

Patients Friendly Measures

1. Patient satisfaction survey is being undertaken & remedial measures are being done.
2. Grievance Register is available in all wards.
3. SMS Service for Intimation of availability of Medicines of local purchase.
4. SMS service for sending of Pathology Investigation reports to patients.
5. Help Desk:
To facilitate patients in OPD, Investigations and Special OPD guidance,
Availability of all forms like MRI/ CT/ LP/ Cabin allotments/referral forms etc.
Receiving prior information of referred patient from divisions by SMS.
6. Single point processing for referral to outside units for approval and appointments for CT/MRI.
7. Separate waiting area with TV and air conditioning for retired employees (RELHS beneficiaries).
8. In case of direct admission without referral letter in an emergency, department's memo from respective Railways/division is sought through FAX.
9. Bar coding started for bill processing and management.
10. Provision of RO plant for clean drinking water.
11. Blood sample collection from 8 am onwards for OPD patients.
12. Complaint Adalat once a month.
13. Eco friendly measures to deal with infectious material –ETP Plant installed. 'Green and Energy Star Rating for Major Hospitals' accreditation is in process.
14. Garden in JRH Campus maintained in good condition to give patients soothing and natural ambience to improve healing.
15. Relaxation technique taught to inpatients and attendants through 'Heart fullness' to enable them to manage stress better.
16. Alcohol anonymous services are conducted to help de-addiction every Friday.
17. Canteen facility provided through WRWSSC for patient's attendants.
18. Accommodation being provided to outstation patient attendants.
19. Mini – bus facility is provided for patients needing to go to Tata Memorial Hospital and back. Two services per day are run with bus donated by WRWSSC.
20. Blood Storage facility started in JRH to enable provision of blood units immediately.