

KASTURBA HOSPITAL, MANIPAL

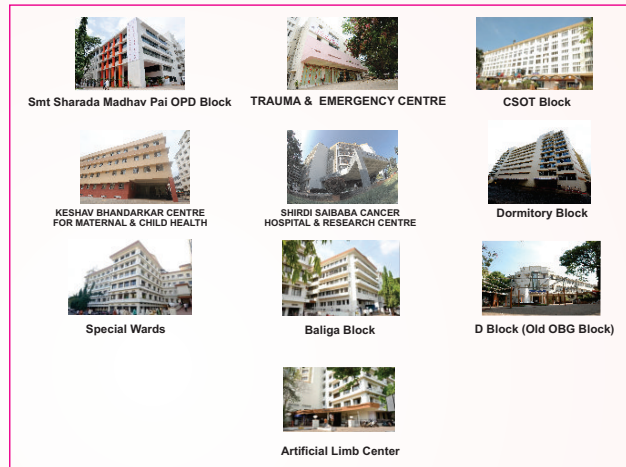


- Kasturba Hospital, Manipal has emerged as a premier healthcare institution providing quality tertiary care to patients - both domestic and international with 2032 beds.
- It is the teaching hospital attached to Kasturba Medical College, Manipal an associate hospital of Manipal University and is managed by Manipal Health Enterprises Pvt.Ltd Systems.
- The state-of-the-art facilities across every department with sophisticated diagnostic and therapeutic care at an affordable cost in the basis of treatment at Hospital.
- The pharmacy of Hospital has an updated generic based formulary providing high quality affordable drugs.
- The services expanded were with an exclusive Trauma and Emergency Centre with diagnostic facilities for emergency services under one roof to provide the patients with excellent care at the earliest.
- Integrated Mother and Child Centre opened for comprehensive care of Women, children and neonates with all the latest and sophisticated facilities.

Accreditations & Certifications

- Kasturba Hospital is the first Medical College Hospital in Karnataka to get the prestigious Accreditation from National Accreditation Board for Hospitals & Health Care Providers (NABH) on 14 September 2009.
- It is ISO 9001:2008 and ISO 14000:2004 certified for QMS/EMS displaying the strong commitment to continuously improve the quality of services provided to the patients.
- In The Week - Nielsen Survey conducted in November 2016 Kasturba Hospital has been awarded the 4th Rank in Best Specialty Hospitals - South Zone.
- Achieved the Guinness World Record for 'The Most Participants in Hand Sanitizing Relay' held on 15th October, 2016.
- Winner of the Commendation Certificate for Performance Excellence from IMC Ramakrishna Bajaj National Quality Award 2014 - 2015.

MAIN BLOCKS



Services available

- ▶ Orthopaedics
- ▶ Neurology
- ▶ Neuro Surgery
- ▶ Cardiology
- ▶ Cardiothoracic Surgery
- ▶ Medical Oncology
- ▶ Surgical Oncology
- ▶ Radiotherapy & Oncology
- ▶ Nuclear Medicine
- ▶ Urology
- ▶ Nephrology
- ▶ In-Vitro Fertilization (MARC)
- ▶ Emergency Medicine
- ▶ Gastroenterology
- ▶ Obstetrics & Gynaecology
- ▶ Anaesthesiology
- ▶ Paediatrics
- ▶ Paediatric Surgery
- ▶ Neonatology
- ▶ Ophthalmology
- ▶ ENT
- ▶ Plastic Surgery
- ▶ Chest & Allergy
- ▶ Skin & STD
- ▶ Clinical Genetics
- ▶ General Surgery
- ▶ General Medicine
- ▶ Psychiatry
- ▶ Clinical Psychology
- ▶ Radio Diagnosis
- ▶ Interventional Radiology
- ▶ Support services
- ▶ Dental Surgery
- ▶ Physiotherapy
- ▶ Occupational Therapy
- ▶ Speech & Hearing
- ▶ Artificial Limb Centre
- ▶ Ayurveda
- ▶ Yoga

Helpline

Emergency : +91 820 2575555
Help Desk : +91 820 2922761
Enquiry : +91 820 2571201
Appointment : +91 820 2571967
Customer care : +91 820 2923188

Kasturba Hospital, Manipal - 576104
 Tel : +91 820 - 2922761
 Fax : +91 820 - 2571934/ 2574321
 e-mail : office.kh@manipal.edu



IMPORTANT TELEPHONE NUMBERS

| Telephone No | 820 2571200 to 2571219(20 lines) |
|---|----------------------------------|
| Email | office.kh@manipal.edu |
| Enquiry | 820 2922761 |
| Admission | 820 2922237 |
| Casualty | 820 2922246 / 2922349 |
| Trauma Center | 820 2922352 / 292228 / 2922228 |
| C-T Scan | 820 2922414 |
| Blood Bank | 820 2922331 |
| Charaka Express Clinic | 820 2922144 |
| Artificial Limb Center | 820 2922214 |
| Hospital Pharmacy | 820 2922351 / 2922909 |
| Customer Care Cell | 820 2923188 |
| Deputy Medical Superintendent, Operations | 820 2922714 |
| Deputy General Manager - Finance | 820 2922891 |
| Assistant General Manager - HR | 820 2922907 |
| Assistant General Manager- Marketing | 820 2922686 |
| Manager-Operations | 820 2922539 |
| Corporates & Schemes | 820 2922319 |
| Manager - Facilities | 820 2922858 |
| Nursing Superintendent | 820 2922200 |

REGISTRATION TIMING

Monday to Saturday 7.30 am to 5.00 pm

OPD TIMING

Monday to Saturday 9.00 am to 5.00 pm

Repeat Registration

Monday to Saturday Start at 6:00 am

REGISTRATION / CONSULTATION TARIFFS

| | |
|----------------------|--|
| New (Ordinary) | Rs. 60/- |
| Non OPD Days | Rs. 60/-For New & Rs. 40/-For Repeat |
| Repeat Registration | Rs. 40/- (30 Days) |
| OP Consultation Fees | Rs. 100/- for Basic Specialty Rs. 200/- for Super Specialty |

Valid for 1 month / 2 visits whichever is earlier. OP consultation fees for Non OPD Days Rs. 200/- (valid for 15 days). Observation charges at Trauma centre and casualty Rs. 220/- per day.

Emergency Services : Kasturba Hospital provides round the clock emergency services through Trauma centre (for cases of recent trauma). Casualty(for non trauma emergency cases) and Burns centre (for burns casualties).

For emergency contact - 0820 2575555.

Admission : A wide variety of inpatient accommodation is offered to suit the requirements of all patients. Patient advised admission should approach the central admission office. Beds are generally classified into general beds and private beds. The general beds offer highly subsidised treatment facility. The private beds are further classified into Semi private, semi special, special, Semi deluxe, deluxe and super deluxe with AC, Premier suites.

Money & Valuables : Please do not keep valuables on your bedside tables in your room or your ward. The hospital will not be responsible for their safety or their loss.

CALL 24444 & CODE BLUE FOR MEDICAL EMERGENCY
CALL 22589 & CODE RED FOR FIRE EMERGENCY

PATIENT RIGHTS

Do you know?

1. The Name and Qualification of your Doctor.
2. About Health, diagnosis and outcome of treatment, diet & prevention and expected cost of treatment, plan of care, progress and information on your health care needs.
3. It is your right to voice a feedback, either through patient feedback available in OPD and wards or contacting any member of the administration.

Your right to Consent

1. You may give, withdraw or with hold consent for any treatment, anesthesia any invasive and high risk procedures, Surgery, blood and blood products, transfusion and initiation of research protocol.
2. You may seek second opinion before giving consent.
3. You may be asked to give a general consent which may not be applicable for invasive procedures.

Decide your Treatment

1. You may choose the course of treatment from various options, as advised by your doctors.
2. You may make decision about care or refuse treatment.
3. You may have an access to the information in medical records.

Your Privacy is Guaranteed

1. We provide personal dignity and privacy during your stay in hospital, consultation, examination, treatment and confidentiality for your information.
2. You may deny any information, photographs, videos, nature of illness, investigation and treatment, outcome of treatment to be told to third party / public without consent.
3. It is your right to inform, if there is any problem for your privacy of confidentiality of information.

We Respect You

1. You shall receive care regardless of race, culture, caste, religion, age, gender or physical disability.
2. We shall not neglect or abuse you.
3. We will address your special preferences, spiritual and cultural needs as far as possible unless it interferes with treatment.

We Provide Quality Care

1. You shall be advised of any changes in treatment plan prior to the changes.
2. You shall be advised of follow up care after discharge.
3. You shall be transferred to another facility or to seek additional treatment, as seen as viable and reasonable by your doctor.

Charter of Patient Responsibilities

1. To respect hospital personnel and property.
2. To abide by hospital rules and regulation.
3. Accept that your Doctor may have to attend more serious patient than you.
4. Accept that patient requiring emergency care is high priority for your Doctor.
5. Ensure that all the information given to the hospital is true, correct, complete and accurate in all respects.
6. Follow your Doctor's instruction carefully.
7. Accept action taken by hospital to ensure your safe and secure stay, and to ensure privacy, confidentiality of your information.
8. To keep your appointments.
9. Ensure that payments are made in time.
10. In case you require any clarification or have suggestions to make or have a grievance, please Contact us at Help Desk (phone number): 0820 2922761 or Feed back Cell (phone number) 0820 2923188 or through patient feedback forms available in all OPD's, wards and ICU's.