

**OFFICE OF THE MEDICAL DIRECTOR DEEN
DAYAL UPADHAYAY HOSPITAL HARI NAGAR,
NEW DELHI – 110064.**

MANUAL – 1

Particulars of Organization, functions and duties
(Section 4(1)(b)(i))

1	Name & Address of the organization	Deen Dayal Upadhyay Hospital, Hari Nagar, New Delhi-110064
2	Head of the organization	Medical Director
3	Vision, Mission, Aims and objectives of the organization	<p>V: To be a leader in providing quality and set standards to meet the changing expectations of community with compassion centered care.</p> <p>M: To accomplish vision statement by providing care with dedication, kindness, integrity and respect in conducive atmosphere through regular feedback. To build a work environment where each person is valued, respected and has an opportunity for personal and professional growth.</p> <p>O: To provide high quality, accessible, promotive, preventive, curative and comprehensive healthcare services to the community for assurance of best outcome.</p>

4	Functions and Duties	<p>Hospital is providing services in major specialties i.e Medicine,Surgery,Orthopaedics,Obs.&Gynae,PaediatricsOphthalmology,ENT,Audiometry,Skin,Dental, Plastic surgery. It gradually progressed and expanded its services and as on date following services are available.</p> <ol style="list-style-type: none"> 1. OPD services on daily basis. 2. Emergency & MLC services round the clock. 3. One Stop Centre for Sexual abuse patients. 4. Injection Room, Animal Bite Clinic 5. Indoor services–640 beds 6. Diagnostic services – ECG, X-Ray, CT Scan Ultrasound, Pathology Lab Services including FNAC and histopathology and Microbiology. 7. Supportive services – Pharmacy,Physiotherapy, Occupational Therapy. 8. OT services – Major and Minor,Emergency OT round the clock. 9. Immunization Services 10. OPD/IPD services for all above specific works. 11. I Y C F Room 12.Ambulance services round the clock by CATS. 13. Blood Storage Center/Blood Bank 14. Integrated counseling and testing center 15.After-noon clinics: ENT Clinics, Asthma Clinic. Hypertension and diabetes 16. Kitchen and Dietary services for indoor Patients. Canteen Services for staff and Outdoor Patients and Patients Attendant. 17.Public address system for important announcement /information to the patients & health education. 18.TVs & Moving message system in OPD AREAS FOR Health Education & information. 19.Computerized Registration for OPD, Emergency & Indoor admissions.
5	Organization Chart	Annexure-I attached separately
6	Any other details	
6(i)	Allocation of business	Hari Nagar, New Delhi
6(ii)	Duties to be performed to achieve the mission	<p>Administrative–Establishment, Accounts Medical Record Department,Care Taking Branch, Purchase Section, Stores.</p> <p>ClinicalPatient care in OPD, IPD & Emergency, Labour Room and Nursery, Diagnostic facilities and OT Services, ICCU, CCU.</p> <p>Supportive Pharmacy, Physiotherapy/ Occupational Therapy, Ambulance Services & Audiometry</p>
6(iii)	Details of services rendered	Annexure-II
6(iv)	Citizens interaction	At Eight levels i.e O.P.D, Emergency, Indoor, OTs, PAC, Diagnostic Departments & Public Grievance Redressal Forum. Public can meet the Grievance Redressal Officer, HODs and Medical Superintendent of the hospital during designated hours or as and when required.

6(v)	Postal address of the main office, attached /subordinate office/field units etc.	DEEN DAYAL UPADHAYAY HOSPITAL HARI NAGAR , NEW DELHI – 110064.
6(vi)	Working hours both for office and public	9:00 a.m. to 4:00 p.m. -Monday to Friday 9:00 a.m. to 1:00 p.m. -Saturday Emergency, Indoor &Labour Room : 24 hours
6(vii)	Public interaction, if any	At five levels i.e O.P.D, Emergency, Indoor, OTs, Diagnostic Departments & Public Grievance Redressal Forum, Public can meet the Grievance Redressal Officer, HODs and Medical Superintendent of the hospital during designated hours or as and when required.
6(viii)	Grievances Redressal Mechanism	Complaint boxes have been placed at all prominent places. Hospital has also notified one Grievance Redressal Officer to look in to the public complaints.

Annexure II

DETAILS OF SERVICES AVAILABLE

E(1).Specialties Available (please Mark Yes or No)

S.No	Spl.	OPD
1.	Medicine	Yes
2.	Gynae/Obst.	Yes
3.	Pediatrics	Yes
4.	Surgery & Plastic surgery	Yes
5.	Skin	Yes
6.	Ortho	Yes
7.	Eye	Yes
8.	ENT	Yes
9.	Chest Clinic and DOTS	Yes
10.	Psychiatry	Yes

SNo.	Spl.	OPD
11.	Diagnostics (Radiology, Pathology, Biochemistry and Microbiology including ICTC)	Yes
12.	Dental	Yes
13.	Forensic Medicine	Yes
14.	Ayurvedic	Yes
15.	Homeopathic	Yes
16.	Unani	Yes
17.	Occupational Physiotherapy	Yes
18.	Accident and Emergency	Yes
19.	ICTC	Yes

E(2). Special Clinics (availability and days of Clinic)

S.No	Spl. Clinic	Yes/No	Week Days	S.no.	Spl. Clinic	Yes/No	Week Days
1.	ANC Clinic	Yes	Daily	13.	Sr. Citizen Clinic	Yes	Sunday Morning
2.	Post Natal Clinic	Yes	Daily	14.	Hypertension Clinic	Yes	Friday A/N
				15.	Cardiac Clinic	Yes	Friday A/N
3.	Infertility Clinic	Yes	Thursday	16.	Diabetes Clinic	Yes	Monday (A/N)
4.	Well baby Clinic	Yes	Wednesday	17.	Cancer Clinic	Yes	Tuesday Thursday , Friday and Saturday
5.	Child Guidance	Yes	Wednesday	18.	Breast Clinic	Yes	Tuesday Thursday and Saturday
6.	Immunization Clinic	Yes	Daily	19.	Rectal Clinic	No	
7.	ORT Clinic	Yes	Daily in Casualty	20.	Speech Clinic	No	
8.	Adolescent Clinic	Yes	Saturday	21.	Retina Clinic	Yes	Wednesday and Saturday
9.	Chest Clinic	yes	Daily	22.	ICTC	Yes	Daily
10.	DOTS/TB Clinic	yes	Daily	23.	PPTCT	No	
11.	Asthma Clinic (Paeds.)/adult	Yes	Wed A/N	24.	Leprosy Clinic	Yes	Monday and Tuesday Only
12.	Geriatric Clinic	Yes	Sunday	25.	Vertigo clinic	Yes	Thursday

F. IPD SERVICES

S.No.	IPD Services		Yes	640 beds functional
1	Medicine +Emergency		Yes	134 +20
2	Surgery		Yes	95
3	Ortho		Yes	95
4	Peads		Yes	54
5	Nursery (NICU) & OBN		Yes	25+8
6	O&G		Yes	110
7	ENT		Yes	18
8	Eye		Yes	14
9	Casualty		Yes	15
10	Postoperative Ward		Yes	10
11	NEURO SURGERY		YES	18
12	PLASTIC SURGERY		YES	06
13	SKIN		YES	06
14	DENTAL		YES	02
15	ISOLATION WARD		YES	10

G. OPERATION FACILITIES

S.No	Services	Available /NA
1	Laparoscopic Facilities	Yes
	Gynecological	Yes
	General Surgery	Yes
	Orthopedic	Yes
2	No. of Operation Theaters	06
	Major	05
	Minor	01
3	Other facilities (1) Minor OT in ENT, Surg., Eye, Gynae., Casualty.	

H. OTHER FACILITIES

S.No	Facility	Yes/ No	Details
1.	Blood storage center/blood Bank	Yes	
2.	a. Incinerator	No	Waste disposalOut Sourced
	b. Autoclave	No	
	c. Shredder	No	
3.	Ambulance	Yes	
4.	Hearse Van	No	
5.	On-line facilities for Birth-Deathrate Registration	Yes	
6.	Kitchen/Dietary Services	Yes	
7.	House Keeping	Yes	Partially OutSourced
8.	Canteen	Yes	Out Sourced
9.	Parking facility	Yes	Out Sourced
10.	Conference room	Yes	
11.	Audio Visual Aids	Yes	

12.	Facilities for disabled persons		
	Ramp with railing	Yes	
	Lift	Yes	
	Public address system	Yes	
	Signages	Yes	
13.	Separate Counters at OPD Registration/Pharmacy		
	For Senior Citizen	Yes	
	For Beneficiaries, DGEHS	Yes	
14	Sexual harassment committee at work Place	Yes	
15	Patient safety committee	Yes	
16	Rogi Kalyan Samiti	Yes	

I. NATIONAL /STATE PROGRAMMES

	Participation in		Any details/ Achievements
1	Pulse Polio Immunization Program	Yes	
2	Matri Suraksha Abhiyan/ Janani Suraksha Yojna	Yes	
3	National Blindness Control Programme	Yes	
4	Motia Bind Mukti Abhiyan	Yes	
5	Cancer Detection Programme	Yes	
6	Community Health Education	Yes	
7	Stree Shakti Abhiyan	No	
8	Shravan Shakti Abhiyan	Yes	
9	Any Others National /State Programmes - Leprosy Eradication ,Aids Control Programme,Revised National Tuberculosis Programme etc.	Yes	