

# **The Gujarat Cancer & Research Institute Civil Hospital Campus, Asarwa, Ahmedabad – 380 016**

## **CITIZEN CHARTER**

**Phone No. : 079-22688000**

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### **Our Mission**

The mission of the GCRI is to provide state-of-the art diagnostic and therapeutic services to the patients of all types of origin and financial background suffering from cancer. Its scope also encompasses registering the tumor burden in the population, prevention through awareness drives, solving local medical problems through research and training of medical students as well as imparting knowledge to the medical fraternity.

To fulfil the mission, GCRI

- ✓ Conducts OPD and indoor activities for diagnosis, staging, treatment and monitoring disease progress.
- ✓ Renders free or subsidized treatment to needy patients without any distinction of caste, creed or religion.
- ✓ Provides training to new generation of doctors as well as practicing fraternity.
- ✓ Offers unique experimental and research-oriented diagnosis and treatment services to test new forms of diagnosis and therapy in order to improve quality of life and expected survival of those afflicted with cancer.
- ✓ Organizes public education programmes, the diagnostic and blood donation camps, conferences and other scientific meets.
- ✓ Displays a permanent Cancer Awareness and Anti-tobacco exhibition and arranges other preventive efforts.
- ✓ Runs instruction based Hospice Centre, Home-Hospice Services and Rehabilitation Service.

### **Our Vision**

GCRI, with a multi-disciplinary close relationship between cancer care, research and education, intends to provide the greatest hope to the patients and the general population whose needs, we endeavour to cater to. It strives to see that fruits of modern science reach up to the last man. GCRI believes that the world class cancer research, state of art therapeutic efforts and intensive and extensive educational efforts regarding prevention, detection, treatment and palliation in the field of cancer will improve the quality of life of all those who suffer from it. GCRI collaboration believes that with other cancer organisations, research laboratories and pharma-research establishments will bring a better tomorrow.

### **Our Core Values**

GCRI is dedicated to:

- ✓ Scientific attitude and humane approach to diagnosis and treatment of cancer.
- ✓ Inquisitiveness, innovation and creativity in the field of research and its translation into day-

- to-day clinical applications.
- ✓ Value oriented as well as information and skill-intensive educational programmes.
  - ✓ Respect to all schools of thoughts and endeavours for free exchange of ideas with due acknowledgements of contributions by each member of GCRI.
  - ✓ Simple, effective and targeted awareness programmes for prevention as well as early detection of cancer and anti-tobacco drive directed at the medical profession and population at large.
  - ✓ Providing hope, sympathy and respect to all those who are terminally ill.

“Sometimes money, sometimes wisdom, sometimes social support or sometimes work experience is obtained. One's efforts to alleviate suffering never go un-rewarded.”

### **Facilities/Services offered:**

**G.C.R.I.** is a Regional Cancer Centre located in Ahmedabad (Gujarat state) and one of the largest cancer care centers of the country with modern cancer facilities for diagnosis and treatment. It is an amalgamation of specialties in surgical oncology, medical oncology, radiation oncology, preventive oncology, pediatric oncology, neuro-oncology, gynec-oncology, radio-diagnosis and nuclear medicine, palliative medicine, laboratory & transfusion medicine, pathology and microbiology. GCRI also provides other allied services like home hospice care, physiotherapy, stoma clinic, speech therapy, cancer health checkup, prosthesis and rehabilitation. It has a dedicated research wing which is exclusively involved in basic and clinical research, research training, teaching and interdisciplinary advanced diagnostic services for patient management. The institute has total 1200 permanent employees in categories of class I, II and III officers (nursing), class IV employees.

GCRI is equipped with the latest diagnostic and interventional equipment to achieve good quality patient care. The institute has ultra-modern 10 major operation theatres along with 4 minor operation theatres equipped with state of the art gadgets required for all the types of major and minor surgeries for cancer patients. The institute has a dedicated bone marrow transplantation unit as a part of medical oncology with experienced medical and paramedical team, clean room type environment and individual laminar bed for patients for post procedure care and management. The IVTC unit is equipped with various flexible fibre-optic video endoscopes, colposcopes, for upper GI and lower GI workup. The radio-diagnosis unit has spiral CT scan, MRI, PET scan, and Mammography machine. Radiotherapy department of GCRI is fully equipped with three 6MV Elekta linear accelerators, one Varian 6MV linear accelerator, one cobalt machine, with facilities for three dimensional conformal radiotherapy (3DCRT), intensity modulated radiotherapy (IMRT), IGRT, stereotactic radiotherapy (SRT) and stereotactic radio-surgery (SRC), one contact therapy machine, one low dose rate (LDR) brachytherapy unit, three microselectron high dose rate (HDR) brachytherapy unit, two Elekta simulator machines, and one Siemens CT simulator machine. In addition, the institute has most recent technologies in pathology laboratory for cancer diagnosis. The department of laboratory medicine is accredited by NABL (ISO-15189, 2012) that ensures total quality management in laboratory.

“E-Citizens”

“RCOS ACT” – 2013’s Information

<b>Officer’s detail</b>	<b>Name of officer</b>	<b>Name of Institute</b>	<b>Phone No.</b>	<b>Email Address</b>	<b>Fax Number</b>
Designated Authority	Dr. R. K. Vyas (I/c Director)	Gujarat Cancer & Research Institute, Ahmedabad	079-22688000 M-7227900141	<a href="mailto:gcriad1@bsnl.in">gcriad1@bsnl.in</a>	079-22685490
Grievance Redressal Officer	Dr. D.P.Rathod (R.M.O)	Gujarat Cancer & Research Institute, Ahmedabad	079-22688000 M-7227900156	<a href="mailto:gcriad1@bsnl.in">gcriad1@bsnl.in</a>	079-22685490
Designated Officer	HOD or HOU of Respective Unit	Gujarat Cancer & Research Institute, Ahmedabad	079-22688000	<a href="mailto:gcriad1@bsnl.in">gcriad1@bsnl.in</a>	079-22685490

## Main Services available at Cancer Hospital

### Main work: Cancer patient's investigation and treatment

<b>A</b>	<b>OPD Details</b>	<b>Time duration</b>
	Medical OPD	On the same day investigation and symptomatic and supportive treatment procedure started
	Surgical OPD	
	Gynec OPD	
	Radiotherapy OPD	
<b>B</b>	<b>Emergency Services</b>	
	New / Old Cancer case	
	Emergency Department	Immediately treatment start
<b>C</b>	<b>Laboratory Department</b>	<b>Time Duration of Reports</b>
	Routine blood test (9.00 a.m. to 5.00 p.m.) (S. Biochemistry)	On the same day
	Histopathology	8-10 days
	Tumor marking / IHC	8-10 days
<b>D</b>	<b>Radiology Department</b>	
	X-ray	On the same day
	Sonography / CT scan / MRI / PET CT	On the prior appointment day
<b>E</b>	<b>Operation</b>	
	After investigation / diagnosis of cancer	1 or 2 weeks (As per doctor turn and waiting list of the concerned unit)
	Biopsy	FNAC on the same day / second day in Endoscopy
<b>F</b>	<b>Medical Certificate (Room No. 17)</b>	
	OPD Days of the concerned doctor	On the same day
<b>G</b>	<b>Medi-claim Form (Room No. 17)</b>	
	After application Inward with specific fees	7-10 days
<b>H</b>	<b>Reimbursement sign (Room No. 17)</b>	
	Fill the form in specific format	7 days
<b>I</b>	<b>For Admission</b>	
	As per the advice of the doctor from the concerned OPD	Immediately (as per space in the ward)
<b>J</b>	<b>IVTC (Room No. 251)</b>	
	Fiberoptic endoscopy	As per date given by the department

		<b>Time duration</b>
<b>K</b>	<b>PET CT scan &amp; Bone scan(Room no 52)</b>	As per date given by the department (On the day when we receive FDG from Bombay radioactivity)
<b>L</b>	<b>New Case window</b>	15-30 minutes
	Cancer's report / recommendation letter from referring doctor	
<b>M</b>	<b>Old Cancer file (Room No. 17)</b>	15-30 minutes
	(Follow up)	
<b>N</b>	<b>Radiotherapy (Room No. 54)</b>	As per Appointment
	As per doctor advise	
<b>O</b>	<b>Chemotherapy Treatment (Room No. 80 Ward -7)</b>	
	As per doctor's advice	As per schedule & plan made by Medical Oncologist