



ॐ सर्वे भवन्तु सुखिनः।

सर्वे सन्तु निरामयाः।

सर्वे भद्राणि पश्यन्तु।

मा कश्चित् दुःख भाग्भवेत्॥

ॐ शान्तिः शान्तिः शान्तिः

May all sentient beings be at Peace, May no one suffer from illness,

May all see what is auspicious, May no one suffer.

Om Peace, Peace, Peace.

ESIC HOSPITAL, MANESAR

PLOT NO-41, SECTOR-03, IMT, MANESAR

DISTRICT- GURUGRAM, HARYANA-122050

ESIC Hospital, Manesar (ISO: 9001:2015 certified), is part of the Employees' State Insurance Corporation's, (Ministry of Labour, Government of India) vast network of hospitals (36 hospitals) across the country. Directly providing the best medical facilities available under one roof with a dedicated and compassionate team of doctors, nurses and paramedics. This hospital is commissioned on 28/03/2011 as a 100 beds facility. It covers (3,18,851 IPs & families of Manesar, Gurgaon, Rewari, and Dharuhera. Total 06 Dispensaries are attached with the hospital. These are Khogaon(Manesar), New Manesar, Binolla, Bawal, Dharuhera & Narnaul. In addition to it patients also come from adjoining areas like Bhiwadi, Rewari, Jhajjar and Mahendragarh.

ACCESSIBILITY :

Located at Sector-03, IMT Manesar, District, Gurugram, Haryana. Hospital is well connected by road transportation (Gurugaman Buses and auto rikshaw) with Delhi-Jaipur National Highway 8 at IMT Chowk which is just 2K.M. from the hospital. The nearest railway station is Gurgaon.

Directional signboards for various Departments and facilities are displayed at the Main entrance as well as in the Main O.P.D. Block and other strategic locations throughout the Hospital.

Registration and Admission Counters and a dedicated Enquiry Counter (MAY I HELP YOU Desk) is located at centralized location in the Hospital near the Emergency Department.

ADMINISTRATION:

The Hospital is managed by a well trained and experienced team headed by the Medical Superintendent. There is one Assistant Medical Superintendent to look after the day-to-day work of the Hospital. The Medical Superintendent is also assisted by an Assistant Nursing Superintendent, a Deputy Director (Administration) and Deputy Director (Finance). The functioning of each Specialty is being looked-after by the concerned Head of the Department.

HOSPITAL INFRASTRUCTURE:**Basement:**

Medical Stores, Non-Medical store, Telephone Exchange Maintenance Department, Fire station pumping room, Diesel Generator set, Electricity transformers section, Housekeeping office and Parking for hospital staff is located at basement.

Ground Floor:

Accident and Emergency Department, Main OPD Registration Counter, Help-Desk, Canteen, Kitchen, Emergency Plaster Room, Pharmacy store-cum-distribution counter, Laundry, C.S.S.D., Mortuary, Oxygen Manifold Room, BMW and General waste collection room, CCTV monitoring cum public address system control room, Security Cabin, Integrated Counseling and Testing Centre for HIV/AIDS, Ambulance staff retiring room and ESIC branch office is located at ground floor.

First Floor:

Department of Chest and Pulmonary, Department of Ophthalmology, Department of Otolaryngology (Ear, Nose and Throat), Department of Medicine, Department of Dentistry, Department of Surgery, Minor Operation Theatre, Dressing Room, Physiotherapy-cum-Occupational Therapy, Department Orthopedics, Department of Radiology (X-ray, USG) Department of Pathology and Laboratories Sample Collection Centre, Department of Homeopathy, Ayurveda, Yoga & Recreation Club Room.

Second Floor:

Library, Department of Gynecology & Obstetrics, Labor Room, Department of Pediatrics, Gynecology Ward, Pediatrics & Female Surgery Ward.

Third Floor:

Operation theatre complex including pre and post-operative area, Medicine ward, Male Surgery Ward, Medical Record Room, Doctors common room, SST Room.

Fourth Floor:

All administrative offices are at fourth floor which includes offices of Medical Superintendent, Assistant Medical Superintendent, Deputy Director Administration, Deputy Director Finance, Administrative staff sections and PA to MS. Conference hall is located adjoining the administrative block.

STAFFING:

S.N.	Post	Sanctioned	In-position
1	Doctors	69	52
2	Nurses	113	63
	a. D.N.S.	01	NIL

	b. A.N.S.	07	06
	c. S.N.O.	31	23
	d. Nsg. Officer	74	34
3	Paramedical staff	103	63
4	Ministerial Staff	24	15

D.N.S-Deputy Nursing Superintendent, A.N.S- Assistant Nursing Superintendent

S.N.O- Senior Nursing Officer ,

Statistics	Year (Apr 2020-Mar 21)
Admissions	7043
O.P.D.	182021
Casualty attendance	19611
Operative procedures	5085
X-rays	21418
Lab Investigations	328940
Ultrasound	3880

ECG	5433
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GENERAL INFORMATION:

Number of Beds: Sanctioned 100 (Fully Operational).

All Clinical staff members (Doctors, Nurses, Paramedical) wear white apron, uniform and name badge.

STANDARDS FOR SERVICE :

This is a general hospital exclusively meant for ESI card holders (Insured Persons and their dependents).

However, Accident and Emergency department is working 24 hours a day, 7 days a week and 365 days a year for IP, their families as well as general public.

It is our endeavor to provide prompt and courteous attention and care to all our beneficiaries.

ACCIDENT AND EMERGENCY SERVICES:

Timings:- 24 Hours x 7 (all 365 days).

Number of beds: 10 (Fully operational)

Emergency ECG, X-ray and Plaster facility is available within the Emergency block.

Casualty Medical Officer and Resident doctors are available round the clock.

Duty Doctor along with Resident is available round the clock in Major specialties viz, Medicine, Surgery, Orthopedics, Pulmonary Medicine, Anesthesia, Pediatrics, Gynecology & Obstetrics).

Specialists in various specialties are available from 9 AM to 4 PM and, thereafter, on-Call.

Emergency cases are promptly attended on high priority basis.

In all serious cases, treatment/management gets priority over paper work like registration of medico-legal formalities.

Assistance is available at the entrance of Emergency Department for patients as well as their attendants.

Helpline Number is functional round the clock.

Police officers respond promptly round the clock to help C.M.O. in medico-legal cases to maintain law and order within the campus.

OUT PATIENT DEPARTMENTS:

Registration Timings:

8 A.M. to 12:30 P.M. (Monday to Friday)

8 A.M. to 11-30 A.M.(Saturdays)

OPD of all the departments are situated at first and second floor.

Every out-patient seeking treatment at the hospital is registered on production of a referral cum treatment slip issued by respective dispensary with proper insurance number for examination, investigation and treatment by the concerned specialty.

Online appointment with specific doctor/O.P.D. can be booked through online / App.

Sufficient number of benches is provided outside every room in O.P.D. and all waiting areas of the hospital.

All disciplines in OPD have a separate nursing orderly to help the patients for sorting out investigation reports and to guide them to their respective rooms.

Name of attending doctor is displayed outside each room in O.P.D.

Name of the discipline is displayed on a large board within O.P.D.

Senior Citizens are provided registration on priority basis through a separate queue.

Immunizations is done on every Wednesday in room no 216.

Family Welfare services - like contraceptive, IUD and sterilization services are provided daily to promote small family norms. These facilities are open to all citizens.

OUT PATIENT DEPARTMENTS WITH SPECIAL CLINICS:

Department of Medicine

- Fever Clinic
- Diabetes Clinic
- Hypertension Clinic
- Geriatric Clinic

Department of Pulmonary Medicine

- TB Control Programme
- Asthma Clinic

Department of General Surgery

- Breast Cancer Clinic

Department of Obstetrics & Gynecology

- Family Planning
- Infertility Clinic

Department of Pediatrics

- Well Baby Clinic

Department of Dentistry

- Single Visit Endodontics

Department of Orthopedics

- Special Joint Clinic
- Club Foot Clinic

Department of Ophthalmology

- Cataract Clinic

Department of Ayurveda

- Obesity Clinic

Department of Homeopathy

- Immunity Booster clinic
- I.B.D. Clinic

IN DOOR TREATMENT:

Patients are admitted for Indoor treatment from OPD and Accident & Emergency department through a Centralized Admission-cum-Enquiry Counter.

Medicines and diet are provided to all indoor patients.

Attendant Pass is provided to attendants of serious patients.

Visitors are allowed only at notified hours.

(10 A.M. to 11 A.M. and 5 P.M.to 6 P.M.)

Hospital has got arrangements to get super-specialty investigations conducted from empanelled institutions.

Indoor Services (in Wards) with Support Services:

- Admission Counter
- Kitchen
- Laundry
- CSSD
- Laboratory
- Other related services
- Fire-fighting services
- Public address system
- Boiler Services
- Regular CMEs

LABORATORY:

Timings: 9 A.M. to 4 P.M. daily.

Collection time :

- 9.00A.M. to 11.30 A.M. (Monday—Friday)
- 9.00 A.M. to 11.00 A.M. (Saturdays)

Laboratory Investigations:

- Cytology
- Hematology
- Clinical Pathology

- Serology/ Microbial Test
- Bio-chemistry

A centralized collection facility for various investigations is located within the O.P.D. block in Room No. 123.

Investigations performed in emergency laboratory are as follows:

- Complete Hemogram
- Dengue Serology
- Blood Grouping
- Bilirubin
- Urea
- Serum Creatinine
- Serum Electrolyte
- Typhi dot Test
- Urinary Albumin, Sugar and Ketone
- Urine/Stool examination
- Blood Sugar
- PS for MP

Reliability and promptness of laboratory results is ensured as most of the tests are done by auto analyzers.

Reports are made available within the shortest possible time.

RADIOLOGY:

Imaging Services

- X-ray
- Ultrasound
- Color Doppler

OPD Radiology Services

- 9.00 A.M. to 4 P.M. (Monday to Friday)
- 9.00 A.M. to 1 P.M. (Saturday)

Radiology Registration

- 8.30 A.M. to 12-30 P.M. (Mon to Fri)
- 8.30 A.M. to 12.00 Noon (Saturdays)

Emergency Radiology Services are available round the clock, all days throughout the year.

YOGA CENTRE :

Space for yoga is located at the 2nd floor, providing facilities for staff and beneficiaries on all working days. Yoga instructor conducts yoga therapy on OPD basis and also at indoor department for admitted patients.

PHYSIOTHERAPY & OCCUPATIONAL THERAPY:

Is available everyday under the supervision of trained Occupational therapist and Physiotherapist for both OPD and IPD patients .

MEDICAL RECORD DEPARTMENT:

Medical Record Department provides services regarding registration, admission and discharges. It also provides services related to registration of birth and death for new born babies born in ,and deaths occurring in the hospital .

Births and deaths in the hospital are reported online to PHC authorities.

It also coordinates with local health authorities in regard to censuses related to national health programmes.

SECURITY ARRANGEMENTS:

Various security guards from private agency are stationed at crucial points within the hospital campus.

A Senior Security Officer is supervising the security arrangement of the Hospital, besides these, senior doctors take round of the hospital after duty hours.

Outsourced Services

- Housekeeping
- Repair and Maintenance
- Security
- Ambulance
- Agency for Nursing and Paramedical Staff
- Horticulture

- Bio Medical Waste Disposal.
- Canteen
- Super Specialty Tie-up with Private hospitals & Diagnostic Centres
- Fire Fighting
- Pest Control
- Maintenance of Lifts
- Centralized Air Conditioning
- Operation Theatres.
- Gas Manifold.

Additional Activities :

- Regular Health Check-Up Camps in the hospital as well in the field.
- Organizing awareness programmes in regard to various national health related days.
- Conducting regular Health Talks and presentations on various international health related days like ,Health day, Breast feeding day, Oral hygiene day etc.
- Swachhata abhiyan related activities are conducted periodically.
- Plantation drive is also conducted periodically.
- All National Days are celebrated with enthusiasm which includes various cultural activities.
- Recreational club organizes various sports and cultural activities periodically.
- Rajbhasha related activities are conducted with full participation.

MISCELLANEOUS FACILITIES :

Infected hospital waste material is disposed off through approved Agency strictly following the protocols set-up by Ministry of Environment & Climate Change, Government of India.

For monitoring of Hospital Infection a Hospital Infection Control Committee has been set up.

Training

In order to upgrade the skills of various categories of staff, periodic training programmes are undertaken.

Clinical meetings are conducted from time to time.

Periodic lectures on AIDS awareness as well as other prevalent diseases are held.

Wheel chairs and Stretchers are available at the gate of Emergency O.P.D. as well as in wards for transportation of patients.

Six Lifts are available in the Hospital Block.

Two Ambulances are available for transfer of patients seeking referral to other hospitals round the clock and to sending the samples to ESICH&MC, Faridabad, Haryana and other empanelled diagnostic centres to avoid unnecessary hustle of patients to these locations for sample collection.

There are three stand-by generators to cater to emergency services in case of failure of electric supply.

6 Cold drinking water through R.O. Systems is available at various locations.

Canteen facilities for attendants of the patients and staff are available on the ground floor of the building. Various food items are provided at reasonable cost.

Air-Conditioned mortuary is available for keeping dead bodies.

Recently an Oxygen Plant is established with the help of Maruti Suzuki Pvt. Limited under the C.S.R. initiative.

Well illuminated & air-conditioned waiting areas for patients are available at Dept. of Casualty, O.P.D., Registration Counter, etc.

COMPLAINTS AND SUGGESTIONS:

Despite our best efforts, there may be occasions when our services may not be up to your expectations. Under such circumstances, please do not hesitate to register your complaint.

Feedback forms are available at the MAY I HELP YOU Desk

The Assistant Medical Superintendent has been designated as Grievance Officer.

Boards are displayed in Emergency department and O.P.D. depicting the name, location and contact numbers of Grievance Officer.

Every written grievance will be duly acknowledged.

Written complaints are intimated by post and verbal complaints are sorted out immediately.

Your genuine complaints will be sorted out within shortest possible time.

Suggestion/complaint boxes are provided outside the Casualty Medical Officer (C.M.O.) room in Emergency department and O.P.D. Registration Counter.

These are opened weekly.

RESPONSIBILITIES OF BENEFICIARIES :

The success of this Information Bulletin depends on the support we receive from our beneficiaries

Please try to appreciate the various constraints under which this hospital is functioning.

About **800- 1000** patients attend the OPD daily and about **90-100** patients report daily to accident and emergency department.

Please do not create inconvenience for other patients and hospital staff.

Please help us in keeping the hospital neat and clean.

Please use the facility of this hospital with care.

Never transfer your ESI beneficiary card to others. It causes unnecessary burden on hospital services and drains away the resources meant for genuine beneficiaries.

Please provide useful feedback and constructive suggestions/ideas.

Feedback forms are available at the **MAY I HELP YOU Desk**

They may be addressed to the Medical Superintendent of this hospital.

This hospital is a **NO SMOKING ZONE**. Defaulters are penalized Rs.250/-.

No spitting in hospital premises. This is your own hospital please cooperate in maintaining it neat and clean.

PLEASE HELP US TO SERVE YOU BETTER

WE WISH YOU A SPEEDY RECOVERY

पुनर्वित्तं पुनर्मित्रं पुनर्भार्या पुनर्मही ।
एतत्सर्वं पुनर्लभ्यं न शरीरं पुनः पुनः ॥

Wealth, a friend, a wife, and a kingdom may be regained,
But this body when lost, may never be acquired again.

स्वस्ति मित्रावरुणा स्वस्ति पथ्ये रेवति।*
*स्वस्ति न इन्द्रश्चाग्निश्च स्वस्ति नो अदिते कृधि॥

प्राण और उदान हमारे लिए सुख प्रदान वाले हो । हम सबको स्नेह करें
किसी से द्वेष ना करें । हम सत्य मार्ग पर अडिग रहें । बल और
प्रकाश के देवता हमारा कल्याण करें । स्वास्थ्य के देवता हमें स्वस्थ
रखें ।