

# VALLABHBHAI PATEL CHEST INSTITUTE

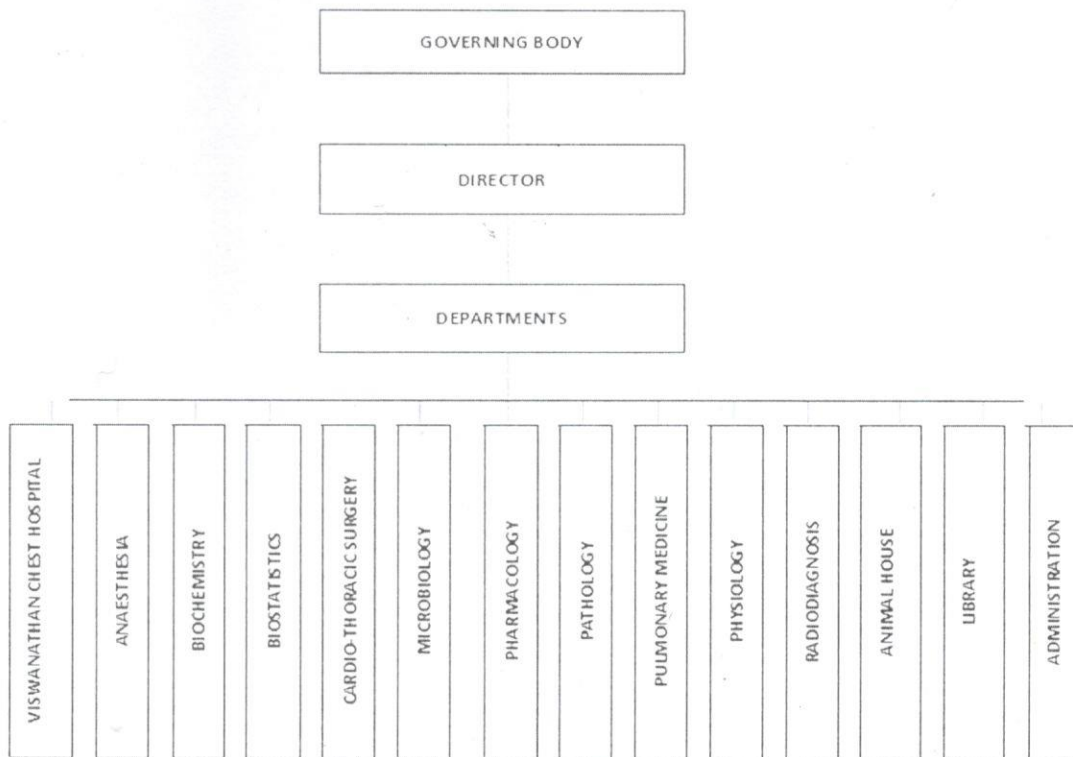
UNIVERSITY OF DELHI, DELHI-110007

## I. Organizational Set-up:

Vallabhbhai Patel Chest Institute (VPCI) is a unique postgraduate medical and research Institution devoted to the study of chest diseases and allied sciences and is funded by the Ministry of Health & Family Welfare, Govt. of India. It is a Delhi University maintained institution under Ordinance XX(2) and is administered by a Governing Body constituted by the Executive Council, University of Delhi. The Institute is engaged in postgraduate medical education, research and patient care in chest medicine and allied disciplines.

The terms and conditions of services of teaching and non-teaching staff are governed by the University of Delhi. The Recruitment Rules for teaching are in accordance with the National Medical Commission's (formerly, MCI) norms as adopted by the University of Delhi and the same are applicable to the Institute. The non-teaching staff is recruited in accordance with the Recruitment Rules of the University.

### ORGANIZATIONAL STRUCTURE



## II. Brief History:

The Institute has been established in the year 1949 as a national Institute for teaching and research in chest and allied diseases. The first Deputy Prime Minister, Sardar Vallabhbhai Patel, popularly known as 'the Iron Man of India', laid the foundation stone of the Institute on 6th April 1949 which was formally opened later on by Raj Kumari Amrit Kaur, the then Union Minister of Health on 12th January 1953. Dr. Rajendra Prasad, the then President of India inaugurated the Clinical Research Centre attached to the Institute in 1957 with six basic departments.

## III. Objectives:

The main objectives of VPCI have been –

- i. To conduct research on basic and clinical aspects of chest medicine,
- ii. To train post graduates in Pulmonary Medicine and allied subjects,
- iii. To develop new diagnostic technology & disseminate it to other institutions in the country and
- iv. To provide specialised clinical and investigative services to patients.

## IV. Teaching:

The Institute conducts postgraduate medical courses, namely, DM in Pulmonary Medicine and MD and PhD in Biochemistry, Microbiology, Pharmacology, Physiology and Pulmonary Medicine. All medical courses run by the Institute are subject to the control of the Academic Council of the University and are duly approved by the National Medical Council (formerly MCI). The Institute also conducts MSc in Respiratory Therapy and various short-term pre & para-medical courses from time to time. Additionally, post-graduate students from other colleges/universities undergo short-term training in various departments of the Institute every year. Apart from MD/DM/PhD thesis to pursue research, many extramural agencies fund research projects of the Institute are WHO, ICMR, DST, DBT, INSA, CSIR, UGC, DRDO, CCRUM, AFACT, AYUSH / CCRAS etc.

The Institute is also home to several nationally significant centres viz. National Centre of Respiratory Allergy, Asthma and Immunology (NCRAAI), National Reference Laboratory for Antimicrobial Resistance in Fungal Pathogens under National Action Plan of Antimicrobial Resistance (NAP-AMR), and Centre of Excellence under the National Programme on Climate Change & Human Health (NPCHH).

## V. The hospital wing:

### *i) Viswanathan Chest Hospital:*

The hospital wing, namely, Viswanathan Chest Hospital (VCH) caters to patients with chest diseases, including emergencies. It houses the consultation chambers, wards, respiratory intensive care unit, emergency ward and most of the diagnostic laboratories. The National Accreditation Board for Hospitals & Healthcare Providers (NABH) awarded NABH-EL accreditation to the Institute in May 2023. The hospital is equipped with

E-Hospital Phase-I (patient registration and billing) registration system.

- The hospital has a total of 128 beds
- Signs and display panels have been placed at different key points.
- Detailed information about VPCI, its hospital (VCH) and research wings can be found on the website [www://vpci.org.in](http://vpci.org.in).

<b>Out Patient Registration Timings</b>	<b>8:30 AM to 11:00 AM : Monday to Friday</b>
<b>Emergency Services</b>	<b>24 hours: All days</b>

<b>Contact Telephone Numbers</b>		
<b>Registration Counter</b>	<b>Monday to Friday 8:00 AM to 5:00 PM</b>	<b>011-27402442</b>
<b>Emergency</b>	<b>All days 8:00 AM to 5:00 PM</b>	<b>011-27402443 / 8</b>
<b>Ward-A</b>	<b>All days 24 hours</b>	<b>011-27402448</b>
<b>Ward-B</b>	<b>All days 24 hours</b>	<b>011-27402436</b>

**ii) ORS: One Reservation System (OPD)**

- OPD Registration is available online (only for referral patients).
- For appointments, log on to <https://ors.gov.in/orsportal> or <http://vpci.org.in> and under the Hospital Wing, select the Online Registration System (ORS).
- For patients who have already registered ONLINE, they can directly proceed to Counter No. 5 for further registration process.

<b>Steps for Online Registration (Only Referral Patients)</b>		
<b>STEP-1</b>	<b>:</b>	<b>Go to URL <a href="http://vpci.org.in">http://vpci.org.in</a> and under the Hospital Wing, select Online Registration System (ORS)</b>
<b>STEP-2</b>	<b>:</b>	<b>Verify yourself by using Aadhar Number or Mobile Number</b>
<b>STEP-3</b>	<b>:</b>	<b>Select date of appointment</b>
<b>STEP-4</b>	<b>:</b>	<b>Get ONLINE Confirmation / Appointment Number on Mobile Phone by SMS</b>
<b>STEP-5</b>	<b>:</b>	<b>Bring ONLINE Appointment slip / SMS to OPD Counter No. 5 for further registration process</b>

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### **iii) Out-Patient Schedule:**

Hospital Timings: OPD registration for new and follow-up patients: 8:30 AM to 11:00 AM.

<b>Name of Consultant</b>	<b>OPD DAYS</b>
Dr. Raj Kumar	Monday, Wednesday, Friday
Dr. Balakrishnan Menon	Tuesday, Thursday, Friday
Dr. Nitin Goel	Monday, Tuesday, Wednesday, Thursday
Dr. Sonam Spalgais	Monday, Wednesday, Friday
Dr. Parul Mrigpuri	Tuesday, Thursday, Friday
Dr. Siddharth Raj Yadav	Monday, Tuesday, Wednesday, Thursday
Dr. Vidushi Rathi	Monday, Wednesday, Friday

### **iv) General Information**

- Parking is accessible at Gate no. 4, and visitors are advised to utilize the paid parking facilities. Vehicles parked on the roads may be subject to towing, it is advisable to use the designated paid parking areas.
- In the hospital premises, facilities such as a canteen, drinking water stations, restrooms, and washrooms are provided to cater to the needs of patients.
- Ramps are available in the hospital to facilitate the access of specially-abled (Divyang) patients using wheelchairs and walkers.
- A waiting area is situated at Gate no. 3 for attendants.

### **v) Hospital Charges**

Patients at Viswanathan Chest Hospital (VCH) are required to pay nominal charges for various clinical services. Cashless services for medical insurance or government employee health scheme cards are not available. Patients are advised to keep the cash memos for potential reimbursement from their employers or insurance providers. For endorsement and verification of these receipts, patients should contact the respective consultants. Eligible patients can take advantage of health insurance schemes such as PMJAY and BPL for their benefits.

### **vi) New patients**

For new patients, consultation at the hospital requires a referral from a physician. Patients are advised to bring all records including investigation reports available with them and report to the Reception Counter. Patient shall come to the Registration Counter with Referral Slip & his/her file will be made. The file shall be sent to one of the consultants and the patient will be asked to wait outside the particular consultant's room. The patients are requested to wait in the designated waiting areas outside the consultation rooms for their turn.

OPD card costing Rs 10 shall be issued at the main registration counter. On subsequent visits, the OPD stamping is done for Rs. 10/-. Patients should deposit money only at the designated hospital cash counters and obtain proper receipt.

**vii) Follow-up patients**

Patients with existing registrations should report at the VCH reception counter, presenting their OPD cards for follow-up visits, and then proceed to the waiting areas outside the consultation chambers. The consultants will receive the case files for further evaluation.

We endeavour to offer prompt medical care, encompassing investigations and treatment. Nevertheless, due to the high workload in the casualty department, patients with non-urgent issues may experience some waiting time. Consultations are conducted on a first-come, first-served basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.

**viii) Emergency:**

Timings	Emergency services for chest diseases are available round-the-clock
Location	Emergency Ward is situated on the ground floor of the VCH Block. The Entry is through Gate No. 4.

Respiratory emergency services are available 24-hour-a-day, throughout the year. Anyone with urgent medical problem can seek consultation/treatment in the Emergency. If Physicians decide that you need immediate medical intervention, you will be registered at the casualty registration counter and proper medical care will be provided promptly. Facilities like wheel chairs & patient trolleys are available at the entrance of Emergency.

**ix) Indoor patient facility**

The treating physician will decide on patient admission. The patient will be admitted only if the bed is available. However, in emergency situations, admission may occur even out of turn.

A team of resident doctors and nurses, supervised and guided by faculty members of VPCI, provides continuous round-the-clock treatment to all in-patients.

All the ICUs are equipped with modern gadgets & equipment eg. Ventilators, monitors, defibrillators, nebulizers, central Oxygen & suction supply etc to provide good quality medical care.

Inpatient services have portable X-ray machines, ECG services, generator back-up, emergency lights, internal telephones, chairs for attendants etc.

Inpatients are given diet as per the requirements given by the doctors.

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Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 1998) and utmost care is taken to maintain the premises neat and clean.

Every patient is provided with one attendant pass. Visitors are allowed only during notified visiting hours i.e. 11:00 AM to 12:00 Noon and 4:00 PM to 5:00 PM.

All investigations are charged as per rate decided by the appropriate authorities from time to time.

Bed linen is changed at the time of admission, thereafter on every alternate day and also whenever required.

Rooms in Private Wards are made available on recommendation by the treating doctors, provided vacant room is available.

**x) RICU & HDU:**

The Respiratory Intensive Care Unit is situated on the first floor of the VCH. It has eight beds, including two in the High Dependency Unit (HDU) and provides state-of-art intensive care for chest diseases and associated complications. It is equipped with six mechanical ventilators and units for non-invasive ventilation. The ICU is manned by residents and trained nurses and is supervised by consultants. Patients requiring urgent ICU care are admitted to ICUs at the discretion of treating doctors.

**xi) Organization of VCH:**

The administration of the hospital is headed by Prof. (Dr.) Raj Kumar. The patient care is provided by the following consultants:

1. Dr. Raj Kumar
2. Dr. Balakrishnan Menon
3. Dr. Nitin Goel
4. Dr. Sonam Spalgais
5. Dr. Parul Mrigpuri
6. Dr. Siddharth Raj Yadav
7. Dr. Vidushi Rathi

**xii) Clinical Facilities:**

1. Respiratory Medicine
2. Respiratory Allergy and Applied Immunology
3. Cardio-respiratory Physiology
4. Radiodiagnosis and Imaging
5. Clinical Laboratories of Biochemistry and Microbiology

**xiii) Facilities available at VCH:**

1. Outpatient Department (OPD)
2. Inpatient Department with 128 beds (IPD)
3. 24-hour Respiratory Emergency
4. 8-Bedded Respiratory Intensive Care Unit (RICU) with facility of 6 ventilators
5. Pulmonary Function Testing Laboratory
6. Sleep Laboratory
7. ECG
8. Allergy and Applied Immunology Laboratory
9. Clinical Haematology and Pathology Laboratory
10. Clinical Biochemistry Laboratory
11. Radiology Unit
12. 64-Slice MDCT Scan Centre
13. Microbiology Laboratory
14. National Centre of Respiratory Allergy, Asthma and Immunology
15. Tobacco Cessation Clinic (TCC)
16. National Yoga Therapy Centre
17. Cardio-pulmonary Rehabilitation Clinic
18. Picture Archiving and Communication Systems (PACS)
19. Medical Records Section

**xiv) Specialized Investigations available at VPCI**

1. Pulmonary Function Tests
2. Arterial Blood Gases
3. Electrocardiogram
4. Polysomnograms (Sleep Lab)
5. Fiberoptic Bronchoscopy
6. Respiratory Allergy Skin Tests
7. Clinical Immunology
8. Computed Tomography
9. Ultrasound
10. Guided FNAC
11. BACTEC System for Tuberculosis & other bacterial pathogens
12. SARS-CoV-2 Test
13. Fungal Test
14. Biochemical investigations
15. Pathological tests

**xv) Tobacco Cessation Clinic:**

*Quit Tobacco For A Healthier Life:* The Tobacco Cessation Clinic (TCC) works on Monday and Wednesday from 2:30 PM to 4:30 PM.



**xvi) National Yoga Therapy Centre:**

The National Yoga Therapy Centre in collaboration with Morarji Desai National Institute of Yoga (MDNIY), New Delhi.

**xvii) Cardio-pulmonary Rehabilitation Clinic:**

The Cardio-pulmonary Rehabilitation Clinic runs from Monday to Friday from 9:00 AM to 1:00 PM.

**xviii) Patient Education Centre:**

Patient Education Centre (PEC) is available at Room No. 26 at VCH for helping patients regarding proper use of medical apparatus and medicines.

**xix) National Tobacco Quitline Services:**

The NTQLS, funded by the Ministry of Health & Family Welfare, runs under the aegis of Vallabhbai Patel Chest Institute, University of Delhi, a confidential, non-judgemental telephone-based counselling, information and referral service for anyone seeking help to quit tobacco for their own or another person's tobacco use.

<b>Quitline toll-free 24/7 Help Line</b>	<b>1800-11-2356</b>
<b>Timings &amp; Days of working</b>	<b>8:00 AM to 8:00 PM Tuesday to Sunday (Monday Holiday)</b>

**Process of Tobacco Quitline Services:**

- Your conversation and information will be kept confidential
- Call toll-free number on the days and timings as shown above
- Select your preferred language (Hindi or English)
- You will be registered with us and provided counselling services
- Tobacco Quit Pack will be sent to you via mail / email
- We will arrange for follow-up calls and call you back as per your convenience

<b>Steps in Call Sequence</b>		
CALL-1	:	Call made by you
CALL-2	:	Pre-quit-date-call made by counsellor 3-4 days before the planned quit date
CALL-3	:	Quit-date-call made by counselor on the planned quit date or 1-3 days after the planned quit date
CALL-4	:	Quit-date follow-up-call made by counselor 3-7 days after the planned quit



CALL-5	:	Ongoing support call made by the counselor about 1-3 weeks after the quit date follow-up call
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#### VI. Swachh Bharat Abhiyan

As responsible citizens of our nation, we pledge to refrain from littering on streets or any public areas. Our commitment involves consistently depositing waste or garbage in designated locations or bins.

#### VII. Complaints and Grievances

We ensure to provide best patient care services, but there might be instances where our services fall short of your expectations. Feel free to express any concerns by registering a complaint, as this feedback is valuable for our continuous improvement. You can submit written complaints at the Director's office to assist us in enhancing our service to you.

#### VIII. Patient feedback

The patients are encouraged to give their valuable feedback to help us improve our hospital services.

#### IX. Responsibilities of User

- The success of this charter depends on the support we receive from our users.
- Please try to appreciate the various constraints under which the hospital is functioning. On an average, 400 to 500 patients and visitors attend the OPD and Emergency daily.
- Please follow the rules and regulations of the hospital while inside the hospital premises.
- Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please don't argue with security guards; show your passes when asked for and help maintain the order and peace inside the hospital premises.
- Please utilize the facilities of this hospital with care and do not damage / spoil the hospital property.
- The Hospital is a No-Smoking Zone.
- Please refrain from demanding undue favours from the staff and officials.