

CITIZENS CHARTER,

YENEPOYA MEDICAL COLLEGE

The aim of this Citizens Charter document:

The aim of this document is to help the patient community about the standards of services at the teaching hospital.

About Yenepoya Medical College:

Yenepoya Medical College was established in the year 1999 and affiliated to Rajiv Gandhi University of Health Sciences Bangalore for award of degrees. A batch of 100 MBBS students was admitted in the year 1999. Subsequently in year 2005, after obtaining permission from Medical Council of India postgraduate courses in seven departments were started.

Presently, the Yenepoya Medical College is conducting Postgraduate courses in 20 departments. The Yenepoya Medical College was declared constituent College of Yenepoya University (Deemed-to-be university under section 3(A) of the UGC Act 1956 as per notification number F 9-11/2007 U-3 dated 27-02-2007) in the year 2009. In the year 2011, the Medical Council of India permitted the College to admit 150 students in MBBS Course with effect from Academic Year 2011.

Details of the Dean/Principal:

Dr. M.S. Moosabba,

Professor of Surgery and Dean/Principal, Yenepoya Medical College.

Telephone (Office): 0824 2206000 Extension: 2001

E-mail: principalymc@yenepoya.edu.in

About Yenepoya Medical College Hospital:

The teaching hospital attached to the medical college is Yenepoya Medical College Hospital, which is a 900 bedded multi-disciplinary teaching hospital, offering diagnostic and treatment facilities both in general and super specialty services to vast majority of population living in Karnataka and northern Kerala regions.

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|---|-------------------------------|--|
| 1 | Hospital Name | Yenepoya Medical College Hospital |
| 2 | Address | University Road, Deralakatte, Mangalore – 575018 |
| 3 | Hospital Type | Tertiary Care Multi Disciplinary Teaching Hospital |
| 4 | Accreditation | NABL, NABH |
| 5 | Registration No. | DKA00455 AAHP |
| 6 | Name of Registering Authority | Deputy Commissioner & Chairman, CEO, District Registration Authority, Dakshina Kannada |
| 7 | Email ID | medsup@yenepoya.edu.in |

The following broad specialty services are available in the hospital:

1. Anaesthesiology
2. Blood Transfusion services
3. Dermatology
4. Emergency Medicine
5. General Medicine
6. General Surgery
7. Laboratory

- Clinical Bio-chemistry
 - Clinical Microbiology and Serology
 - Clinical Pathology
 - Haematology
 - Histopathology & Cytopathology
8. Obstetrics and Gynaecology (Including high risk obstetric cases)
 9. Ophthalmology
 10. Orthopaedic Surgery
 11. Otorhinolaryngology (ENT)
 12. Oncology
 13. Paediatrics
 14. Psychiatry
 15. Pulmonary Medicine
 16. Radiology

The super specialty services include:

1. Cardiology
2. Cardiothoracic Surgery
3. Craniofacial Surgery
4. Endocrinology
5. Neonatology
6. Nephrology
7. Neurology
8. Neurosurgery
9. Oncology
 - Medical Oncology

- Surgical Oncology
- Preventive Oncology
- Palliative Oncology

10.Paediatric Surgery

11.Plastic and Reconstructive Surgery

12.Rheumatology

13.Robotic & Non Invasive Surgical unit

14.Surgical Gastroenterology

15.Spine Surgery

16.Urology

17.Kidney Transplant

The support departments functioning in the hospital are:

1. Dietetics
2. Rehabilitation
 - Physiotherapy
 - Speech Therapy
3. Social Work Services

The diagnostic services available in the hospital are:

1. Diagnostic Imaging
 - CT Scanning
 - Cath Lab
 - Mammography
 - MRI – 3 Tesla

- Ultrasound
- X-Ray

2. Other Diagnostic Services

- Echocardiography
- EEG
- EMG/EP/MCV
- Spirometry
- Tread Mill Testing
- Health check up services

Other essential services in the hospital are:

- Ambulance service
- Day Care Services
- Dialysis Unit
- Emergency
- ICUs (MICU, NICU, PICU & SICU)
- OT Complex
- Out Patient Services
- 24 * 7 Pharmacy
- Comprehensive advanced Skill Lab
- Home Care Services
- Telemedicine Services

Salient features of the services provided:

- 1. 24*7 essential services :**Emergency care, ICU's and wards, diagnostics, pharmacy ,OT
- 2. Operation Theatres:** Modular OTs with ventilation systems as per guidelineswith strict infection control measuresand fire safety measures for protection of staff and patients alike. The distribution of OT's is as follows:

No. of operation theatres: 14

Departments/Super specialtydepartments (Names):

General Surgery: 02

Orthopedics: 02

ENT: 01

Ophthalmology :01

OBG: 02

Urology: 01

Surgical Oncology: 01

Robotic Surgery: 01

Emergency OT: 01

Neurosurgery: 01

Cardiothoracic surgery: 01

3. NABL accredited Laboratory: The laboratory also includes tests for detecting the Novel Corona Virus.

Laboratories (Number & Specialization): 4

1. Biochemistry
2. Microbiology
3. Hematology
4. Pathology

4. A **well-planned training program** with contribution from ACTS-YEN our inhouse simulation centre so that staff are well trained and have knowledge to give the best care on ground.

5. COVID care centre :

The following facilities are provided to take care of COVID patients within the facility:

1. Separate beds for symptomatic patients (60 nos) with all required facilities
2. Separate beds for asymptomatic patients (120 nos)
3. COVID ICU – 13 beds
4. Suspected patient in RICU – 10 beds
5. COVID Care for pregnant women : Separate LT,OT,ICU beds
6. COVID surgical Care: Separate OT and ICU beds
7. Laboratory for COVID testing

6. **Home Care and Telemedicine Services:** Keeping up with the recent times to provide safe care even away from the hospital campus, the hospital has initiated home services and telemedicine. The home services provide pharmacy, laboratory, nursing, physiotherapy and geriatric services at home. The hospital has also initiated COVID home care for asymptomatic isolation patients. The telemedicine team gives access to all our clinicians to our patients seated at various locations across Karnataka.