

PARADIP PORT TRUST CITIZEN/CLIENTS'S CHARTER MEDICAL DEPARTMENT

| Sl. No. | Name of the Section/Wing | Basic Function | Service Standard | Process | Supporting Documents | Charges/ Fees | Responsible person | Overall Incharge | | |
|---------|------------------------------------|-----------------------------------|--|--|---|---|---|--|------------------------------|-----------------------|
| | Medical Department | Providing Medical Services | Attending to critical outdoor patients by Doctor of Port Trust | Within 5 minutes | | OPD Slips/ Medical Books | Sr. Dy.CMO/ Dy. CMO (According to the discipline) | Chief Medical Officer Paradip Port Trust. Tel. No.06722-222101 Fax. No.06722-222300 | | |
| | | | Average time taken to examine non-critical outdoor patients by doctor of Port Trust | 10 minutes | | OPD Slips/ Medical Books | | | | |
| | | | Average time to attend critical indoor patients by doctor of Port Trust | Within 5 minutes | Criticality Of the case | Indoor Tickets | | | | |
| | | | Average time to attend non-critical indoor patients by doctor of Port Trust | Within 10 minutes | | Indoor Tickets | | | | |
| | | | Radiological Investigation | | | | | | | |
| | | | X-ray | 1hr for report after Radiography. | Routine (Except emergency) | | | | Dr. B .B Das, Sr. Dy. CMO | |
| | | | Ultrasonography | 1hr. 30min. for report after sonography. | | Requisition (free for Employees of PPT) Payment for non-employees as in annexure -I | | | | |
| | | | Pathological Investigation | 4hrs (3 days for culture) | | | | | | In charge Pathology |
| | | | Biochemical Investigation | 4hrs after collection of blood | | | | | | In Charge OPD |
| | | | Cardio logical Investigation (ECG) (Electro Cardiography) | 15 minutes | First come first serve basis (Except emergency) | | | | | |
| | | | Average time to dispense medicines to an employee of PPT as per the prescription of the Doctors of Port Trust. | 5 minutes | | | Medical prescription slip | | | Store Medical Officer |
| | | | Registration of non employee patients for availing treatment in the PPT, Hospital. | 15 minutes | | | I.D. Card issue by Govt. | | | In charge OPD |
| | | | Referral of Employees/ Retired Employees/ Non employees. | | | | | | | |
| | | | Outdoor after receipt in reception | 1hr. | Criticality of the case/ non availability of medical service. | | | | | MO I/C Casualty |
| | | | Indoor after receipt in reception | 10 minutes | | Referral slip | | | | |
| | Ambulance service to PPT employees | | 15 minutes subject to availability | | | | | | | |

As per Annexure- I (for non employee)