



CDSIMER
Dr. Chandramma Dayananda Sagar
Institute of Medical Education and Research
(Unit of Dayananda Sagar University)



Dayananda Sagar
University Bengaluru

DR. CHANDRAMMA DAYANANDA SAGAR **INSTITUTE OF MEDICAL EDUCATION AND RESEARCH**



CITIZEN CHARTER

MOTTO - EMPOWERING STUDENTS WITH KNOWLEDGE, DISCOVERY AND HEALING

About CDSIMER

CDSIMER, under the flagship of DSU, benefits from a rich heritage of enriching lives of innumerable students during the years of graduate life spent in the University campus. The Institution provides an invigorating atmosphere to all its stakeholders with an innate inspiration to enjoy the experience of learning.

The Campus will house not only the Medical School, but also Engineering and Business Schools that provides an opportunity for students to network, and for integrating their learning experiences thus providing a broader scope for conducting research across inter-disciplinary and multi-disciplinary areas. The students will be given a challenging academic environment with well-equipped lecture theatres, laboratories, excellent libraries, skill labs and computer networking facilities.

Dr. Chandramma Dayananda Sagar Institution for Medical Education and Research (CDSIMER) has a 300 bed tertiary care hospital premise, which will be augmented to a 1350 bed facility in the next 4 years. The hospital is built to cater to about 200 surrounding villages in the area. The hospital aims to provide comprehensive care under one roof to all its patients from all walks of life. At this time, we are empanelled and are accepting all government medical schemes.

The campus is built with a lot of value additions, namely, parking facilities for patients and their attendants, designated areas for patients and their attendants to spend time together while the patient is in the hospital. Cafeteria for faculty, staff, students, patients and attendants is located in the ground floor.

Out Patient and In-Patient Department

- A spacious, well-ventilated Outpatient Department (OPD) catering to all specialties is located conveniently in the ground floor of the building.
- Separate examination rooms to maintain privacy of our patients is provisioned inside the OPD area. Laboratory, Radiology and Diagnostics services are available to all OPD patients, which include both routine and specialized investigations.
- There is an enquiry counter located in the OPD area itself and to facilitate our patients we do have a Public Relations Officer (PRO) available at the OPD to ensure all patient queries are addressed.
- To provide comfort to our patients and their families visiting the OPD, there are adequate facilities created for seating, access to drinking water and wash rooms.
- There are sufficient number of lifts, ramps, staircases, wheel chairs and trolley facilities available to cater to the diverse needs of our patients. A diet kitchen facility is also available that operates under the supervision of a qualified Clinical Diet Committee that tailor-makes and prescribes a diet for each patient, depending on their medical condition.



Emergency and Intensive Care Services



- The hospital is equipped with a comprehensive emergency department that offers round the clock services and is staffed by trained medical and paramedical staff members. The gamut of services includes medical, surgical, Orthopaedics, paediatric and trauma services with a backup of Intensive Care Unit (ICU).
- The Department is supported by an alert and well-trained team of patient evacuation service facility equipped with critical lifesaving equipment. The other support services include a 24*7 laboratory, radiology and diagnostics, and blood bank.

- The department is equipped to handle a large number of patients at all times, which will also help in facilitating learning among medical students by getting involved with practical hands-on training for dealing with medical emergency situations among medical personnel.
- The Department of Intensive Care meets the need of patients facing an immediate life-threatening health condition. The 100-bed Intensive Care Unit (ICU), which includes adult, paediatric, neonatal, surgical and isolation
- (ICU) wards is managed by a team of well-qualified medical and nursing staff to cater to all the critical care requirements of patients using advanced therapeutic monitoring and diagnostic technology.
- The Department is geared up to provide up to the minute expert care and services to the critically ill patients. A dialysis center has been established to complement the critical care services.

Blood Centre



- The Department of Transfusion Medicine is committed to provide safe and high quality blood and blood products for catering to the blood requirements of patients. The round the clock fully functional department is fully equipped with component separation and storage. (Platelets, RBCs, Fresh frozen plasma and Cryoprecipitate) A state of the art apheresis unit is also a part of the blood center.
- Quality assurance is ascertained to ensure supply of safe blood units as per the hospital demands. We follow world class standards and acceptable procedures and use modern equipment for testing and screening of blood. Donor counselling, pre- transfusion testing, increasing active donor base, antibody screening and identification, compatibility testing and
- The blood center has successfully issued over multiple units of blood in-house over the past few months to patients scheduled for surgeries, accident victims, patients receiving treatment for leukemia's, cancers and thalassemia's. The blood center team is actively involved in mobilizing potential voluntary donor populations to cater to the blood demands of the hospital round the clock and also has been issuing units to nearby nursing homes and storage centers located in proximity when asked for. Saline washed RBCs are also prepared in house and issued when clinically indicated.
- Policies for donor selection are formulated taking into account the latest regulatory guidelines, striving to maintain the balance between safety and sufficiency of the blood supply.

Central Laboratory

- Team Central diagnostics strives to vector clinical decision making by offering round the clock, timely and reliable diagnostic services of highest quality.
- Central diagnostics is organized into three sub tracks- Clinical biochemistry, pathology and microbiology which by themselves diversify into divisions like clinical pathology, haematology, histopathology, bacteriology, virology, serology, immunology and molecular biology.
- Central diagnostics caters to each of these subdivisions by providing leading edge technology and futuristic diagnostic services.
- We also embrace a culture of centralization and consolidation of specialized laboratory services which will provide evaluation and diagnosis in timely and efficient fashion. In addition to providing quality diagnostic services, the faculty members contribute significantly to ongoing academic activities in the institute and conduct outstanding research which form an essential part of CDSIMER research base.

Radiology and Diagnostic Services



- The Department of Radiology and Diagnostics focuses on identifying a wide range of medical issues. The most common situations are identifying broken bones, diagnosing heart conditions, identifying the location of blood clots, diagnosing gastrointestinal conditions and many more.
- The purpose behind diagnostic imaging at the Department of Radiology and Diagnostics is to use non-invasive or minimally invasive techniques to identify and treat medical conditions. Currently, we are equipped with radio diagnostic equipment like X-Ray machines and ultrasonography and CT scan. We will shortly be adding to the biomedical infrastructure with MRI scanners.

Other Services

- ❖ **General Medicine**
- ❖ **General Surgery**
- ❖ **Obstetrics and Gynaecology**
- ❖ **Paediatrics**
- ❖ **Orthopaedics**
- ❖ **Anaesthesiology**
- ❖ **Nephrology & Dialysis**
- ❖ **Respiratory Medicine**
- ❖ **Transfusion Medicine**
- ❖ **Dermatology**
- ❖ **Psychiatry**
- ❖ **ENT**
- ❖ **Ophthalmology**
- ❖ **Endoscopy Services**

It's the Patients Responsibility to

- Provide accurate information about their health, including past illnesses or health problems, Hospitalizations, allergies and the current or past use of medication.
- Read all medical forms including consents thoroughly and ask to have the information explained to them prior to signing if they do not understand.
- Follow the treatment plan recommended by their health care provider.
- Observe facility policies and procedures, including those regarding smoking, noise and Visitors.
- To respect hospital personnel and property.
- To abide by Hospital rules and regulations
- Accept that patient requiring emergency care is high priority for your doctor.

Patient Rights

- The organization protects and promotes patient and family rights and informs them about their responsibilities during care.
- Patient and family rights support individual beliefs, values and involve the patient and family in decision-making processes.
- The patient and/or family members are educated to make informed decisions and are involved in the care planning and delivery process
- Informed consent is obtained from the patient or family about their care.
- Patient and families have a right to information and education about their healthcare needs.
- Patients and families have a right to information on expected costs
- The organization has a mechanism to capture patient's feedback and to redress complaints.

Contact

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