Mission Statement:
To meet with the objective of providing minimum health care standards of a primary health centre, good governance, information, transparency, public accountability and redressal of public grievance.

Access to services
This Hospital provides medical care to all bonafide patients that include employees, their eligible dependants, students, and Project staff without any discrimination of gender/cast/religion/status within its scope of services. Emergency services are available 24 x 7. The management of this hospital is responsible for ensuring the delivery of services.

The non-dependent patients are eligible for Emergency medical treatment inside the hospital with a charge of Rs150.00 as per the Institute Medical Rule.

Standards of Services
This hospital endeavour provides quality minimum assured services set by Indian Public Health Standards (IPHS).

Your Rights in the Hospital
1. Right to access to all the services provided by the Hospital.
2. Right to Information - including information relating to your treatment.
4. Right for privacy and confidentiality.
5. Right to religious and cultural freedom.
6. Right for Safe and Secure Treatment.

7. Right for grievance redressal.

**General Information**

No. of Beds: 17
No. and specialization of Doctors: 09
No. of Nurses: 11
No. of Ambulances: 2

**Services Available**

<table>
<thead>
<tr>
<th>Services</th>
<th>OPD</th>
<th>Indoor Treatment</th>
<th>24 hrs Emergency</th>
<th>Pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laboratory</td>
<td></td>
<td>Dentistry</td>
<td>24 Hrs Ambulance</td>
<td>AYUSH</td>
</tr>
<tr>
<td>MCH Services</td>
<td>ECG</td>
<td>Minor Operation</td>
<td>Family Planning</td>
<td></td>
</tr>
<tr>
<td>Immunization</td>
<td>Physiotherapy</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Enquiries and Information**

Enquiry counter is located at Hospital Registration cum Help Desk

Timings for Help Desk counter are 8 AM to 8 PM

Phone no. for telephonic enquiry (24 x7 hours service) 2099 (Registration cum help desk).

Directional signage has been put up at strategic points in the hospital.

**Emergency Services**

(1) Emergency Services are available round the clock.

(2) Referral Services to higher medical centre in case of facilities for treatment are not available in our hospital.

(3) Round the clock ambulance services.

(4) In serious cases, treatment/management gets priority over paper work like registration and medico legal requirements. The decision rests with the treating doctor.
OPD Services
OPD services are available as follows:
Monday to Saturday: 8 AM to 1 PM and 2 PM to 8 PM
Sunday & other holidays: 9 AM to 1 PM
No OPDs on National Holidays
(26th January, 15th August and 2nd October)
Various outpatient services available in the Hospital are as given below:

Department
General Medicine
General Surgery
Obstetrics & Gynaecology
Paediatrics
Eye
Dentistry
Psychiatry
Physiotherapy
AYUSH Services
Homeopathy
Ayurveda

Diagnostic Services
Timings: 8.30 AM to 1.00 PM
Lists of tests

(a) Please refer to the Medical Section Website of the Institute for detailed list of diagnostic tests. You can find the details under the Link “Facilities”

(Please click: http://www.iitg.ernet.in/medical/BriefIntroduction.html)

(b) ECG

Complaints & Grievances
Every complaint will be duly acknowledged.
Suggestions/Complaint boxes are also provided at Registration Counter in the hospital.
You can address your complaints to
Name: Mr. Gunamani Das.
Designation: Assistant Registrar, Medical Section
Tele (O): 2582104
Meeting Hours: During office hours on all working days.
Your responsibilities

1. Please do not cause inconvenience to other patients.
2. Please help us in keeping the hospital and its surroundings neat and clean.
3. The Hospital is a “No Smoking Zone” and smoking is a Punishable Offence.
4. Please refrain from demanding undue favours from the staff and officials as it encourages corruption.
5. Please provide useful feedback and constructive suggestions. These may be addressed to the HOS Medical Section through Superintendent of the Medical Section.

<table>
<thead>
<tr>
<th>Postal Address</th>
<th>IIT Guwahati Hospital, IIT Guwahati, Guwahati PIN: 781039 ASSAM INDIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>0361-2582100/2097/2099</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:medsec@iitg.ernet.in">medsec@iitg.ernet.in</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.iitg.ernet.in/medical/">http://www.iitg.ernet.in/medical/</a></td>
</tr>
</tbody>
</table>