
INTRODUCTION

Welcome to PSG Hospitals

The Hospital was dedicated to the public by the esteemed PSG & Son's Charities Trust in September 1989. The Institution has been a landmark in the city since then. PSG Hospitals is one of the largest Multi Speciality Hospitals in Tamil Nadu. The Hospital is presently **900 bedded** and caters not only to the population of Coimbatore but also to several other districts of Tamil Nadu and other states. We are committed to serve the public with our highly talented medical professionals & high-end facilities. Here, at PSG, we believe in building a workplace with integrity, team work and professionalism to attain our Institution goals. We hope it is an excellent place for you to grow and explore your talents and potentials.

VISION

- To be a dynamic growth oriented organization where individuals synergize to meet the challenges and to achieve excellence in all spheres.
- To provide quality health care to the patients, conforming to scientific and ethical standards.
- To constantly upgrade the quality of medical education and practice.
- To be a teaching hospital of distinction, setting the highest standards in patient care, medical education, training and research.
- To provide an ideal environment for research and medical education.

MISSION

“SCIENTIFIC, ETHICAL AND QUALITY HEALTHCARE”

QUALITY POLICY

PSG Hospitals provides total health care to its patients, with the highest levels of skill, professionalism and ethical practice, leading their effective care and treatment of the patients at affordable costs. PSG Hospitals facilitates medical education and research, and is committed to continued quality improvement.

“Religion has no business to formulate social laws and insist on the difference between beings, because its aim and end is to obliterate all such fictions and monstrosities”

DEPARTMENT HEADS

ADMINISTRATION

General Manager – Administration	-	Mr. V. Jaganathan
Principal - IMSR	-	Dr. T M Subbarao
Principal-PSG College of Nursing	-	Dr. A Jayasudha
Principal-PSG College of Physiotherapy	-	Prof. R. Mahesh
Principal-PSG College of Pharmacy	-	Dr. M. Ramanathan
PSG Allied Health Sciences	-	Dr. G Jeyachandran
Director-PSG SSH	-	Dr. J S Bhuvaneshwaran
Medical Director	-	Dr. P.R. Rajkumar
Medical Superintendent	-	Dr. S. Karthikeyan
Medical Superintendent(SSH)	-	Dr. Balu Kuppusamy
Vice Principal - Accreditation	-	Dr. J. Jegadheeshwararaj
Hospital Administrator (Medical Logistics)	-	Dr. V. Ramamoorthy
Director - Research & Innovation	-	Dr. Sudha Ramalingam
Academic Officer	-	Dr. G. Sumitra
Head Quality Assurance	-	Dr. D. Vijaya
Medical Superintendent (Diagnostics)	-	Dr. Prasanna N Kumar
Manager-Administration	-	Mr. S. Ramachandran
Manager-Personnel	-	Mr. V. Kannappanayanar
Nursing Superintendent	-	Dr. M.D. Anuratha
Database Architect & Chief Information Officer	-	Mr. R.K. Selvakumar
Manager – Operations (SSH)	-	Mr. R. Vinoth Kumar
Manager- Medical Tourism	-	Mr. C.B. Chandrasekaran
Marketing Manager	-	Mr. G.K. Janakiram
Manager - Customer Relations	-	Ms. G. Parimalam
Manager - Billing	-	Ms. B. Nagalakshmi
Facilities Management Department	-	Mr. P. Subramaniam
Assistant Engineer – Electrical	-	Mr. P. Kumarasamy
Manager - Pharmacy	-	Mr. V. Ravindran
Chief Pharmacist	-	Mr. G. Vivekanandh
Chief Dietitian	-	Ms. V. Kavitha
Senior Biomedical Engineer	-	Ms. K. Malathy
Officer – Fire Safety & Medical Gas Supply	-	Mr. K. Rajagopal
Environmental Officer	-	Dr. S. Madhavakrishnan
Manager-Operations	-	Mr. R. Vinoth Kumar
Manager-Guest Relations	-	Ms. A.K.Manju Sreemathy
Manager – Security	-	Mr. C.R. Nagaraj
Physical Director	-	Mr. T. Palanisamy

PSG INSTITUTE OF MEDICAL SCIENCES AND RESEARCH

(PRE & PARA CLINICAL DEPARTMENTS)

Anatomy	-	Dr. G Amudha
Physiology	-	Dr. K Deepalakshmi
Bio chemistry	-	Dr. G Jeyachandran
Pharmacology	-	Dr. K. Bhuvaneshwari
Pathology	-	Dr. S Shanthakumari
Micro Biology	-	Dr. B. Appala Raju
Community Medicine	-	Dr. Sudha Ramalingam
Forensic Medicine	-	Dr. Meiyazhagan Karuppanan

PSG HOSPITAL

(CLINICAL DEPARTMENTS)

Medicine	-	Dr. T Saravanan
Respiratory Medicine	-	Dr. R Karthikeyan
Pulmonology	-	Dr. Senthil D
Dermatology	-	Dr. Reena Rai
Psychiatry	-	Dr. G. Raghuthaman
Pediatrics	-	Dr. A. Jayavardhana
PMR	-	Dr. V. Ramamoorthy
Surgery	-	Dr. S. Rajesh kumar
Orthopaedics	-	Dr. B. K Dinakar Rai
ENT	-	Dr. S. Palaninathan
Ophthalmology	-	Dr. K. Divya
Obstetrics & Gynaecology	-	Dr. Latha Maheswari
Radiology	-	Dr. B. Devanand
Anesthesiology	-	Dr. C. Ganesan
Dental	-	Dr. K. Abhirami
Yoga & Naturopathy	-	Dr. M. Subhashini
Emergency Medicine	-	Dr. Mani Sundar A
Critical Care Medicine	-	Dr. Karthikkeyan Rajachandran
Cardiology	-	Dr. G. Rajendiran
Cardiothoracic Surgery	-	Dr. P.R Murugesan
Paediatric Surgery	-	Dr. Pavai Arunachalam
Neuro Surgery	-	Dr. P. R Rajkumar
Plastic Surgery	-	Dr. M. Aruchamy
Neurology	-	Dr. R. Balakrishnan
Nephrology	-	Dr. G. Venu

Gastroenterology	-	Dr. L. Venkatakrishnan
Urology	-	Dr. A. Bhalaguru Iyyan
Endocrinology	-	Dr. R. Senthil Kumar
Hepatobiliary & Liver Transplant Surgery	-	Dr. Kirubakaran K R
Center for Reproductive Medicine	-	Dr. T Athilakshmi
Fetal Medicine	-	Dr. N. Lalitha
Surgical Gastroenterology	-	Dr. Balu Kuppusamy
Aesthetic Centre & Cosmetology	-	Dr. V. Radhakrishnan
Rheumatology	-	Dr. Sivakumar V

PSG INSTITUTE OF ONCOLOGY

Director	-	Dr. T Balaji
Medical Oncology	-	Dr. Baskar Rao P
Surgical Oncology	-	Dr. Shiva Kumar K
Radiation Oncology	-	Dr. Benson Benjamin
Paediatric Oncology	-	Dr. Rumesch Chandar
Nuclear Medicine	-	Dr. Meivel A

HUMAN RESOURCE POLICIES & SERVICE RULES

EMPLOYEES' RIGHTS & RESPONSIBILITIES

EMPLOYEES' RIGHTS

- Right to be paid fair wages for the days worked
- Right to be treated fair in the work place
- Right to information
- Right to report grievances
- Right to get vaccinated
- Right to have a safe working environment
- Rights as per regulating laws of the land

EMPLOYEES' RESPONSIBILITIES

To report to work on time

- To provide committed patient care
- Dress suitably for the job (wear safety precautions if required)
- To take responsibility of the work done by you
- To respond to the employer, colleagues and customers
- Ask for help, if you need it.
- Follow the employer's reasonable and lawful instructions

- Not to indulge in discrimination or harassment of colleagues or subordinates.
- Maintain confidentiality about patient's information and hospital issues.
- Not to cause injury or damage to people or property in the work place.

"Knowledge can only be got in one way, the way of experience; there is no other way to know"

DUTIES OF AN EMPLOYEE

- Every employee will have to wear their identity card visibly and report to work in the proper uniform.
- Every employee should be wholly responsible for their actions.
- Every employee should be highly aware of the patient's rights and responsibilities and is expected to follow it ardently.
- Every employee of the Institution should treat the patients, their relatives as well as their co-workers with respect and dignity regardless of their race, religion, beliefs, cultural value, age, gender or financial status.
- Every employee should be highly aware of the safety policies observed in their Departments/ Institution.
- Every employee shall work honestly, efficiently and shall discharge all the duties assigned to him/her by the authorities of the hospital with utmost diligence.
- Every employee shall be a full time employee and shall not engage himself / herself in any other work / profession or employment, either honorary or remunerative during their period of employment in the Institution.
- An employee shall not accept any gifts or monetary benefits from the patients, students or any other persons connected with the Institution.
- An employee shall not practice or canvass any colleagues or subordinate or students on issues such as caste, community, religion or political activity.
- An employee shall not apply for any appointment or any training program without the knowledge of the Management.
- An employee will intimate in writing to Human Resource department if there are any changes in the residential address within 3 days of such change during the course of their employment.
- An employee shall work in any shift as may be prescribed by the hospital authorities depending on the service requirement of the Institution.

- An employee working in shift shall not leave his / her place of work till the person on the next shift reports for duty.
- All the employees are governed by the statutory rules like Provident fund, Gratuity, etc.

CLASSIFICATION OF EMPLOYEES

The employees of PSG Hospitals are classified as follows:

- Permanent
- Probationer
- Trainee / Apprentice
- Part-time Employees
- Employees on Contract

PERMANENT: Permanent employee is one who is employed on a permanent basis and includes any person who has satisfactorily completed the prescribed period of probation and has been confirmed in writing as a permanent employee by the Management.

PROBATIONER: Probationer is one who is provisionally employed to fill up a permanent vacancy but has not completed the prescribed period of probation which is normally 12 months. However the Management may extend the period of probation of an employee for a further period after the performance appraisal made by the authorities of the hospital.

TRAINEE / APPRENTICE: Trainee / Apprentice is a learner, who is taken in for learning specific jobs with or without stipend after execution of a special agreement between the Management and the Trainee/apprentice.

PART-TIME EMPLOYEES: Part-time employee is one who is employed to work in the Institution less than the normal working hours / working days. He / she will be entitled for only such remuneration / benefits as prescribed by the Management in their appointment order.

EMPLOYEES ON CONTRACT: Employee on contract is one who is employed for work by a contractor, who has entered into an agreement with the Institution to carry out a specific job for a specific period.

ATTENDANCE RECORDING SYSTEM

All employees will be issued an ID card on the joining day containing the personal details and the assigned shift timings, to punch at the beginning and at the end of their shift.

- All employees are allowed 5 minutes grace time to punch at the beginning of their shift.
- All employees are allowed to avail one hour permission, twice a month, either at the beginning or at the end of their shift. Further permissions availed will be treated as half day Casual Leave. In case the permission is extended, it will be considered as half day Loss of Pay.
- If the out punches are earlier than the actual end of that session, it will be considered as one hour permission.
- If the employee is given one hour permission slip for going early, he/she should precisely leave before an hour and not any earlier.
- All the missing punches without prior leave will be marked as “Absent”.

“Happiness is when what you think, what you say, and what you do are in harmony”

LEAVE BENEFITS

CASUAL LEAVE

Employees are eligible for 12 days of Casual Leave per annum. Un-availed Casual Leave cannot be carried over to the next year.

EARNED LEAVE

25 days of Earned leave can be availed in a year. The employees will be permitted to accumulate the un-availed earned leave up to 30 days; the un-availed will be en-cashed during the month of January every year at the rate of December salary of the employee. Employees under the probation period will not be eligible to avail EL.

MEDICAL LEAVE

All the Permanent employees are eligible for 12 days Medical Leave per annum. Un-availed medical leave can be accumulated up to 60 days at any given time and the balance will lapse. To avail Medical leave, a Medical Certificate should be obtained only from the PSG Hospitals.

MATERNITY LEAVE

Women employees are eligible to get 182 days of maternity leave per delivery. However, the maternity leave will be allowed only on two occasions in their total service.

LEAVE FOR MISCARRIAGE

Women employees are permitted to avail 2 weeks leave for miscarriage but not exceeding 2 times in their total service.

COMPENSATORY LEAVE

If any employee who is directed to work on a holiday or extra hours, he/she will be permitted to avail compensatory leave equal to the period he/she has worked. The compensatory leave shall be availed within 60 days.

ON DUTY LEAVE

Faculty can apply for On Duty leave as indicated below

DESIGNATION	DAYS/YEAR
Professors	20
Associate professors	18
Assistant professors	12
Senior Resident and DNB holders	12
Senior Resident with Diploma	10

"We must become the change we want to see"

POLICY ON DISCIPLINE

As an employee of PSG Hospital, the employees are expected to follow the code of conduct & service rules. Any breach by an employee shall demand disciplinary action to be taken by the Disciplinary Action Committee

- Willful insubordination/disobedience or slowing down of performance whether alone or in groups of any lawful orders of a superior will not be accepted.
- Employees should not indulge in theft, fraud, dishonesty, misappropriation of any kind.
- Management will not encourage any employee to threaten, coerce, quarrel or interfere with the working of people inside the campus.
- An employee should not use any unpleasant, obscene language or gestures inside the campus.

- Inscribing, posting or distributing of any written / printed material inside the premises without proper permission from the Management will not be encouraged.
- No employee will be allowed to organize, attend or hold any meetings within the premises without prior permission from the Management
- Delivering speeches or publicizing matters to any employee within or outside the premises will not be accepted.
- Employees should not organize or participate in a stay-in-strike or stoppage of work.
- Smoking inside the campus, drunkenness and disorderly behavior inside the campus will not be permitted.
- Involving in any other activities affecting the normal working and reputation of the Institution will not be encouraged.

DISCIPLINARY ACTION COMMITTEE

The committee comprising of the following members shall look into enforcing discipline in all areas of the Institution. The committee will look into every single incident/situation or act. If necessary the committee will conduct an enquiry and recommend a suitable course of action.

Permanent Members

- Principal
- Medical Superintendent
- General Manager-Administration
- Law Officer
- Manager-Personnel
- Nursing Superintendent
- Human Resources Officer
- Manager-Security
- HOD of concerned Department

Depending on the severity of the incident/act the committee would decide on one of the following disciplinary action to be taken against the employee

- Counseling
- Fine

- Verbal warning
- Written warning
- Increment stoppage
- Demotion
- Suspension
- Dismissal

In case the concerned employee is not satisfied with the committee's decision, he/she can appeal to the Heads of the Institution to recommend a suitable course of action.

“Those who know how to think need no teachers

EMPLOYEE RELATIONS

Here at PSG Hospitals we hold the well being of our employees as one of the highest priority. We understand that carrying grievances or having conflicts at workplace creates an unhealthy environment. We want you to understand that we are here to support you and address any type of work related grievance or conflicts. All the employees are encouraged not to carry/ ignore grievances or conflicts.

Any employee can contact the Human Resources to resolve any grievance before taking it up to the committee. In case the situation needs further exploration, then the issue will be forwarded to the concerned committee. The Department of Human Resources will take all attempts to proactively resolve the situation in all fairness.

GRIEVANCE POLICY & PROCEDURE

PSG Hospitals recognizes the right of employees to seek redress of grievances relating to their employment and has established an open door policy to provide the employees a readily accessible and a prompt way to dispose their grievances (excluding disciplinary issues). All the aggrieved employees will be treated equally irrespective of their designations.

The time frame for the committee to enquire and submit the report to the Management shall not exceed 15 days from the time of the complaint. In case the

aggrieved employee is not satisfied with the committee’s decision, he/she can appeal to the Heads of the Institution.

The Management will assess the recommendations submitted by the committee, and recommend a suitable course of action. The misuse of this policy may result in disciplinary action against the person raising the grievance.

The grievance can be conveyed by the employee either by calling one of the 13 committee members or by dropping a clear and detailed description of the grievance in the drop box with their name, designation and admission number.

GRIEVANCE COMMITTEE

The Grievance committee consists of 12 teaching and non teaching members.

NAME	DEPARTMENT	DESIGNATION
Dr. Bhuvaneshwari K (98947-69934)	Professor - Pharmacology	Convener
Mr. Kannappanayanar V (98947-59929)	Manager-Personnel	Secretary
Dr. Karthikeyan S (98941-80717)	Medical Superintendent	Member
Dr.Tolstoy R (989422-84852)	Professor – Medicine	Member
Dr. Parvathi S (99525-60534)	Professor - Micro Biology	Member
Ms. Leena J (98426-14197)	Professor -College of Nursing	Member
Dr.Shankar V (94864-19779)	Vice Principal-College of Pharmacy	Member
Ms.Ashraf Y (96009-75115)	Professor -College of Physiotherapy	Member

Dr. Anuratha M D (98946-76406)	Nursing Superintendent	Member
Ms. Nagalakshmi B (98947-59903)	Manager - Billing	Member
Mr. Mani A (97901-00117)	Section Incharge – Clinical Pathology	Member
Mr. Natarajan K (98940-06102)	Security Officer	Member

“No time is better spent than that spent in the service of your fellow man”

INTERNAL COMPLAINTS COMMITTEE & Policy on Prevention of harassment of women at work place

At PSG hospitals we want our staff, trainees and students to have a work environment free of sexual harassment and matters connected therewith by anyone with whom they might come in contact as a part of the work and academic processes. PSG Hospitals takes responsibility for preventing any harassments in the workplace and for taking immediate corrective action to stop the same.

In case of complaints of harassments in the working place, the problem should be addressed to the committee and will be resolved the same day.

INTERNAL COMPLAINTS COMMITTEE MEMBERS

NAME	DEPARTMENT	DESIGNATION
Dr. Seetha Panickar	Professor – Obstetrics & Gynaecology	Presiding Officer
Mr.Kannappanayanar V	Manager -Personnel - HR Department	Secretary
Mr.Sai Shanmugam	Service Coordinator-Sathya Seva Organisation	NGO
Dr.Ramamoorthy V	Hospital Administrator - Medical Logistics	Member
Mrs. Leena J	Professor –College of Nursing	Member

Mrs. Ashraf Y	Professor – Basic Medical Subjects	Member
Mrs. Nagashree R	Professor – Physiology	Member
Dr. Shankar V	Vice Principal – College of Pharmacy	Member
Mrs. Umaa K	Professor – Pharmaceutical Chemistry	Member
Mrs.Pushpam S	Quality Control	Member

“Discipline is the bridge between goals and accomplishments”

CONFLICT HANDLING COMMITTEE

An employee, who witnesses any kind of conflict in the Nursing stations / Wards / Reception/patient care area or anywhere inside the hospital premises, will be required to report it immediately by dialing **#64** and announce CODE VIOLET with location. Dialing **#128** will enable the message to reach the members of Conflict Handling committee.

CONFLICT HANDLING COMMITTEE MEMBERS

NAME	DESIGNATION
Dr.T M SubbaRao	Principal
Mr.Jaganathan .V	General Manager - Administration
Dr Karthikeyan S	Medical Superintendent
Mrs. G.Parimalam	Manager-Customer Relations
Mr. Kannappanayanar V	Manager-Personnel
Mr. Nagaraj C R	Manager-Security
Nursing Supervisor on duty	

NO SMOKING POLICY

Smoking is prohibited in all the areas inside the premises, and it is the responsibility of every employee to follow the policy and to enforce it among patients, students and

public for the well being of all. The policy is followed to keep the hospital “**A Smoke Free – Zone**”.

PERFORMANCE APPRAISAL

A system of Performance Appraisal was introduced in PSG Hospitals with an objective to assess and review the performance of all the employees and identify the gap in performance. The system is one of the deciding factors for an employee's **Confirmation, Promotion & Increment and to assess their Training needs**. The system has been designed in such a way that it benefits the Hospital as well as the Individual. The process of Performance Appraisal is done yearly once. The Appraisal form has

- Self Appraisal
- HOD Appraisal
- An assessment by MD/Principal/General Manager - Admin.

RESPONSIBILITY OF EMPLOYEE TO GIVE NOTICE

Any employee desirous of leaving their service at PSG Hospitals shall give either 1 month's notice or pay compensation in lieu of notice to the Institution. All such resignations shall become effective on acceptance by the Institution. However, the Management may at its discretion, accept any resignation to take immediate effect from the date of submission of resignation or other date as desired by the Management. Loss of Pay if availed after submitting the resignation will result in extension of the notice period.

RETIREMENT / SUPERANNUATION

An employee shall retire on attaining the age of 58 years as per the statutory norms. However, if the Management wants to utilize the services of an employee, an appointment on contract will be made for such period and the remuneration will be decided by the Management on a case to case basis.

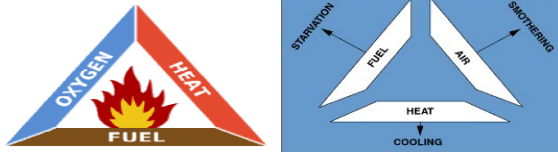
"The future depends on what we do in the present"

FIRE & SAFETY





PSG IMSR & H has a dedicated Fire and Safety Department which aims at keeping the premises a safe place for all the employees, students and visitors. The department

regularly inspects and addresses all safety issues and also involves itself in continuously training the employees to be prepared in case of unexpected fire or any other catastrophic events.

FIRE TRIANGLE



Fire Extinguisher Chart

Extinguisher		Type of Fire				
Colour	Type	Solids (wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats
	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No
	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes
	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No
	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes

“Dreams are the touchstones of our character”

PROCEDURE TO OPERATE THE EXTINGUISHER	FIRE EMERGENCY RESPONSE
<p>P PULL THE PIN</p>	<p>R RESCUE</p>
<p>A AIM LOW AT THE BASE OF FLAMES</p>	<p>A ALARM</p>
<p>S SQUEEZE THE HANDLE</p>	<p>C CONFINE</p>
<p>S SWEEP SIDE TO SIDE</p>	<p>E EXTINGUISH</p>

EMERGENCY CODES

CODE RED	<p>FIRE DIAL “64” and announce CODE RED with Location</p>
CODE BLUE	<p>MEDICAL EMERGENCY DIAL “64” and announce CODE BLUE with Location</p>
CODE PINK	<p>INFANT ABDUCTION DIAL “64” and announce CODE PINK with Location</p>
CODE YELLOW	<p>DISASTER MANAGEMENT DIAL “64” and announce CODE YELLOW with Location</p>
CODE VIOLET	<p>CONFLICT HANDLING DIAL “64” and announce CODE VIOLET with Location</p>
CODE WHITE	<p>PSYCHIATRY PATIENT VIOLENT DIAL “64” and announce CODE WHITE with Location</p>

“Purity, patience, and perseverance are the three essentials to success and, above all, love.”

INFECTION CONTROL

The aim of the Hospital Infection Control Program is dissemination of information, surveillance activities, investigation, prevention and control of nosocomial infections in the hospital.

HAND WASHING TECHNIQUE

Six stage handwashing technique



1. Palm to palm



2. Backs of hands



3. Interdigital spaces



4. Fingertips



5. Thumbs and wrists



6. Nails

PERSONAL PROTECTION EQUIPMENT

The following Personal Protection Equipment should be worn depending on the requirement of the situation



HEPATITIS.B.

A three dose intramuscular vaccination is given free of cost to all employees on first Saturday of every month.

Dose one





Dose two – After one month

Dose three – After six months from the first dose

“Your work is to discover your world and then with all your heart give yourself to it”

DISPOSAL OF BIOMEDICAL WASTES

PSG IMSR & H strictly adheres to the following bio-medical wastes segregation

TYPE OF WASTE	COLOUR	WASTE CATEGORY	DISPOSAL
HUMAN ANATOMICAL WASTE		bandages, body fluids, soiled linen, Human anatomical wastes, pop cast & other materials, contaminated with blood, cap & mask	Direct incineration/ Deep Burial
SHARP WASTE		waste sharps (needles, glass syringes, scalpels blades glass etc, that may cause puncture & cuts) Puncture proof container.	Disinfect & shred / Mutilate
SOLID WASTE		IV sets, catheters, tubing, gloves, canulas, microbiology & biotechnology waste.	Disinfect & shred / Mutilate
CYTOTOXIC WASTE		expired medicine, chemicals used as disinfectants, insecticides, chemicals used in biological, Incineration ash & cytotoxic drugs	Secured Landfills

“Being brilliant is no great feat if you respect nothing”

PATIENT'S RIGHTS & RESPONSIBILITIES

- The patient's rights & responsibilities are well protected in the Institution.
- The policies are well documented.
- Pamphlets are made available in English and Tamil for all patients who come to the hospital.
- It is made available at the reception counter and also in front of all **Out Patients Departments**

PATIENT'S RIGHTS

RESPECT

- Every patient has the right to be treated respectfully by all members of this Institution
- Every patient shall be treated with dignity regardless of their race, religion, beliefs, cultural values, sex, age or financial status.

RIGHT TO PRIVACY

- Whenever a patient is examined, they are entitled for complete confidentiality.
- Every patient has the right to discuss about his/her health status with the doctors or nurse, in private, & expect that it shall not be passed on to anybody else.
- Female patients may be examined by a male doctor only in the presence of a female escort.

PARTICIPATION IN DECISION MAKING IN HEALTH CARE

- Every patient has the right to know the name and specialty of the doctor or any other person responsible for the health care.
- Every patient has the right to know their treatment options and participate in decisions about his/her healthcare.
- Every patient has the right to give consent for their treatment, make informed decisions and also to refuse the recommended treatment if they choose so.
- On signing a **“Discharge against medical advice”** form, they have the right to obtain discharge from the hospital despite the doctor's advice, knowing that the hospital shall not be responsible for any harm that it may cause them.

RECEIVE INFORMATION

- All patients' have the right to receive and seek information regarding their health status, investigations required, proposed care and its results, its complications, risks involved in the process of treatment, in the language that they can understand.
- Required assistance shall be provided to aid them & to receive the correct information.

CONFIDENTIALITY

- Every patient has the right to expect that all their health care information be protected and maintained confidential.
- All their medical records shall be confidential, unless they have given permission to release the information or when it is required by law.
- The patient has the access to their health records.

ACCESS TO EMERGENCY SERVICE

- Every patient has the right to life saving treatment in an emergency without discrimination on account of their economic status.

INFORMATION ON PAYMENT

- Every patient has the right to be informed of services and related charges available in the hospital, to receive an itemized bill, and to a detailed billing explanation.

GRIEVANCES

- Every patient has the right to inform the Management if something is felt as inadequate or wrong in the process of delivering health care by doctors, nurses, or anybody else in this hospital.
- Every patient shall put it forward in the patient feedback form that will be given to them during their discharge.
- If they wish to lodge any issue during their stay in the hospital (before discharge) they may contact the Manager-Customer Relation, who will advice them suitably.

SAFETY

- Every patient has the right to a safe environment in the hospital, which includes measures to prevent infection, safe medical equipment, and security and care to promote a safe and violent free environment.

PARTICIPATION IN RESEARCH

- Every patient has the right to consent or refuse to participate in proposed research studies or clinical trials affecting care and treatment and to have those studies fully explained prior to approval. Any refusal to participate will not compromise patient treatment in the hospital.

PATIENT RESPONSIBILITIES

- Understand your role as a patient and the knowledge and skills you need to decide on your care. If there is anything that you do not understand, please ask for an explanation.
- Follow the treatment plan established by your physician strictly during admission and after discharge.
- Be honest with us; please tell us clearly about your present illness, your past illness and any other matter related to your health. This will help us to arrive at diagnosis and treat you better.
- Respect the rights of other patients, doctors, nurses and other staff of the hospital.
- Abide by the hospital rules and regulations.
- Restrict your use of cell phones, especially when it disturbs the work of the personnel involved in your care, and also the other patients.
- Ensure that your visitors are considerate to other patients, and do not behave in a manner that will disturb them.
- Observe the “NO SMOKING” policy of the hospital within the premises.
- Do not keep any valuables in your possession.
- Pay your bills as and when informed by the hospital staff.

“You must be the change you wish to see in the world”

**PSG INSTITUTIONS
SINCE – 1924**

PSG Sarva Jana Higher Secondary School	-	1924
PSG Industrial Institute	-	1926
PSG Polytechnic College	-	1939
PSG Primary School, Vedapatti	-	1941
PSG Primary School, Peelamedu	-	1943
PSG College of Arts & Science	-	1947
PSG College of Technology	-	1951
PSG Rural Health Centre, Vedapatti	-	1961
PSG & Sons Charities Metallurgy & Foundry Division	-	1974
PSG Rural Health Centre, Neelambur	-	1985
PSG Institute of Medical Sciences and Research	-	1985
PSG Industrial Training Centre	-	1986
PSG Hospitals	-	1989
PSG Urban Health Centre	-	1993
PSG Institute of Management	-	1994
PSG College of Nursing	-	1994
PSG Science and Technology, Entrepreneurial Park	-	1998
PSG College of Physiotherapy	-	1999
PSG College of Pharmacy	-	2001
PSG Children School	-	2002
PSG Offshore Health care Management	-	2002
PSG Hospital Karadivavi	-	2004
PSG High School, Vedapatti	-	2005
PSG Institute of Advanced Studies	-	2006
PSG Public Schools	-	2008
PSG Institute of Technology & Applied Research	-	2014

IN CASE OF EMERGENCY

DEPARTMENT	EXTEN. NUMBER	MOBILE NUMBER (CUG NUMBER)	
Emergency Medicine	5100/5101	Dr. Mani Sundar	1565
Security	5901	Mr. Nagaraj C R	1712
		Mr.Natarajan K	1102
Fire & Safety	5957	Mr.Rajagopal K	1399
Environmental	5984	Dr.Madhavakrishnan S	1211
Customer Relation	5670	Mrs.Parimalam G	1272