

**DR. BABA SAHEB AMBEDKAR HOSPITAL
(GOVT. OF NCT OF DELHI)
SECTOR VI, ROHINI, DELHI—85**

F. No.16(20)/2019/Misc correspondence/BSAH/Part File.1

Dated:

ADVISORY

In order to make hospital services more user friendly, to further improve patient satisfaction level & to reduce their grievances,

- All are requested to be polite, courteous, helpful & sympathetic to the patients/attendants, senior citizen & differently abled.
- Each department must have its own Grievance Redressal mechanism.
The Escalation Matrix must ensure 24*7 redressal, have mobile/room numbers of contact person and displayed at a conspicuous location in each department.
This will ensure prompt redressal of patient grievances.
- Adequate maintenance of stock of medicines & consumables along with buffer stock for indoor/casualty & in OTs in order to avoid stock outs and further to avoid unpleasant situation at odd hours.
- Frequent announcement on public address system about free of cost services and no payment/tips to be given to the staff should be done. The same needs to be displayed particularly at prominent locations in and around Labour room, Ward 11 & 12.
- Frequent rotation of all categories of outsourced staff i.e. N.O./HKS/Security should be done in the sensitive areas.
- Hospital Managers/Supervisors to take more frequent rounds.

Dr Ashok Jaiswal

Add. Medical Superintendent (I)

F. No.16(20)/2019/Misc correspondence//BSAH

Dated:

2/1/2020

119 — 126

Copy to:-

1. PS to MD for information
2. AMS(A)/ AMS(I)/AMS(OPD)/AMS(M)/DMS(M)/DMS(A)
3. MS(A&E)/MS(Surg & Allied)
4. All HOD's
5. DNS/ ANS & All Senior Nursing Officers
6. Hospital Managers
7. Notice Board Display
8. Asstt. programmer to upload on hospital website & Guard File

Dr Ashok Jaiswal

Add. Medical Superintendent(I)

Jaiswal
02/01/2020