

SHARDA UNIVERSITY

32,34, Knowledge Park-III, Greater Noida- 201310 (U.P.)

OFFICE OF THE REGISTRAR

SU/Reg./Order/2023/010

March 1, 2023

Office Order


Dr. Ajit Kumar, Director (Public Relations) has been assigned the additional responsibility of 'Patient Welfare' in Sharda Hospital and accordingly will now hold the designation of Director (Public Relations & Patient Welfare) with immediate effect.

With regards to 'Patient Welfare', Dr. Ajit Kumar will discharge his duties under the guidance of the Chief Operating Officer (COO) and Medical Superintendent (MS) of Sharda Hospital.

Key Responsibilities towards 'Patient Welfare':

- Meet with admitted patients regularly and enquire about their grievances. Oversee the redressal of grievances received from the patients in a timely and satisfactory manner.
- Coordinate with respective departments upon receiving a complaint, also report the same to HOD under intimation to COO & MS.
- Liaise with neighboring community i.e. gram-pradhans, panchayat-workers, ashaworkers and other health-workers to mobilize the patients for cost effective treatment.
- Inform patient about their rights and responsibilities.
- To meet with the attendants of the patients admitted in ICU and to address their queries.
- Ensure the compliance of NABH guidelines and enhance the quality of services being provided taking into priority the comfort and satisfaction of patient and the attendant.
- Circulate the list of VIP patients regularly to the COO, MS & Management.
- Collect feedback in Feedback proforma from all patients and collate the feedback received into an MIS to be shared with the COO, MS & Management on a periodic basis.
- Any other task assigned by the Competent Authority from time to time.

This bears the approval of the Competent Authority.


(Vivek Kumar Gupta)
Registrar

S. P. Singh

To,

- Dr. Ajit Kumar, Director (Public Relations)
- The Medical Superintendent, Sharda Hospital
- The Chief Operating Officer, Sharda Hospital

Copy also for kind information:

- Chancellor / Pro-Chancellor/ CEO
- Vice-Chancellor
- Advisor
- All Deans
- Controller of Examinations/ Finance Officer/ Chief Proctor
- All Directors
- All Administrative Heads of the respective Departments and Schools
- Office Order file