

## CITIZEN'S CHARTER

### **INSTITUTE OF PSYCHIATRY AND HUMAN BEHAVIOUR, BAMBOLIM-GOA.**

#### **Preamble:**

In order to ensure transparency, extend accountability and carry out the services effectively and courteously, Citizen's Charter for the Institute of Psychiatry and Human Behaviour, has been prepared.

The charter seeks to provide a frame work which enables our users to know:

1. Kind of services offered at I.P.H.B.
2. The quality of Services they are entitled.

The means through which complaints regarding denial or poor quality service will be redressed.

#### **General information**

At present bed strength of the Hospital is 190. The IPHB primarily seeks to provide preventive, curative and rehabilitative mental health services.

Currently IPHB has 05 male and 04 female wards for patients. In addition there are separate wards for patients coming from the prisons.

#### **Out - Patient Department**

- a) OPDs are conducted on working days except Sundays and Public Holidays. However, 24 hours emergency services are provided on all days.
- b) Routine O.P.D. and registration timings are from 9.00 a.m. to 1.00 p.m., O.P.D Registration for new cases from 9.00 a.m. to 11.00 a. m.
- c) Every patient seeking treatment at IPHB is registered and issued a card, indicating his/her name and registration number. Registration fee for Indian is Rs. 100/- whereas for foreign native is Rs. 250/-. For medico legal cases (e.g. prisoners brought by the police, patients referred with Magistrate Order and patients brought from Apna Ghar) is Nil.
- d) Select medicines are provided free of cost to patients attending the OPD.

#### **Indoor treatment**

- a) All patients needing hospitalization are admitted as per provisions of relevant act in force.
- b) All medicines are provided free of cost to in-patients.
- c) Free diet is provided to all the patients admitted in the hospital.
- d) Visitors are allowed only at notified visiting hours i.e. 9.00 a.m. to 1.00 p.m. and 2.30 p.m. to 5.00 p.m. No male visitors are allowed to see female patients after 8.00 p.m. unless permitted by the doctor in charge.

\*FEES ARE CHARGED WHERE APPLICABLE AS NOTIFIED BY THE GOVERNMENT FROM TIME TO TIME.

#### **Occupational Therapy and Rehabilitation Services**

1. For indoor patients there is an Occupational Therapy (O.T.) Unit and rehabilitation Services are provided.
2. There are separate male and female Occupational Therapy Units at IPHB working from 10.30 a.m. to 12.30 p.m. and then from 2.30 p.m. to 4.30 p.m.
3. In the male unit the activities provided for the patient are :- Prayer, Exercise, Indoor Games (Carrom, Snake and Ladder, Chess), Seashell and Coconut Shell activities, Wood Carving, Glass Painting, Canning of Chairs, Candle making, Paper Flowers, Gardening, Printing Press activities, etc.
4. The Female O.T. has following activities:- Prayer, Exercises, Indoor Games (Carrom, Snake and Ladder, Chess), Flowers making from beads, Stockings, paper, soap and other material, Stitching, Crotchet Work, Hand Embroidery, Canning of Chairs, etc.
5. The patients are paid by way of Token Economy for the work done in the O.T. Unit.

#### **Specialized Services**

Specialized services are offered by doctors from Goa Medical College and Hospital, as and when necessary through Liaison services. Institute of Psychiatry

& Human Behaviour (IPHB) extends Liaison services to the patients from Goa Medical College as and when required.

### **Specialized Clinics**

Child and Adolescent clinic is conducted on every Monday and Thursday from 2.30 p.m. to 5.00 p.m. at IPHB.

De-addiction Clinic is conducted at IPHB on every Wednesday from 2.30 p.m. to 5.00p.m.

Memory Clinic every day from 9.00 a.m. to 1.00 p.m. is conducted at IPHB.

### **Extension Clinics:**

Extension Clinics at the following places are attended by the IPHB doctors:

1.	Old Age home, Chimbél	1 <sup>st</sup> Tuesday & 4 <sup>th</sup> Tuesday	2.30 p.m. - 5.00 p.m.
2.	Urban Health Centre, St. Cruz	2 <sup>nd</sup> Tuesday & 4 <sup>th</sup> Tuesday	2.30 p.m. - 5.00 p.m.
3.	Modern Central Jail , Colvale	4 <sup>th</sup> Friday	2.30 p.m. - 5.00 p.m.
4.	Primary Health Centre, Mandur	3 <sup>rd</sup> Tuesday	2.30 p.m. - 5.00 p.m.
5.	Apna Ghar, Mercedes, Goa.	Every Tuesday	2.30 p.m. - 5.00 p.m.

### **Laboratory Services:**

1. Laboratory facilities are available from 9.00 to 1.00 p.m. and 2.30 p.m. to 5.00 p.m. from Monday to Friday and 9.00 a.m. to 1.00 p.m. on Saturday.
2. Pathology and Biochemical investigations are conducted at the IPHB Laboratory.

### **Casualty and Emergency Services**

1. Emergency Services are attended round the clock on all days
2. Doctors on duty are available round the clock.
3. Patients are referred to specialist doctors of Goa Medical College, Goa Dental College as and when required.

### **Vehicles**

IPHB ambulance is used to shift patients to Goa Medical College, Goa Dental College and TB Chest Hospital, St. Inez.

### **Miscellaneous Facilities:**

1. Adequate drinking water and toilet facilities are available.
2. Canteen functions near the OPD building.

### **Guidelines to apply for certificate**

An application addressed to the Medical Superintendent, IPHB stating name of the patients registered, hospital number and the purpose of such certificate has to be mentioned by the patient/guardian. The purpose of certificates can be multiple such as tax benefits, financial assistance, I.Q. certificates for admission in special school, seeking fitness certificates, Medical Report of patients etc.

### **Facilities in Clinical Psychology**

1. Psychological Assessment
2. Psycho-therapy psychological counseling, psychodynamic psychotherapy, cognitive behavior therapy, couple – family therapy, group therapy and play therapy.
3. Clinical Psychological tests

Intelligence tests : Vineland Social Maturity Scale, Seguin Form Board Test, Binet Kamat Test of Intelligence, Raven's coloured Standard Progressive Matrices Test, Bhatia's Battery of Performance Test of Intelligence, various Wechsler Adult Intelligence Scale, non language test of verbal intelligence, group test of intelligence social intelligence scale etc. Test also include assessing Learning Disability using NIMHANS Index for specific learning disabilities.

Personality Test

1. Children Apperception Test (CAT).

2. Raven's Controlled Projective Test (RCPT)
3. Thematic Apperception Test (TAT).
4. Sacks Sentence Completion test (SSCT).
5. Rorschach Ink Blot Test (RIBT)
7. Holtzman Ink Blot
- 8.16 Personality Factors Test (16 PF).
9. Multi-phasic Questionnaire (MPQ)
10. Eysenck's Personality Inventory (EPI)
11. Personality Diagnosis Questionnaire (PDQ)

Memory test: Wechsler Memory Scale, Boston Memory Scale, P.G.I Memory Scale etc.

Neuropsychological test : Bender Visual Motor Gestalt Test, Benton Visual Retention Test, Nahor Benson Test, Luria's Neuro Psychological investigations and P.G.I. - B.B.D, Dementia rating scale, Hanfmann Kasann concept formation test, colour blindness test used to assess organizing and cognitive deficit.

Apart from all this, various rating scales are using the service to assess the nature and severity of the symptoms to facilitate psychological intervention.

#### **Facilities of Psychiatric Social Worker**

1. Taking of case study of OPD and indoor patients.
2. To contact the relatives of the patients.
3. To contact the friends, neighbors, Health Centres, Panchayat and area police if no relatives.
4. To contact the NGOs and shelter homes for rehabilitation of the patients.
5. Locating residential addresses of the outstation patients through State Police to send the patients to their respective homes.
6. Visits to the patients house whenever required.
7. Making awareness about Government Schemes to the needy patients.
8. Placement in rehabilitation centers for homeless patients and to those who do not have any relatives to look after.
9. Verifying residential address through local police.
- 10 Taking round in the wards and visiting the referred cases /patients.
- 11 To contact embassies whenever required in case of foreign national patients.

#### **Pharmacy Facilities:**

1. Pharmacy Facilities are available for public at OPD level and the hospital for indoor patients from 9.00 a.m. to 1.00 p.m. and 2.30 p.m. to 5.00 p.m. from Monday to Friday and 9.30 a.m. to 1.30 p.m. on Saturday except on the Public holidays Notified by the Government.
2. Medicines identified for OPD use are provided free of cost at OPD level for registered Patients.
3. OPD Patients of Extension Clinics (Old age home, Chimbhel, Urban Health Centre, St. Cruz, Modern Central Jail, Colvale, Primary Health Centre, Mandur and Apna Ghar, Merces, Goa) are also catered by IPHB Pharmacy by providing medicines free of cost.
4. Free medicines are provided to all admitted patients.

#### **Academic facilities**

IPHB has one Professor, two Associate Professors, two Assistant Professors and three Lecturers, seven Senior Residents and twelve Junior Residents. IPHB offers Post Graduate training in Psychiatry. The intake is 6 seats in MD in Psychiatry and 2 seats in Diploma in Psychological Medicine approved by Medical Council of India.

IPHB imparts bed side clinics and lectures to undergraduate MBBS students of Goa Medical College. Lectures are also imparted to Post Basic Bsc in Nursing students of Institute of Nursing Education, Vrundavan Institute of Nursing Education, Colvale and students of Bachelor of Occupational Therapy.

IPHB also undertakes training in Clinical Psychology to M.A. (Psychology) students of St. Xavier's College, Mapusa.

### **Lecture Hall**

The Lecture Hall of IPHB is equipped with audio Visual aids & LCD Projector utilized for conducting lectures, workshops, Seminars and discussions by Faculty for Under Graduate / Post Graduate Students in Psychiatry and students from other allied health sciences posted at IPHB.

### **Library Section**

Institute of Library has 1177 medical books in General Psychiatry, Child Psychiatry, Geriatric Psychiatry, Psychological, Biochemistry etc. and 2295 Journals in Psychiatry. 5 Journals are being subscribed; of which 1 is National and 4 are International.

Library is provided with internet facilities which help the Post Graduate Students for Research and Presentations.

IPHB Library caters services to all the Faculty members, Teaching – Non Teaching Staff, Clinical Psychologists, Senior Residents, Junior Residents, Interns posted in Psychiatry, Pathologist, Biochemist, Social Worker, Nursing staff etc.

Besides, newspapers are made available.

### **Kitchen Facilities**

- 24X7 kitchen service is available for the admitted patients.
- Free diet is provided for all the admitted patients.
- Seven day cyclic, nutritionally adequate menu with three main meals and two small meals pattern is followed for the admitted patients.
- Therapeutic or modified diets are served to the patients (on doctors prescribed diet orders) who need adaptation or modification of certain nutrients in their diets due to illness or injury.
- Hospital Dietician is available for the admitted as well as OPD patients from 9 a.m. to 5 p.m. from Monday to Friday and on Saturday from 9 a.m. to 1 p.m.

### **Standard of Services**

IPHB is a tertiary care Psychiatric Hospital and provides quality psychiatric services to all patients who come to IPHB.

### **Complaints and Grievances**

If there are any grievances they may contact Public Grievances Officer Dr. Shilpa Waikar, Medical Superintendent of this Institute. Every grievance will be acknowledged and looked into within shortest possible time of its receipt. Complaint box is kept in OPD for the purpose.

### **Users responsibilities:**

The user of facilities/services provided by IPHB is requested to follow as below:

- a. Please try to appreciate the constraints under which this Institute is functioning; on an average 200 patients attend OPD/Casualty daily.
- b. Please do not cause any inconvenience to other patients.
- c. Please help us in keeping the Institute and its surroundings neat and clean.
- d. Please use the facilities of this Institute with care.
- e. Please refrain from demanding undue favors from the staff and officials.
- f. Please provide useful feedback and constructive suggestions, which may be addressed to the Director/Dean, Institute of Psychiatry and Human Behaviour, Bambolim - Goa.

**‘THE HOSPITAL IS NON SMOKING ZONE’**

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