

GOVERNMENT OF GOA

CITIZENS' CHARTER

FOR

**GOA DENTAL COLLEGE & HOSPITAL
BAMBOLIM – GOA**

The Goa Dental College & Hospital is a Professional College established by the Government in June, 1980. It's aim is to generate technical and professional manpower in Dentistry in the State and to provide Dental Care delivery system to the public at large. This Institution has a Hospital Section comprising of 9 departments in various specialties, which provides the students clinical exposures & experience in imparting Dental Care to the patients.

- I) **DEPARTMENT OF ORAL MEDICINE & RADIOLOGY:-** Deals with the diagnosis and treatment of Oral Mucosal diseases which may be of local origin or Oral Manifestation of systemic diseases. It also provides services in the field of Forensic Odontology. The Radiological Section provides facilities for a wide variety of Radiographic Investigation for the Dento- Maxillo-Facial area..
- II) **DEPARTMENT OF PEDODONTICS:-** This Department deals with the Dental health problem of children and adolescents and imparts a varied range of treatments like filling, extraction, scaling and minor oral surgical procedures in children.
- III) **DEPARTMENT OF ORTHODONTICS:-** This Department imparts specialized treatment for improperly positioned teeth, jaws and the face as a whole with respect to its esthetics and function.
- IV) **DEPARTMENT OF PERIODONTICS:-** The Department in addition to routine Scaling and Polishing carries out specialized treatment like Flap Surgeries, Gingival Grafting, Bone Grafts, Gingivectomies Frenum relocation, etc.
- V) **DEPT. OF ORAL & MAXILLOFACIAL SURGERY:-** It carries out routine extraction and other specialized surgical procedures for disease of Jaws and other parts of the mouth. Oral and Maxillofacial Surgery facilities are extended to the Casualty Department of Goa Medical College. Special Orthognathic procedures are also being carried out.
- VI) **DEPARTMENT OF CONSERVATIVE DENTISTRY:-** Conservative Dentistry and Endodontics deals with all types of filling root canal treatments and preservation of teeth.
- VII) **DEPARTMENT OF PROSTHODONTICS:-** Prosthodontics deals in the restoration of natural teeth or the replacement of missing teeth with artificial substitutes or both. It carries out fixed Prosthodontics, Removable Prosthesis, Maxillofacial Prosthesis and Implant Prosthesis.
- VIII) **DEPARTMENT OF COMMUNITY DENTISTRY:-** Under community dental health our staff goes to various rural areas in Goa to hold dental health education survey camps.

IX) DEPARTMENT OF ORAL PATHOLOGY: - The Pathologic basis of disease is also the rationale for the management of disease. To this end, the department provides routine clinical Pathology and Histopathology (Biopsy) services for patients referred from other departments.

Every out patient seeking treatment at the hospital is registered and issued a case paper at Rs.10/-. This Institution is providing specialised treatment to the patients in the above departments at the following timings 9.00 a.m. to 12.30 p.m. and 1.30 p.m. to 4.30 p.m. (Except Sundays and Holidays) and on Saturdays from 9.00 a.m. to 1.00 p.m. In addition to above treatment the dental casualty and emergency services are available 24 hours all days at the Casualty Center of Goa Medical College.

Consultant and Residents are available for 24 hours on all days. Duty Doctor is available in Major specialties during Hospital hours. Duty Doctor is available on call in Oral & Maxillofacial Surgery. In other specialties, they will be available on call. The decision to call a specialist is that of the treating doctor. Failure to respond to a call is regularly monitored by the H.O.D. of the concerned discipline. Emergency cases are attended to promptly. In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirement and the decision to do so rests with the treating doctor of the Institute. Facility of an Emergency Operation Theatre are available for use by this Institute in the Goa Medical College on a regular basis.

The charges for treatment have been classified into two categories and the rates are as follows:-

Category I – Persons whose total income is not more than Rs.50, 000/- per year.

Category II – Persons whose total income is above Rs.50, 000/- per year and all Foreign Nationals.

	Category I O.P.D&Indoor	Category II O.P.D&Indoor
(A) Treatment charges in the Department of Oral Medicine & Dento-Maxillofacial Surgery, Periodontics, Conservative Dentistry&Endodontics Paediatric Dentistry, Orthodontics & Dentofacial Orthopaedics, Prosthodontics including Crown & Bridge & Implant Dentistry; Oral Pathology, Community Dentistry at Goa Dental College & Hospital, Bambolim.	free	Rs.20/- to Rs.80/- as per the list circulated separately
(B) Restoration of Teeth (Filling)	Free }	Actual cost of material + 15%
(C) Root Canal Treatment (RCT)	Free }	

(C) Prosthodontics Treatment (Partial, Full Denture, Crown & Bridge)	Free }	Actual cost of...)
	}	Material + 15%)
(D) Orthodontics Treatment (Removable & Fixed Appliance)	Free })
	})

Note:- In case of doubt/clarification regarding above investigation the respective Head of Department or the treating Senior Consultant will decide.

Government of Goa

FORM OF DECLARATION

(Please see Note 2 below Rule 1)

O.P.D./Indoor

“A” NON PAYING PATIENTS

Patient’s Date:

Name : Age: Sex: Hosp.No.:

Occupation :- Monthly Income:

Address in full:

I hereby declare that the above patient falls in Category I under Rule 1()

.....
Signature or left hand thumb
Impression of patient or person
Accompanying the patient.

Date:-.....

Note : If the Medical Officer on duty or the Administrative Medical Officer thinks that the Income stated by the patient or his/her friend/relative is not correct he/she may be asked to produce a certificate from competent authority giving details of income.

“B” for Category II, and paying patients only and those admitted in Private Rooms.

For Payment of
Hospital Fees

O.P.D./Indoor

Name.....

Person Responsible

Age.....Sex.....Occupation.....

Relation to patient.....

Address in full.....

.....

Advance deposited Rs.....

Receipt No.....

Date.....

.....

Signature of Clerk on duty

.....
Signature or left hand thumb

Impression of patient or person
responsible for payment.

APPENDIX-IV

Schedule of a treatment charges in the Department of Oral Medicine and Dento-Maxillofacial Diagnostic Imaging, Oral & Maxillofacial Surgery, Periodontics, Conservative Dentistry & Endodontics; Paediatric Dentistry, Orthodontics and Dento Facial Orthopaedics, Prosthodontics including Crown & Bridge & Implant Dentistry Oral Pathology, Community Dentistry at Goa Dental College & Hospital, Bambolim.

	Cat.I OPD& <u>Indoor</u>	Cat.II OPD& <u>Indoor</u>
01. Sialoirrigation per sitting	Free	Rs. 20
02. Infra red therapy	-do-	20
03. Inter maxillary elastics for restriction of tempo mandibular joint.	-do-	20
04. Intra Oral Periapical Radiograph	-do-	20

	Cat.I OPD& <u>Indoor</u>	Cat.II OPD& <u>Indoor</u>
05. Intra Oral bite wing Radiograph	-do-	20
06. Intra Oral occusal Radiograph	-do-	40
07. Unilateral lateral oblique Radiograph of jaw	-do-	50
08. Bilateral lateral oblique Radiograph of jaw	-do-	50
09. Temporo mandibular joint single radiography	-do-	50
10. Orthopantomography (OPG)	-do-	80
11. Skull Radiography (PA view, PNS lateral ceph)	-do-	80
12. Radiovisiography with thermal print	-do-	40
13. Radiovisiography without thermal print out	-do-	30
14. Sialography	-do-	80
15. Single Extraction per tooth under local Anesthesia	-do-	20
16. Surgical Extraction per tooth under local Anesthesia	-do-	25
17. Extraction under General Anesthesia	-do-	40
18. Oral Prophylaxis	-do-	20
19. Periodontal surgical treatment per segment	-do-	60

Note: In case of doubt/clarification regarding investigation the respective Head of Department or the treating senior consultant will decide.

LABORATORY:-

Facilities for investigations like Hb, TC, DC, BT, CT and Histopathology are available in Oral Pathology, Microbiology Department of this institute. For other investigations patients are advised to seek the facilities of private laboratories.

Routine Investigations:

Week days 9.00 a.m. – 12.00 / 1.30 – 4.00 p.m.

Saturdays 9.00 a.m. – 12.30 Sundays and Holidays closed.

Collection Timings :

Week days 9.00 a.m. to 11.00 a.m.

Saturdays 9.00 a.m. to 10.30 a.m.

Sundays and Holidays closed.

Reports are made available within the shortest possible time which will be specified.

Blood Bank.

A Licensed Blood Bank is available in the Goa Medical College and Hospital Complex. It caters to the requirements of our patients who are admitted in the Goa Medical College & Hospital wards.

EQUIPMENT AND FACILITIES AVAILABLE :-

This hospital has the following services available. The hospital has its own Electrical & Mechanical workshop units for ensuring proper maintenance and working of its various equipments..

If any major/essential equipment is out of order, information regarding the same is displayed.

Indications of alternate arrangements are given wherever possible. The likely date of recommissioning of the equipment will also be displayed.

MISCELLANEOUS FACILITIES :-

Wheel Chairs and Stretchers are available on request at the Registration Counter near the Main Entrance of the Hospital for the facility of patients who are not in a position to walk.

Lifts are available for access to higher floors. There is a standby generator to cater to emergency services in case of breakdown of electricity.

Public Telephone Booths with STD & CSD facilities are available immediately opposite the Hospital.

Adequate drinking water and toilet facilities are available.

Canteen functions during working hours.

Two Pharmacies are located in the Goa Medical College & Hospital premises which are open 24 hours on all days.

This hospital does not have any Dharmasala for attendants.

If any patient – visiting the hospital has got any genuine complaints/grievance a written representation may be addressed to Dr.Ida de Noronha de Ataide, Professor and Head who is designated as a Public Grievance Officer whose name and location in designation in the hospital is displayed at the Registration Counter will attend to the complaint/grievance.

This Hospital has the following category of Doctors supported by Para Dental Staff for rendering Dental treatment.

- | | |
|------------------------------|---------|
| (1) Professor including Dean | - 8 Nos |
| (2) Assistant Professors | - 8 Nos |
| (3) Lecturers | - 7 Nos |
| (4) Sr.Resident | - - |
| (5) Jr.Residents | - 2 Nos |

Enquiry counters exist in the Registration Counter during OPD hours. General Reception can be accessed during working hours at Phone Nos:-

- 091 832 – 2459812
- 2459813
- 2459814
- 2459815

Fax – 2459816

Email : deangdch@goa.nic.in.