 44 ext. 1728/29
4	Human Milk Donation	NICU	First floor project Yashoda	9 A.M. to 3 P.M. On working days	NICU Intercom Number - 1596

ANNEXURES

Various applicable charges for the services provided to the patients
Various applicable charges for the services provided to the patients

All charges sanctioned by general board resolution No 128/2018.

1: OPD registration charges:

Sr. No	Ward	Charges/fee Rs
1	OPD CASE REGISTRATION	20
2	EMERGENCY CASE REGISTRATION	15
3	INJECTION FEE	10
4	DISPENSING Per Day	10
5	Tissue Culture Rabies Vaccines Per Dose	80
6	INJ. RABIES IMMUNOGLOBULIN Per Dose	230
7	MINOR DRESSING	10
8	MAJOR DRESSING	40
<ul style="list-style-type: none"> ➤ OPD case paper will be valid for 6 months, after that new case paper has to be issued. Red case beneficiaries will get red color case paper free of cost. In emergency case registration charges are as routine. ➤ In exceptional cases and if patient is very poor than competent authority can exempt 100% of OPD registration charges (ex. No 5 and 6). For charges in No 5 and 6 maximum 50% exemption can be given 		

2: Medical Certification charges

Sr. No	Ward	Charges/fee Rs
1	Any Health Certificate	80
2	Mediclaime, Insurance Form	150
3	Permanent Disability Certificate	300
4	Post Mortem Report	80
5	MLC Certificate	150
<ul style="list-style-type: none"> ➤ SMC employee and school board employee and their dependents and pensioners will be not charge for above mentioned certificates. ➤ PM certificate and MLC certificates are issued to government office/ police department at free of cost. 		

3: Diet charges

Sr. No	Details of services	Ward	
		General Rs.	Semi special/special/ deluxe
1	Admitted patient diet charges	30	60

4: IHBT department (Blood bank) charges

Sr. No.	Blood & blood Components/Procedure	A For Patient of Gen. Ward SMIMER/MCH /UHC Rs.		B For Patient of Special Room SMIMER/MCH/UHC and Private Hospital Pt. Rs.	
		with donor card*	without donor card	with donor card*	without donor card
1.	Blood Components (a) RCC, WB	FREE	150	600	800
	(b) FFP, PC	FREE	150	300	300
	(c) CRYO	FREE	150	200	200
	(d) Leukoreduced Product (a & b) (buffy coat method)	+ 50 Extra	+ 50 Extra	+ 100 Extra	+100 Extra
2.	Washed RBC	FREE	150	600	800
3.	SDP Single Donor Platelets (Platelet apheresis)	500		10000	
4.	Plasmapheresis/ RBCpheresis /Therapeutic pheresis Procedure @	500		10000	
5.	Antibody screening by auto/semi auto machine	50		100	
6.	Antibody Identification by auto/semi auto machine	200		300	
7.	Blood Group by Auto/ Semi auto Machine	30		50	

Remarks :- Blood components (Sr.No.1, 2 & 3 only) Free For Thalassemia patients, Haemophillia patients, Sickle cell anaemia patients, Any other blood dyscrasia requiring repeated blood transfusions

@ Sr.No.4 procedures will not be done outside SMIMER hospital.

- Blood will issue if proper amount of stock will available in blood bank.
- In general condition SMC hospitals are given priority for issuing blood.
- Blood donors are given replacement of blood in same amount for 1 year (Sr no 1 and 2 only).
- According to NACO and FDA rules blood and blood products are exchanged with new civil hospital blood bank and other blood banks.
- (Sr. No. 1,2, & 3 only) SMC red case holder if give donor card* or give blood replacement in that case no charge is payable and in (Sr. No. 4 to 7) red case holder patients charges are free of cost according to general board resolution number 128/2018.
- According to general board resolution number 501/2018 unconscious/unattended patients brought by 108 ambulance are given free of cost treatment (Sr. No. 1 to 7)
- For Sr. no 4 to 7 poor patients are given maximum 50% waive by letter of competent authority.
- JSSK/ MA yojana/ ABPMJAY like government cashless scheme beneficiaries patients are given all of above treatment are given free of cost

5: Indoor Patient charges

Sr. No	Ward	Charges/fee Rs
<ul style="list-style-type: none"> ➤ Patients admitted in hospital should be categorize as below: <ul style="list-style-type: none"> A. Patients admitted in general ward B. Patients admitted in intermediate ward C. Patients admitted in semi special/ special/ delux room 		
Annexure 5 A - Hospital Indoor registration charges		
1	General Ward/ Intermediate ward Registration Fee	30
2	Semi Special / Special / Delux Registration Fee	60
Annexure 5 B - Deposit Fees		
1	General Ward	150
2	Intermediate MICU / IPICU / ISICU / INICU	300
3	All ICU / ICCU / Burns Ward / Semi Special / Special / Delux	1500
Annexure 5 C - Room charges/ Daily charges		
1	General Ward	30
2	Intermediate MICU / IPICU / ISICU / INICU	80
3	All ICU / ICCU	450

4	Burns Ward	80
5	Semi Special	300
6	Special (Non A.C.)	600
7	Delux (A.C.)	900
<ul style="list-style-type: none"> ➤ The charges of general ward are applicable to isolation ward ➤ Patients admitted in wards other than semi special/special/delux are charged according to general ward charges. (eg. laboratory, treatment, x-ray, other investigations.) ➤ All ICU/ICCU/Burns ward/Semi special/Special/Delux room patients have to pay deposits every 3 days 		

Annexure 6: General treatment and check up charges

Sr. No	Details of services	Ward	
		General Rs.	Semi special/special/ deluxe Rs.
1	Water Bed Charge Per Day	40	80
2	Air Mattress Per Day	40	80
3	Drip With Infusion Set	30	60
4	Nebulizer (Per Sitting)	25	45
5	O2 Inhalation Cylinder (Per Cylinder)	80	150
6	O2 Inhalation (Per Hour)	10	15
7	Suction (Per Day)	30	60
8	Bl Glucose Test By Glucometer	25	45
9	Major Ward Procedure	110	230
10	Minor Ward Procedure	45	90
11	Monitor Single Reading	10	15
	Monitor Up To 6 Hour	15	30
	Monitor > 12 Hour	30	60
	Monitor 12 To 24 Hour	80	150
12	Syringe Pump/ Infusion Pump Per Day	70	150
13	ECG	45	90
14	Minor Dressing	10	15
15	Major Dressing	40	80

16	Burns Dressing Ward< 25 %	150	300
17	Burns Dressing Ward> 25 %	300	600
18	FLUROSENT ANGIOGRAPHY (Eye)	30	60
19	Foreign Body Removal-Eye / ENT	25	45
20	Complete Eye Check Up Refraction	10	15
21	Audiogram (PTA)	60	120

Annexure 7: Special treatment charges

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	Color Doppler	750	750
2	Per Cutaneous Hepatic Cholangiography & Billiary Drainage C-ARM charge extra	750	750
3	Non Invasive Ventilator/ Respirator Per Day	300	300
4	Invasive Ventilator/ Respirator Per Day	750	750
5	CPAP	450	450
6	ECHO	600	600
7	ECHO WITH CD	900	900
8	TMT	600	600
9	ECHO- ONLY SCREENING	150	150
10	STRESS ECHO	900	900
11	HOLTER MONITOR	900	900
12	D C SHOCK	150	150
13	PACEMAKER	300	300
14	HEMODIALYSIS	680	1350
15	PERITONEAL DIALYSIS	230	450
16	PFT	150	150
17	ECT	150	150
18	EEG CHARGE	600	600
19	UROFLOWMETER FIRST VISIT	150	150
	UROFLOWMETER FOLLOW UP	80	80

20	YAG LASOR PER EYE	150	300
21	DIODE LASOR CHARGE		
	1st sitting	300	600
	2nd sitting	230	450
22	SPECULAR MICROSCOPE (CLINICAL)	150	300
23	PERIMETRY (Automated) PER EYE	150	300
24	B SCAN/ USG EYE	150	300
25	PACHY METRY	150	300
26	IMPEDANCE AUDIOMETRIC TEST	150	300
27	BERA	380	600
28	ASSR	380	600
29	OAE	230	450
30	ENG	380	600
31	HEPATITIS B IMMUNOGLOBULIN	FREE for STAFF and Rs. 3000 for all category PATIENT	
32	MICRODERMABRASION	150/sitting	3000/ sitting
33	PUVA	115/5 sitting	230/5 sitting
34	NB-UVB	150/5 sitting	300/ 5 sitting
35	RF CAUTERY	450/ sitting	900/ sitting
	Medicine	Rs.	Rs.
36	NCV (NERVE CONDUCTION STUDY)	600	900
37	EMG (ELCTRO MYOGRAPHY)	600	900
	Surgery	Rs.	Rs.
38	ENDO GI STAPLER CARTRIDGE FOR INTESTINAL ANASTOMOSIS	750	1500
	Special lab investigation	Rs.	Rs.
39	HB. ELECTROPHORESIS	300	300
40	S.PROTEIN ELECTROPHORESIS	300	300
41	BACT/ALERT 3D CULTURE & SENSITIVITY *	750	750
42	DENGUE TEST	600	600
43	HIV PCR	1650	1650
44	TB PCR	1350	1350
45	ANTIGEN DETECTION FOR BACTERIAL		

	MENINGITIS		
	MENINGOCOCCUS WITH E. COLI	600	600
	S PNEUMONIAE	300	300
	H INFLUENZAЕ	300	300
	STREPTOCOCCUS GROUP-B	300	300
	MALARIA ANTIGEN DETECTION KIT	230	230
	SYPHISTICS(For Syphilis)	150	150
46	L.H	190	300
47	FSH	190	300
48	TROPONIN	450	450
49	TESTOSTERONE	300	450
50	PROLACTIN	230	230
51	LEPTOSPIRA IgM	420	420
52	IgM S. TYPHI	140	140

- Various investigations/procedures mentioned in Annexure E, the charges/fee can be waived up to a maximum of 50% by the recommendation of competent authority.
- In which case reagents or kit given by government on free of cost that test are perform free of cost.

Annexure 8: Laboratory investigation charges

❖ PATHOLOGY:

Sr.No	Details of services	ward	
		General	Semi special/ special/deluxe
HAEMATOLOGY			
1	HAEMOGLOBIN ALONE	15	30
2	CBC/RBC/WBC/DC/PLATELET	30	60
3	CBC WITH INDICES	30	60
4	ESR	15	30
5	BLOOD SMEAR EXAMINATION(PSCM)	15	30
6	AEC	15	30
7	MP	15	30
8	BLOOD FOR MICROFILARIA	15	30
9	RETICULOCYTE COUNT	15	30
10	SICKLING TEST	15	30
11	G6PD DEFICIENCY	45	90
12	BLEEDING TIME (B.T.)	15	30
13	CLOTTING TIME (CT)	15	30
14	PT	30	60
15	APTT	45	90
16	BONE MARROW EXAMINATION	80	150
17	COOMB'S TEST	30	60
18	BLOOD GROUPING	15	30
19	OSMOTIC FRAGILITY TEST	30	60
20	FOETAL HEMOGLOBIN	30	60
21	LUPUS ERYTHMETOSUS TEST	30	60
CLINICAL PATHOLOGY			
22	COMPLETE URINE	15	30

23	URINE BILE SALT/BILE PIGMENT(BS/BP)	10	15
24	URINE SUGAR	10	15
25	URINE ACETONE	10	15
26	URINE ALBUMIN	10	15
27	URINE HAEMOGLOBIN	10	15
28	URINE UROBILINOGEN	10	15
29	URINE UROBILINOGEN	10	15
30	URINE PH	10	15
31	URINE SPECIFIC GRAVITY	10	15
32	BENCE JONES PROTEIN	25	45
33	URINE FOR PREGNANCY TEST	30	45
34	STOOL COMPLETE (STOOL ROUTINE)	15	30
35	SEMEN EXAMINATION	30	60
36	MT	15	30
37	HISTOPATHOLOGY/ BIOPSY	80	150
38	F.N.A.C.	80	150
39	FLUID CYTOLOGY (CSF,PLEURAL,ASCITES)	30	60
40	BODY FLUID ROUTINE MICRO (CSF,PLEURAL,ASCITES)	15	30
41	PAP SMEAR	80	150
42	FDP	300	300
43	FIBRINOGEN	150	150

❖ **MICROBIOLOGY:**

Sr. No.	Details of services	Ward	
		General	Semi special/ special/deluxe
1	AFB ZN STAINING	15	30
2	CULTURE OF AFB BY CONVENTIONAL METHOD	80	150
3	HBs AG	45	90
4	HIV	FREE	300
5	SKIN S.FOR FUNGUS	15	30
6	SPUTUM FOR AFB Z N STAINING	15	30
7	S.WIDAL	15	30
8	SKIN SCRAPING CULTURE FOR AFB	15	30
9	THROAT SWAB FOR DIPHTHERIA (ALBERT & GRAM STAINING)	15	30
10	URINE FOR AFB Z N STAINING	15	30
11	A.S.O.TITRE	115	150
12	24 HOUR URINE PROTEIN	25	45
13	RA Test	30	60
14	RA TEST (QUANTITATIVE)	115	150
15	C.R.P	30	60
16	C.R.P. (QUANTITATIVE)	115	150
17	HCV	120	240
18	ANY ROUTINE CULTURE	45	90
19	ANY ROUTINE SMEAR	15	30
20	V.D.R.L. / R.P.R.	15	30
21	TEST FOR BRUCELLOSIS	30	60
22	CASONIS'S TEST	45	90
23	SPECIAL CULTURE (FUNGAL CULTURE/ ANAEROBIC BACTARIAL CULTURE)	115	150
24	TPHA	90	120
25	SERUM IgG	180	360
26	SERUM IgM	180	360

27	SERUM IgA	180	360
28	SERUM IgE	380	530
29	COMPLEMENT C3	290	330
30	COMPLEMENT C4	290	330
31	CRP-US (Ultrasound)	300	350
32	HEV IgM	380	530
33	HAV IgM	380	680
34	MEASLES IgM	380	450
35	ANTI HBc IgM	450	750
36	CHIKENGUNIYA IgM	380	450
37	IHC MARKERS (Immuno-Histo chemistry Markers)	1500	2250

❖ **BIOCHEMISTRY:**

S.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	BLOOD SUGAR	15	30
2	GLUCOSE TOLERANCE CURVE(GTT)	60	120
3	SERUM CREATININE	30	60
4	SERUM TOTAL PROTEIN	25	45
5	SERUM TRIGLYCERIDE	40	70
6	L.F.T.	105	210
7	R. F. T.	80	150
8	B.U.N	15	30
9	BLOOD UREA	15	30
10	C.P.K	80	150
11	C.P.K.MB	115	230
12	C.P.K& C.P.K.MB	190	380
13	H.D.L	45	90
14	L.D.H.	40	80
15	S. ACETONE	25	45
16	S. ACID PHOSPHATASE	30	60
17	S. ALK.PHOSPHATASE	30	60
18	S. BICARBOBNATE	55	105
19	S. BILIRUBIN (PER COMPONENT)	15	30
20	S. CHOLESTEROL	15	30
21	S. ELECTROLYTE	20	45
22	S. LIPID PROFILE	105	210
23	S. PHOSPHOROUS	25	45
24	S. AMYLASE	25	45
25	S.G.O.T	15	30
26	S.G.P.T	15	30
27	S. URIC ACID	25	45

28	S. CHOLINESTERASE	105	210
29	T3	90	150
30	T4	90	150
31	TSH	90	150
32	T3T4 TSH	230	450
33	ABG	150	300
34	S. CALCIUM	30	600
35	G.G.T.P.	80	150
36	TOTAL IRON & TOTAL IRON BINDING CAPACITY	80	150
37	VITAMIN B-12	420	530
38	VITAMIN D	1200	1200
39	FOLIC ACID	380	530
40	FERRITIN	300	450
41	HbA1c	300	380
42	BLOOD LACTATE	265	340
43	ARTERIAL BLOOD GAS (ABG)	265	340
44	BLOOD LACTAE AND ABG COMBINE	265	340
	TUMOUR MARKERS		
45	AFP	300	450
46	CEA	450	600
47	CA 125	450	750
48	CA 19-9	450	750
49	TOTAL PSA	380	530
	OTHER PARAMETERS		
50	PTH	380	530
51	INSULIN	380	530
52	GH	300	450
<ul style="list-style-type: none"> ➤ Persons donating blood/ milk/ eye at Blood bank/ BCSU/ milk bank/ eye bank working at SMIMER are tested free of coast HIV/ HBsAg/ other test. ➤ In which case reagents or kit given by government on free of coast that test are perform free of coast. ➤ Blood donors blood grouping test are done fre of coast 			

Annexure 9 : Radiological Investigation

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	X-RAY	80	150
2	DENTAL X-RAY	60	120
3	DIGITAL X RAY	90	180
4	PORTABLE X RAY	115	230
5	SONOGRAPHY	150	300
6	BED SIDE USG/ portable USG	230	450
7	IVP, MCU, AUG, SINO/FISTULA, HSG	80+40 per plate	80+80 per plate
8	BARIUM	80+40 per plate	80+80 per plate
9	MAMMOGRAPY	600	1200
10	ORTHOPANTOMOGRAPHY	150	300
11	USG GUIDED BIOPSY	300	750
12	USG GUIDED ABCESS DRAINAGE or PIGTAIL CATHETER INSERTION	230	450
(A) INTERVENTIONALPROCEDURE			
1	DSA Charges Basic Arterial/Therapeutic (Only procedure)	5300	7500
2	DSA Charges Basic Venous/Therapeutic (Only procedure)	5300	7500
3	Embolization coil	5300	7500
4	Embolization with Device/Glue	5300	7500
5	IVC Filter	5300	7500
6	Vascular stent	5300	7500
7	P.T.A. (peripheral,carotid, abdominal Angiography)	7500	10500
8	Aortic stent or Graft	37500	52500
9	P.T.B.D.	4500	6000

10	Venous/Arterial thrombolysis	5300	7500
11	Vericose vein sclerotherapy	1500	2300
(B) INTERVENTIONAL RADIOLOGY CHARGES			
1	O.P.D. Case Consultation of Interventional Radiology	20	40
2	USG guided FNAC/Ascitic/Pleural tapping	200	400
3	USG guided Biopsy/Pigtail	500	1000
4	CT guided FNAC	300 + CT Charges	600 + CT Charges
5	CT guided Biopsy/Pigtail/Procedure	500+ CT Charges	1000 + CT Charges
6	CT guided bone biopsy	800+ CT Charges	1600 + CT Charges
7	PICC insertion	500	1000
8	Hickman/PERM catheter insertion (Tunnel)	800	1200
9	Percutaneous transhepatic biliary drainage	1500	3000
10	PTBD stenting	1000	2000
11	Cholangiogram (PTC gram)	300	600
12	PTBD internalisation	500	1000
13	TACE (Transarterialchemoembolisation)	4500	5500
14	Thermal ablation (RFA)	4000 +CT Charges	8000 + CT Charges
15	TJLB (Transjugular liver biopsy)	1500	2200
16	TIPS (Transjugular intrahepatic portosystemic shunt)	7000	7000
17	PVE (Portal vein embolization)	4500	7000
18	Hepatic vein stenting	5000	6500
19	Gastrointestinal bleeding embolization	4500	7000
20	Mesenteric arterial / vein thrombolysis/plasty	4500	6000
21	SAE (splenic artery embolisation)	4500	7000
22	PRG (Percutaneous Radiological gastrostomy)	1500	2200
23	Fluroguided Ryle's tube insertion	300	600
24	FluroguidedNasojejunal tube insertion	500	600

25	BAE (Bronchial artery embolisation)	4500	7000
26	Thrombolysis+Thrombectomy+Thrombus aspiration	4500	6000
27	Arterio-venous malformation (AVM) embolization	4500	7000
28	Tracheal balloon plasty/stenting	5000	6500
29	Pericardial pigtail	800	1000
30	Sclerotherapy of vascular malformation	1200	1300
31	Preoperative Angioembolisation	4500	7000
32	Vertebroplasty/Kyphoplasty/Acetabuloplasty	1500	2000
33	UAE (uterine artery embolisation) in fibroid and post partum haemorrhage	4500	7000
34	Balloon Assisted delivery (Placenta Accreta/percreta)	2000	2000
35	Pelvic congestion syndrome (varicose vein embolisation)	4500	6000
36	Lymphangiography + Embolisation	4500	6000
37	FTR (Fallopian tube Recanalisation)	800	1200
38	Angio plasty / stenting	5300	7000
39	PCN (percutaneous nephrostomy tube)	800	1200
40	Ureteric (DJ) double J stenting	800	1600
41	Varicose vein treatment (EVLT)	2000	3000
42	AV fistula management (Dialysis)	4000	4000
43	IVC filter Deployment/Retrieval	1800	2000
44	Peripheral Check Angio/veno	500	1000
45	Aortic stent graft for aneurysm /Dissection	9000	1300
46	Diagnostic angiography	1000	1800
47	Carotid/Vertebral plasty stenting	5000	7000
48	Intracranial Aneurysm Management	7000	11000
49	Brain & Spine Vascular Malformation Embolisation	7000	10000
50	Intracranial Stenting	7000	12000
51	Chemical Angioplasty for Vasospasm	1500	3000
52	Neuro Check Angio/Check Veno	800	1600
53	Venous Sinus Stenting	5000	8000

54	Venous Sinus Sampling	800	1400
<ul style="list-style-type: none"> ➤ Proposed charges do not include consumables, since consumable requirement is variable and will be charged on cost to cost basis if provided by hospital. ➤ Proposed charges do not include Lab charges, other investigations and indoor admission, which will be charged separately as per present charges being taken by hospital. ➤ Catheters, guide wires, aneurysm device, stent , graft, filters are to be purchased by patients as not available in hospital supply. 			

Annexure 10 : Dental Procedures

Sr. No.	Details of Services	Ward Ward	
		General	Semi special/ special/deluxe
1	EXTRACTION (PER TEETH)	30	60
2	OPEN METHOD EXTRACTION.	45	90
3	IMPACTION	750	
4	APISECTOMY PER TEETH	150	150
5	ALVEOLECTOMY PER SEGMENT.	80	150
6	EXCISION OF EPULIS	80	150
7	PERICOLONAL FLAP REMOVAL	80	90
8	TMJ DISLOCATION REDUCTION	45	150
9	GINJEVECTOMY PER SEGMENT	80	300
10	SCALING	150	180
11	SILVER FILING	90	150
12	COMPOSITE FILING	80	150
13	GI FILING	80	150
14	ROOT CANAL TREATMENT	750	
15	ZINC PHOSPHATE FILING	30	60
16	CROWN LUTING PER TEETH	80	150
17	FULL DENTURE	530	1050
18	HALF DENTURE	380	750
19	PARTIAL DENTURE SINGLE TEETH	80+15 Per tooth	150+15 Per tooth

20	RPD ADDITIONAL TEETH	45	90
21	REPAIR OF DENTURE	60	120
22	DENTURE RELINIG/REBASING	150	300
23	WHITE METAL CROWN PER TEETH	530	1050
24	PORCELAIN CROWN PER TEETH	1130	2250
25	GOLD CROWN PER TEETH	300	600
26	ACRYLIC CROWN PER TEETH	150	300
27	CLASP ORDINARY	15	30
28	I & D OF ABCESS	105	220
29	FRENECTOMY	80	150
30	ORAL PROPHYLASIS	80	150
31	GINGIVAL CURETTAGE	80	150
32	MUCOGINGIVAL SURGERY	80	150
33	OBTURATOR OR ACRYLIC SPLINT	300	600
34	OCCUSAL X RAY FILM	90	180
35	INJ KENACORT	60	120
36	POST CUSTOM MADE	230	450
37	PULPTOMY	30	60
38	REIMPLANTATION / TRANSPLANTATION OF TOOTH	150	300
39	SPECIAL CLASP	15	30
40	STUDY MODEL	80	150
41	TREATMENT APPLIANCE	230	450
➤ In above mentioned charges maximum 50% waive can be done on recommendation of competent authority.			

Annexure 11: Physiotherapy department Charges

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	DIATHERMY	15	30
2	S.W.D.	15	30

3	L.T,	15	30
4	U.S.	15	30
5	C.T.	15	30
6	T.E.N.S.	15	30
7	C.P.M.	15	30
8	EXERCISE	15	30

Annexure 12: Psychological test charges

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	DEVELOPMENTAL ASSEMENT SCALE FOR INDIAN INFANTS	90	180
2	DEVELOPMENTAL SCREENING TEST	230	450
3	KOH'S BLOCK DESIGN TEST	30	60
4	CUBE CONSTRUCTION	30	60
5	MALINS' INTELLIGENCE SCALE FOR INDIAN CHILDREN	90	180
6	DRAW A MEN TEST	40	80
7	VINELAND SOCIAL MATURITY TEST	30	60
8	CHILDREN APPERCEPTION TEST	55	1050
9	RORSCACH TEST	120	240
10	BENDER VISUAL MOTOR GESTAT TEST	90	180
11	PSYCHOTHERAPY	25	45
12	INDIVIDUAL COUNSELLING.	15	30
13	PARENT COUNSELLING	15	30
14	FAMILY COUNSELLING	15	30
15	GROUP COUNSELLING	15 per Person	

Annexure 13: Delivery charges

Sr. No	Details of services		
		General	Semi special/ special/deluxe

1	VAGINAL DELIVERY	FREE	230
2	LSCS	FREE	1200
3	MTP	300	300
4	D & C CERVICAL BIOPSY	300	300
<ul style="list-style-type: none"> ➤ MTP or Delivery with TL patients or Vasectomy patients are given free of cost treatment ➤ SMC/ school board employee's dependent daughter's first delivery are done at free of cost 			

Annexure 14: Orthopedic department charges

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
POP			
1	SINGLE LIMB/REGION PED. PT	115	230
2	SINGLE LIMB/REGION ADULT	150	300
ARTHROSCOPY :			
1	DIAGNOSTIC SCOPY	300	300
2	THERAPEUTIC SCOPY	600	1200
3	TRACTION	80	150
4	C-ARM CHARGE PER MINIUTE CHARGE	450	900
5	JOINT REPLACEMENT OF HIP/KNEE/SHOULDER/ELBOW REPLACEMENT *	900	1800
* charge as per supra major operation & implant patient has to purchase.			

Annexure 15 : Ophthalmology department charges

Sr.No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	CATARACT SURGERY	190	380
2	PHACO	190	380
3	CONTACT LENS FITTING	115	230
4	INJ. AVASTIN SINGLE DOSE	6000	6000

Annexure 16 : Anesthesia department charges

Sr. No.	Details of services	Ward	
		General	Semi special/ special/deluxe
1	ANAESTHESIA FOR	Rs.	Rs.
	(A) MINOR OPERATION	40	90
	(B) MODERATE	80	150
	(C) MAJOR	150	300
	(D) SUPRA MAJOR	230	450
2	ANAESTHESIA FOR	Rs.	Rs.
	(A)DIAGNOSTIC SCOPY	45	90
	(B)THERAPEUTIC SCOPY		
	MINOR	45	90
	MAJOR	150	300
3	ANAESTHESIA FOR LAPROSCOPY		
	DIAGNOSTIC	45	90
	THERAPEUTIC	150	300
4	ANAESTHESIA FOR SUPER SPECIALITY SURGERY		
	(A) MINOR SUPER SPECIALTY SURGERY	45	90
	(B)MODERATE SUPER SPECIALTY SURGERY	80	150
	(C)MAJOR SUPER SPECIALTY SURGERY	230	450
	(D)SUPRAMAJOR SUPER SPECIALTY SURGERY	300	600

Annexure 17 : Operation charges

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
Operation (Surgery & Allied Brach)			
1	MINOR OPERATION	150	300
2	MODERATE OPERATION	300	600
3	MAJOR OPERATION	600	1200

4	SUPRAMAJOR OPERATION	900	1800
Scopy			
1	DIAGNOSTIC SCOPY	150	300
Therapeutic Scopy			
1	THERAPEUTIC SCOPY MAJOR	750	1500
2	THERAPEUTIC SCOPY MINOR	300	600
Laproscopy			
1	DIAGNOSTIC LAPROSCOPY	300	600
2	THERAPEUTIC LAPROSCOPY	700	1500
Super Specialty Surgery			
1	MINOR OPERATION	150	300
2	MODERATE OPERATION	300	600
3	MAJOR OPERATION	600	1200
4	SUPRA MAJOR	1500	3000
* Rs. 500/- extra if harmonic scalpel use			

Annexure 18: Other Treatments

Sr. No	Details of services	Ward	
		General	Semi special/ special/deluxe
1	CO2 LASER	750	
2	DIOD LASER		
	Upper lip	750	
	Full face	1500	
	Axilla/Bikini area /Legs/ Arms /Chest /Upper back	3000	
3	Q SWITCHED Nd YAG LASER	750	
➤ In above mentioned charges of Annexure P no waiver is allowed.			

FEE/CHARGES WAIVER POLICY:

- Persons belongs to red case category are entitled for free treatment/diagnostic facilities but in case of admission to semi-special room/ special room/ deluxe room/ all ICU/ICCU will have to bear 50% of charges

- Any other category of patients apart from the red case category are not entitled for fee waiver either fully or partially in case of admission to semi-special room/ special room/ deluxe room
- On the recommendations of Mayor Shri, Deputy Mayor Shri, Chairman Shri (Standing committee), Leader Shri of ruling party, Leader Shri of Opposition party, Chairman Shri (Hospital Committee), Municipal Commissioner Shri, Deputy Commissioner Shri (H & H), Dean Shri (SMIMER), Medical Superintendent Shri (SMIMER Hospital), Medical Superintendent & Director Shri (Maskati Hospital), Medical Officer Shri, Health enforcement officer of concerned hospital, dispensary, maternity home, health centre, pathology laboratory section and donors of hospital material as per the terms of their donation, can waive off the fee/ part of fee in fit cases. In such case the reasons for waiving of fee need to be given.
- In annexure number 5 and 8 mentioned special treatment/diagnosis charges, maximum upto 50% can be waived off with the recommendations of competent/designated leaders of corporation /officers
- In Annexure number-1 to 4, 6,7 and 9 to 15 mentioned treatment/diagnosis charges, upto 100% can be waived off with the recommendations of competent/designated leaders of corporation/officers. (In serial number-3 applicable to the patients admitted into the general wards/all the intermediate and ICU/burns wards)
- In various ICU/ICCU admitted patients upto a maximum of 50% (including x-ray, laboratory, monitor and ventilator) can be waived off with the recommendations of competent/designated leaders of corporation/officers.
- With the permission of the Commissioner Shri fee/charges can be waived off during epidemic
- Charges will not be levied on the Post Graduate students in case of desertation/study, if concerned Head of the department certifies.
- ❖ For counting of charges for the days in ward/ICU/special room, the day of admission and the day of discharge will be taken together and counted as one day. If the patient is discharged on the day of admission, it will be counted as one day. If a patient is admitted

- into ward/room and after taking treatment shifted to other ward/ room, the admission day and discharge will be taken together and for that day charges for the higher category room are applicable
- ❖ If a patient is shifted from one ward to another ward, after shifting if that patient is admitted as per the category, he/she will be charged as per the laid charges. From the date of shifting to another category room, from that day the charges of that room are applicable.
 - ❖ If the reagent kits/stain are supplied by the government without charge, no charges will be levied of those tests
 - ❖ During the treatment, examination if the equipment service breaks down, and diagnosis, examination and operation is cancelled in that case with the recommendations of the concerned head of the department, medical superintendent shri/ refund of the charges will be done
 - ❖ In case of operation/procedure if the costly consumable (ex. during joint replacement, the required implant) or medicine/injection are not available in the hospital and central medical store, such consumables has to be purchased by the concerned patient. The patients admitted if required medicine and other items are not available in the hospital, need to procure from outside
 - ❖ For on duty hospital/ health staff, prophylactic vaccine (ex. Anti-rabies vaccine/ hepatitis-B vaccine) will be provided free of charge as per the requirement
 - ❖ For the legal matters, insurance or other matters, if OPD or indoor case papers are required, the concerned person need to put an application to senior RMO and pay Rs. 2 for each page to the Xerox copy of such papers
 - ❖ By the letter of competent/designated leaders, waiver the charges/will be given as per the rules. In such cases the patients need to produce the proof of residence. In case inability to produce the proof of residence, the patient needs to bring letter of identity as per the format given in B.S.

MRI AND CT SCAN FACILITIES



Standing committee of the Surat Municipal Corporation has passed a resolution (no. 1816/2011) making available the facility of MRI and C T SCAN at SMIMER hospital under the PPP. A policy decision was taken earlier by the Standing Committee vide its resolution 1443/2010 dated 20/08/2010. Standing committee has passed resolution No. 408/2011 dated 01/04/11 taking decision to make available this facility with Apollo hospital enterprises limited under PPP after publication of the expression of interest. As per this resolution the Apollo hospital enterprises limited and Surat Municipal Corporation were entered into MOU on 13/05/2011. As per the tender and MOU conditions, MRI and C T SCAN facilities have been made available in SMIMER hospital under public private partnership and the below given charges are applicable as per the standing committee resolution. This is subject to approval of General Body of Surat Municipal Corporation.

1. Below given annexure- As per A and B package rate for the patients of Surat Municipal Corporation

Annexure-A : Rate List for M.R.I.

Sr.No.	MRI Study Description	Rates for SMC patients (Rs.)
1	2	3
1	ABDOMEN	2300
2	ANGIO ABDOMINAL AORTA	2300
3	ANGIO THORASIC AORTA	2300
4	ANKLE JOINT(SINGLE)	2300
5	BRACHIAL PLEXUS	2300
6	BRAIN FULL STUDY	2400
7	BRAIN LIMITED	1550
8	CARDIAC MRI/TECTOGRAPHY/ 3D COCHLEAR/ EPILEPSY WITH HIPPCAMPAL VOLUME	5000
9	CERVICAL SPINE	2400
10	CONTRAST CHARGES	1600
11	DORSAL SPINE	2400
12	ELBOW	2300
13	FOOT (SINGLE)	2300
14	HIP JOINT	2300
15	KNEE JOINT(SINGLE)	2300
16	LS SPINE	2400
17	MR SCREENING ADDITIONAL SEGMENT	600
18	MRCP	2300
19	NECK	2300
20	ORBITS	2300
21	PELVIS	2300
22	PERFUSION(CONTRAST ADDITIONAL)	2300
23	PERIPHERAL ANGIO (CONTRAST ADDITIONAL)	4000
24	PNS	2300
25	PROSTATE/BREAST	2300

26	SELLA	2300
27	SHOULDER	2300
28	SI JOINT	2300
29	SPECTROSCOPY-BRAIN	4000
30	THORAX	2300
31	TM JOINT	2300
32	TONGUE	2300
33	UROGRAPHY	2300
34	ANGIOGRAPHY (BRAIN & NECK)	4000
35	VENOGRAPHY (BRAIN)	3500
36	WHOLE BODY SCREENING	4500
37	WHOLE SPINE SCREENING EXTRA	1200
38	WRIST	2300

Annexure-B : Rate List CT Scan

Sr. No.	CT Scan study Description	Rates for SMC patients (Rs.)
1	2	3
1	BRAIN (PLAIN)	1400
2	PNS (CORONALCUT LTD)	1200
3	NASOPHARYNX (PLAIN)	1400
4	ORBIT (PLAIN)	1500
5	UPPER ABDOMEN (PLAIN)	1700
6	PELVIS PLAIN	1700
7	THOREX (CHEST) PLAIN	1700
8	JOINTS PLAIN	1700
9	PNS PLAIN (AXIAL AND CORONAL CUT)	1700
10	NECK PLAIN	2200
11	MANDIBLE PLAIN	1700
12	BRAIN + ORBIT PLAIN	1700
13	BRAIN + CONTRAST	1700
14	THORAX HRCT PLAIN	1700

15	SI JOINTS PLAIN	1700
16	PNS (CORONAL Or AXIAL CUT)+CONTRAST	2400
17	NASOPHARYNX + CONTRAST	2400
18	TM JOINT + CONTRAST	2300
19	ORBIT + CONTRAST	2300
20	BODY PELVIS PLAIN + 3D	2300
21	JOINTS + 3D	2300
22	MANDIBLE +3D	2300
23	TEMPORAL BONE - HRCT PLAIN	2300
24	SI JOINTS + 3D	2300
25	TM JOINT + CONTRAST + 3D	2300
26	3D CT - CV JUNCTION	2500
27	3D CT - FACIO MAXILLARY	2300
28	3D CT PAEDIATRIC SKULL	2300
29	3D CT LEG THIGH/ARM/FOREARM PLAIN	2300
30	BRAIN + ORBIT + CONTRAST	2500
31	BODY UPPER ABDOMEN + CONTRAST	2300
32	BODY PELVIS + CONTRAST	2300
33	CERVICAL + CONTRAST	2300
34	DORSAL + CONTRAST	2300
35	LUMBAR + CONTRAST	2300
36	SACRO+CONTRAST	2300
37	CHEST + CONTRAST	2400
38	JOINTS + CONTRAST	2300
39	PNS (CORONAL & AXIAL CUT) + CONTRAST	2300
40	MANDIBLE + CONTRAST	2300
41	BODY ABDOMEN + PELVIS PLAIN	2300
42	TEMPORAL BONE - HRCT + CONTRAST	2500

43	HEAD & NECK + CONTRAST	2500
44	BRAIN + CISTERNOGRAPHY + CONTRAST	2500
45	SI JOINTS + CONTRAST	2200
46	BODY PELVIS + CONTRAST + 3D	2500
47	JOINTS + CONTRAST + 3D	2500
48	MANDIBLE + CONTRAST +3D	2500
49	3D CT - LEG /THIGH/ARM/FOREARM + CONTRAST	2850
50	WHOLE BODY TRAUMA PLAIN	2850
51	BODY ABDOMEN + PELVIS + CONTRAST	3100
52	THORAX (CHEST) + HRCT + CONTRAST	2700
53	SI JOINTS + CONTRAST + 3D	2500
54	RENAL ANGIOGRAPHY	3500
55	BODY TRIAPHASIC LIVER + CONTRAST	4500
56	WHOLE BODY - TUMOR STAGING (CHEST/ABDOMEN/PELVIS)+CONTRAST	5500
57	WHOLE BODY LYMPHNODE + CONTRAST	6000
58	BRAIN CEREBRAL ANGIOGRAPHY	4500
59	CAROTID ANGIOGRAPHY	4500
60	THORACIC AORTA ANGIOGRAPHY	4500
61	AORTA-ABDOMINAL INCLUDING MESENTERIC VESLES ANGIOGRAPHY	4500
62	AORTA-ILIAC ANGIOGRAPHY	3600
63	BODY TRIPHASIC UPPER ABDOMEN CONTRAST	4500
64	WHOLE BODY LYMPHNODE (NECK+CHEST+ABDOMEN+PELVIS) + CONTRAST	6000
65	HEAD & NECK +CHEST +ABDOMEN &PELVIS	6500

66	AORTA-THORASIC & ABDOMINAL ANGIOGRAPHY	6500
67	PNS LIMITED WITH CONTRAST	1500
68	C.T.GUIDED BIOPSY (Biopsy Gun Purchase By SMIMER For SMIMER Patients)	1500
69	BONE DENSITOMETRY	1600
70	EXTRA CUT	500
71	C.T.GUIDED BIOPSY (Bone) (Biopsy Gun Purchase By SMIMER For SMIMER Patients)	1500

Note : The above mentioned rates (Annexure-A & B) are subject to the following stipulations :

- (1) For patient referred from Party –II, the anesthetist will be provided by SMIMER Hospital.
 - (2) Minimum 4 (four) films for MRI and minimum 2 (Two) films for CT Scan to be given to patients. Extra films, if required, may be charged Rs.120/- extra.
 - (3) In case of free patients contrast will be charged.
3. Beneficiaries of red cases taking treatment in Surat Municipal Corporation hospitals and health centres are eligible for 100% waive off the fee/charges by the competent/designated leaders/officers. Other than these patients, all others are eligible for upto a maximum of 50% waiving fees/charges by the competent/designated leaders/officers
 4. Patients other than beneficiaries of red cases taking treatment in the Surat Municipal Corporation hospitals and health centres will have to pay the remaining fee/charges as per the annexure A and B at SMIMER after waiving of the partial fee/charges by the respective designated leaders/officers

5. Beneficiaries of red cases who are eligible for 100% waiving of the fee/charges should not pay any amount at the counter of Apollo hospital enterprises. At the end of the each month payments of such patients will be submitted by the Apollo hospital enterprises and the amount will be paid as per the render and MOU conditions of No. 19.
6. In case of free cases during the procedure if contrast is required for MRI as per serial number 38 in annexure-A and for CT SCAN as per serial number of Annexure-B and if the bill is presented the permission is granted to Apollo hospital enterprises for treatment as per the serial no 18 of MOU
7. In-charge Medical Superintendent Shri, SMIMER is authorized to waive off 100% of fee/charges in MRI and CT SCAN if an unattended patient is brought in emergency or by 108 ambulance.
8. Serial number 22 of section 4 and serial number 2-29 of section 5 in relation with special treatment/diagnosis fee charges in relation with radiological diagnosis only have been cancelled as per the resolution No 177/2011 dated 27/04/11 by the General Board

Resolution No. 4/2011 is passed unanimously

RESPONSIBILITIES OF PATIENTS:



The success of the charter depends on the support the hospital receives from its users. Hospital such as SMIMER where very high flow of patients are observed day in and day out, it is pertinent there may be some instances of inconvenience to some of the patients/ visitors. The user needs to understand the various constraints under which the hospital is functioning. Users are equally responsible to the smooth running, progress and development of the hospital. Therefore, user also has to follow the rules and regulations. The following are some of the responsibilities of patients.

- ❖ Shall provide complete and accurate information including full name, address and other relevant information
- ❖ Shall provide correct and truthful history

- ❖ Shall retain the case paper in proper condition for future use
- ❖ Shall raise question/queries to treating doctor when he/she does not understand regarding treatment
- ❖ Shall follow the prescribed treatment plan and carefully comply with the instructions given
- ❖ Shall be on time for the appointments given for the diagnostic procedures or other procedures
- ❖ Shall bring to the notice of the treating doctor or health care team if his/her condition worsens or does not follow the expected course
- ❖ Shall attend follow-up appointment as scheduled
- ❖ Should not take any medications without the knowledge of doctor and healthcare professionals
- ❖ Should not give medication prescribed for him/her to others
- ❖ Shall not create inconvenience to other patients
- ❖ Shall understand and respect that admitted patient and patients requiring emergency care are first priority for your doctor
- ❖ Shall realise that it necessary for the hospital to take measures to ensure personal privacy and confidentiality of medical records
- ❖ Shall help to keep the hospital and surrounding clean and hygienic
- ❖ Shall comply with the no-smoking and no-spitting policy
- ❖ Shall comply with the visitor policies to ensure the rights and comfort of all patients.
- ❖ Shall be considerate of noise levels, privacy and safety.
- ❖ Shall not carry any type of weapons
- ❖ Visitors, attendants, relatives of the patient should not park the vehicles in the no parking zone
- ❖ Shall pay for services billed for in a timely manner as per the hospital policies
- ❖ Shall treat hospital staff, other patients, and visitors with courtesy and respect
- ❖ Should not demand undue favours from the staff and officials

