Dear citizen,
You are welcome to B.K.L. Walawalkar Rural Medical College, the premier Medical Institute of Maharashtra. BKLWRMC is committed to provide quality services and medical care to each and every citizen coming to BKLWRMC. In line with our mandate, we, at BKLWRMC, strive hard to provide comprehensive, high quality tertiary care services (specialty and super-specialty services) to our users. However, there may be some deficiencies due to extreme patient load and limited resources.

This charter seeks to provide a frame work, which enables our users to know:-

- The services available in this hospital.
- The quality of services they are entitled to
- The means through which complaints regarding denial or poor quality of services will be redressed

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GENERAL INFORMATION

LOCATION

- BKLWRMC, Main Hospital is located at Kasarwadi, Sawarde, District Ratnagiri, Maharashtra.

NUMBER OF BEDS, DOCTORS, NURSES ETC.

- The hospital has a total of 470 beds + 50 additional for Emergency (incl. newly constructed Emergency & Private wards)
- There are 200 doctors (incl. Faculty members, Sr. and Jr. Residents) And 234 Nurses.

ENQUIRY AND INFORMATION ABOUT BKLWRMC

- Central Enquiry & Registration office is located just inside main entrance of hospital.
- Phone No. (O) 02355 - 264137 / 149 / 636 / 637
- Fax No. 02355-264181 / 264693
- Email Address: info@walawalkarhospital.com / info@bklwrmc.com
- Web Site: www.walawalkarhospital.com / www.bklwrmc.com

BKLWRMC Helplines

- Appointment Help Desk - 02355 264137
- Casualty - 02355 264149
- Blood bank - 02355 264693
- Ambulance Helpline – 9689777332
Help for Poor Patients:

For every poor patient, on recommendation of treating Doctor, the hospital charges may be waived off by Medical or Director and costly drugs/surgical items may be provided by the hospital. Financial assistance is also available through Chief Minister’s Relief Fund and other such funds. You may contact Medical Social Service Dept. in this regard.

EMERGENCY DEPARTMENTS:

Phone Number of Emergency:-

Casualty wing - 02355 264149 / 137(round the clock).
Location: - Ground floor, IPD Building, easily accessible from BKLW Hospital.
These services are available 24 hour a day, throughout the year.
Anyone with urgent medical problem can seek consultation/treatment in the Emergency.
If Doctors decide that you need urgent medical intervention, you will be registered at the Emergency registration counter, free of charge and proper medical care will be provided promptly.
Emergency has dedicated team of Senior Residents from major specialties (i.e. Emergency Medicine, Surgery & Pediatrics) and Junior Residents, Nurses, Paramedics and Hospital Attendants etc. to provide urgent medical services.
We endeavor to provide medical care (incl. Investigation & treatment) at the earliest possible time.
The treating doctors will call any specialist/super-specialist, who is available on call for urgent consultation as and when required.
In serious cases treatment/management gets priority over paper work like Registration/Medico- Legal requirements.
Emergency has fully equipped Operation Theatre for any urgent surgery etc.
The Emergency is fully equipped with all modern gadgets like monitors, ventilators, nebulizers, defibrillators, central O2 and suction supply etc.
All urgent investigations like Hemogram, Blood Biochemistry, Urine toxicology, Cardiac Biomarker, Blood Gas Analysis, ECG, USG, X-ray, C.T. Scan, etc. are available for casualty patients round the clock. All medicines and surgical items available in Emergency are provided free of cost.
Facilities like patient trolleys are available at the entrance of Emergency.
Public utilities like toilets, waiting area with Tea/Coffee/Snacks, fans, chairs etc. are available.
All MLC cases are registered at Police Station.
No outside vehicles are allowed inside the campus. E- Vehicle is available for transportation inside the campus.
Monthly Pass system is available to visitors within campus area for e-vehicle.
OUT PATIENT DEPARTMENT (OPD) SERVICES

Location: - OPD services are situated in OPD Complex.

<table>
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<tr>
<th>General OPD</th>
<th>Registration Time</th>
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<td></td>
<td>10.30 a.m. to 05:30 p.m.</td>
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</table>

OPD Card costing Rs. 30/- can be purchased from main counter, OPD ground floor. After this, you should get yourself registered at the counter of respective OPDs.

You have right to consult any doctor/ consultant. For seeking appointment with any consultant on his OPD days, you may contact his/her office.

Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.

Investigations: After OPD consultation, the treating doctor will fill up the requisition forms for various investigations & direct/guide you to the concerned lab /dept.

Sample collection centre for Blood, Urine, Stool etc. in CCL Building OPD Ground Floor.

Sample Collection Timings are: - 8:00 a.m. to 02:00 p.m.

The report normally reaches the concerned OPD on the same time OPD day Histopathology reports are dispatched in 5 days.

Certain investigations are done free of charge while others are charged as per the prevailing norms. Patients should Deposit the money only at the designated hospital Cash Counters and obtain the proper receipt.

Due to excess work load, waiting period exists for certain investigations like CT, USG etc. Patients are given future dates by the concerned departments. However, these may be done out of turn in urgent situations, on recommendation of the treating doctor.

Many facilities are provided at OPD level e.g. ECG, Plaster, Injection and Immunization Room, Contraception and MTP Services, Minor Surgical Intervention, Physiotherapy, Bronchoscopy, Endoscopy etc.

Medical fitness / Medical examination and other such certificates are issued after paying the requisite fees. For this purpose contact the central registration office, ground floor OPD.

The decision to admit a patient rests with the treating doctor. The patient will be admitted only if a vacant bed is available. But, in case of emergency, out of turn admission may be done.

Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD.

OPDs have waiting hall with chairs, TVs, lifts, ramp for Ortho OPD, public utilities like drinking water & toilets etc. at each floor.

To meet day-to-day needs of patients, there is canteen and grocery shop in front of the private ward block; medical stores, book shops, general store and STD booths in the subway nearby.
INDOOR SERVICES:

- Benefits of MJPJAY (Yellow, Orange Ration Card holders) & Below Poverty Line patients.
- Indoor charges are free for economically backward patients.
- General ward charges Rs 435/day inclusive of nursing charges & doctor’s fee.
- ICU charges Rs 1500/day inclusive of nursing charges & doctor’s fee.
- All in-patients receive treatment by team of Resident Doctors and Nurses, available round the clock, under the supervision and guidance of Faculty Members of BKLWRMC.
- Hospital Attendants are available in different wards to help in patient care and related activities.
- All the wards are fully equipped with modern gadgets & equipments e.g. ventilators, monitors, defibrillators, nebulizers; central O2 & suction supply etc. to provide top quality medical care.
- Indoor services have hot and cold water, toilets, portable X-ray machines; ECG services Generator back up, emergency lights, internal telephone, chairs for attendants etc.
- Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 1998) and utmost care is taken to keep the premises neat and clean.
- Visitors are allowed only during notified visiting hours i.e. 4:00 p.m. to 6:00 p.m.
- Special Investigations like USG, CT, etc. are changed as per the rates approved by BLWRMC and revised from time to time.
- Bed linen is changed at the time of admission, thereafter on every alternate day and also whenever required.
- Food is served three times a day. Also, Tea is provided in the morning.
- Short Admissions requiring stay for less than 24 hours are done for minor illness / some investigations/Interventions. At present the admission charges for this are Rs. 100/-
- Day care facility is available for certain types of operations; day care chemotherapy; blood transfusion, dialysis, endoscopies and similar interventions.
Operation Theatres:

The institute has fully equipped modern Operation Theatres, where all kinds of major and minor surgeries are performed using the latest techniques and technology.

For routine surgeries, the respective departments maintain waiting list. Patients are called and operated upon as per the waiting list. But, in case of emergencies/urgencies, the out of turn surgeries are also performed, at the discretion at the treating doctors.

The patient should get his Pre-Anesthetic check up done in PAC Room in OPD Block during afternoon before getting admitted for operation and follow the instructions given by the treating Doctors. Laboratory Services

Emergency Lab - 24 hours, throughout the year, for all emergency investigations.

Routine Lab - Sample Collection Timings: - Weeks Days - 8:30 a.m. to 2.00 p.m.

Sunday - 8:30 a.m. to 2.00p.m.

Monday-8:30 a.m. to 2.00p.m.

All type of routine and special investigations incl. Biochemical, microbiological, pathology, immunology and genetic studies are done at BKL Walawalkar Hospital.

Blood Bank:-

BKLWRMC has a licensed modern, state of the art Blood Bank that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent any borne infection. If your patient requires blood transfusions, then you are requested to arrange healthy blood donors for donating blood in order to reduce shortage of blood.

Blood Bank Processing Charges as per SBTC

<table>
<thead>
<tr>
<th>Name Of Component</th>
<th>Processing charges</th>
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<tbody>
<tr>
<td>Whole Human Blood</td>
<td>1450/-</td>
</tr>
<tr>
<td>Packed. Red. Cells</td>
<td>1450/-</td>
</tr>
<tr>
<td>Platelets</td>
<td>400/-</td>
</tr>
<tr>
<td>Fresh Frozen Plasma</td>
<td>400/-</td>
</tr>
<tr>
<td>Cryoprecipitate</td>
<td>250/-</td>
</tr>
<tr>
<td>Blood Group &amp; Cross Matching</td>
<td>120/-</td>
</tr>
</tbody>
</table>

Miscellaneous Facilities

Ambulance facility is available to transfer patients to other hospitals or meet any exigency/disaster
RESPONSIBILITIES OF USERS

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, 1000 patients attend the OPD daily & more than 50 patients visit Casualty daily.

Please follow the rules and regulations of the hospital while inside the hospital campus.

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 & help maintain the order and peace inside the hospital premises.

Please use the facilities of this hospital with care and do not damage/ spoil hospital property.

Beware of Touts & unauthorized persons. Don't indulge in any money transactions with them.

The Hospital is a No Smoking Zone.

Please refrain from demanding undue favors’ from the staff and officials.

Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.
Located at the Konkan region of Maharashtra State and spread over a 50 acres land of Dervan village which is about 15 kilometers from Chiplun Tehsil and 290 kilometers from Mumbai on Mumbai-Goa highway.

B.K.L. Walawalkar Rural Medical College attached to B.K.L. Walawalkar Hospital has started in September 2015, after duly obtaining all required approvals from MCI and MUHS. The College and the Hospital are situated in a sprawling campus and has a total area of 50 acres. The entire necessary infrastructure is composed of fully-equipped laboratories, lecture halls attached with a 500 bed Teaching Hospital as per MCI norms. Our teaching staff consists of many renowned professionals from Maharashtra and other neighboring states.

TRUST

Shri Vithalrao Joshi Charities Trust has been working for the last 36 years for social & spiritual upliftment of the poor. The Aim is to provide human beings basic needs, such as food, water, clothing, shelter, education, and medical aid for his physical survival discourse for his self-realisation. The maximum concentration is however on Dervan and surrounding villages. All these activities are carried out irrespective of caste, creed or religion of the person whom help is rendered.

The person who commits himself to his work can find God. However for such commitment to exist at work, the person should be enjoying peace of mind in his daily life. Towards achieving this, the organization endeavors to spread among all, right thoughts, right values & right behavior and guide them towards appropriate activities.

MISSION

‘To become a quality driven hospital aiming for the patient care and treatment and to make continuous improvement by involving all the staff members and society at large’.
NAME AND ADDRESS OF THE INSTITUTION:

SHRI VITHALRAO JOSHI CHARITIES TRUST'S
B.K.L.WALAWALKAR HOSPITAL, DIAGNOSTIC &
RESEARCH CENTRE &
B.K.L.WALAWALKAR RURAL MEDICAL COLLEGE
A/P- SAWARDE, TALUKA-CHIPLUN,
DISTRICT - RATNAGIRI
PIN: 415 606
Phone No. (O) 02355 - 264137 / 149 / 636 / 637
Fax No. 02355-264181 / 264693
Email Address: info@walawalkarhospital.com
info@bklwrmc.com
Web Site: www.walawalkarhospital.com
www.bklwrmc.com

IMPORTANT TELEPHONE NUMBER

Appointment Help
Desk - 02355 264137
Casualty - 02355 264149
Blood bank - 02355 264693

Walawalkar Hospital (BKLWH) is a 500 bedded multi-specialty hospital equipped with state-of-the-art equipments providing comprehensive treatment and ultimate care for patients, coming from several part of India. We strive to provide the best treatment for patients with health issues that belong to all important medical fields such as Medicine, Dermatology, ENT, OBG, Ophthalmology, Orthopedics, Pediatrics, Psychiatry, Radio Diagnosis, Surgery and TB & Chest Disease. We provide health care facilities for patients from in and around Ratnagiri and nearby districts. We strive to help the needy patients by offering them free treatment with the latest medical facilities.

The Central Laboratory at BKLWH has diagnostic services from Haematology, Biochemistry, Microbiology, Pathology using the most advanced equipments to carry out investigations, analysis, cultures to provide accurate reports for appropriate medical treatment.

We have Super Specialties such as Arthroscopy and Joint Replacement, Assisted Reproduction Centre, Diabetes Center, Neonatology, Gastroenterology and Hematology and Head and Neck Oncology, in our hospital.

We offer various health checkup tie-ups for corporate houses and individuals. Our services include 24x7 blood bank, casualty, ambulance and pharmacy.
STANDARDS OF SERVICE:
- This is a non-profit charitable institution.
- It provides medical care to all patients who come to this institute and trains the medical students and nursing students (both undergraduate and post graduates)
- Standards are influenced by patient load and availability of resources; it is aimed to give all courteous and prompt attention to our users.
- Committed to provide world-class treatment at an affordable rate.

CASUALTY AND EMERGENCY SERVICES:
- The casualty functions round the clock all days.
- Casualty direct no: 02355 264636 and FAX no is 02355 264181
- Casualty Medical officer and resident Doctors are available 24 hrs all days.
- Duty Doctors are available on call round the clock in all specialties.
- There are 50 beds in the emergency room and 20 critical care beds.
- Trauma team is available 24 hrs all days which comprises of General Surgeon, Orthopedic surgeon, Anesthetists, Physicians, Blood bank technicians, Radiologist etc.
- Emergency Cases are attended promptly. All the items required are made available during mass casualties.
- In serious cases, priority is given to treatment/ management than paper work like registration and medico-legal cases. The decision rests with the treating doctor.
- Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

AMBULANCE SERVICES
- The hospital has a fully equipped and one non-equipped ambulances.
- A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.
- Ambulance service enquiry no: 9689959694
- This facility is available 24 hours a day, on all days.

APPOINTMENT HELP DESK
- Appointments for concerned departments are centralized.
- While taking an appointment please quote your Name, concerned department, age, Phone no and MRD, if available and the preference of physician to be seen
- Working Hours – 9.00 am- 6.00 pm (all days.)
- Appointments through phone or by email is to be started soon

OUTPATIENT DEPARTMENTS:
- Timings: 10.30 AM till the last patient is seen.
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- A case file is generated electronically for recording demographic information, history, symptoms, diagnosis and treatment being provided.
- For every new patient a Unique MRD number will be generated.
- If you have been registered previously, kindly quote your Medical Record Number, while taking an appointment.
- Payments for all specialties can be made at the Main registration Counter.
INFRASTRUCTURE

The hospital is today in the midst of expansion from serving 300 beds capacity to 500 beds capacity with 14 operation theatres instead of the current 5. All the operation theatres are air-conditioned and include laparoscope, image intensifiers, different types of monitors & ventilators. These operation theatres would handle a range of surgeries including simple procedures for treatment of hernia to complicated ones like that for knee replacement, spine surgeries, and Cancer surgeries.

Intensive care units are available for patients who have undergone complicated surgeries, new-born babies etc. Haemodialysis units are also available considering the need for the same for patients in serious condition. 4 units from Baxter are used for this purpose. For ensuring water purity in dialysis treatment, various water purification techniques like RO System etc. are used. All wards in the hospital are connected to each other by computers. This enables the doctors to view any report in any ward & administer treatment accordingly. Availability of internet helps in obtaining views of doctors from abroad in the treatment of some patients. Arrangements in the hospital which provide clean fresh air and light along with cleanliness have always impressed the patients.

FACILITIES

- Central Services for In/Out patients
- Well equipped OT Theatres
- EEG / ECG
- Central Sterile Supplies Department (CSSD)
- Central Laboratory
- Blood Bank
- Component Lab
- Ultra modern Radiology Department
- Hemodialysis
- Central Laundry
- Central Kitchen / Canteen
- Pharmacy
- Central Photography Section
- Central Workshop
- Electronic Data Processing - Networking and Local Intranet
- Mortuary
- Fleet of Vehicles for transporting patients, students, trainees and staff available.
RADIOLOGY DEPARTMENT
Accident victims, Cancer patients and those suffering from paralysis can be treated at the hospital with Spiral CT Scan. To make available those facilities which are not easily available in the vicinity is the philosophy behind creating this infrastructure and has thus rendered it to be perceived as an “oasis” for the patients.

If the CT Scan photographs indicate any “tumor” in any part of the body then biopsy can be carried out. Interventional Radiology can help in removing parts of “tumor” from lungs, chest, stomach; neck etc. and the same can then be used for diagnosis. Similarly Digital X-ray with image distribution software can offer tremendously improved results for the x-ray image.

A special scheme is implemented using Ultrasonography to detect & treat any medical anomaly in a patient before it leads to complications. Accordingly, sonography is conducted for free for poor patients after getting them to the hospital in an ambulance. This has helped in timely detection and treatment for kidney-stone, problems related to uterus & some tumors etc. Doppler equipment helps in checking the blood flow and gangrene can be prevented. The hospital thus offers medical treatment aided by modern technology. Mammography helps to detect breast cancer at very early stage.

PATHOLOGY DEPARTMENT
The Pathology dept. is divided into Biochemistry, Histopathology, Cytology and Microbiology.

Similar to the deductions made from a human pulse, blood tests also reflect the health of the patient and hence the hospital has decided to strengthen this part of medical treatment.

Tests related to liver, kidney, blood-sugar are carried out using fully automated analyzers which produce instant reports. Hormones & tumor marker tests are carried out using a high-end machine called Chemimmunolescence. Earlier for such tests blood samples had to be sent to Mumbai.

Histopathology dept. helps in correct diagnosis about tumors in the body about whether they are due to Cancer and this way has saved lives of scores of patients. Correct identification of bacteria leads to correct treatment. Acknowledging this, the hospital has well equipped micro-biology dept. with Elisa Reader, Washer, and Laminar Airflow etc. Research about diseases like Dengue, Malaria and Leptospirosis is carried out using this equipment.

Not only these facilities are offered at fraction of a cost but the results of these tests are available in 2-3 hours which can help in immediate treatment of the patient and which would ultimately lead to increased possibility of success in treatment.

A well-equipped Blood Bank began operations from 27th Aug 2000 while the Blood Component Centre became operational in 2010 directly affecting the quality of medical service being offered to more serious patients.

Anemia, accidents, Blood loss during delivery of a child can lead to grave danger to the life of the patient & his/her life can be saved using some key components from blood e.g. Red Blood Cells, Platelets, Plasma, Cryopprecipitate etc. This is the first time that such a facility has been made available in a hospital in Konkan region & it has thus helped save lives of many a serious patient.
COLLECTION OF SPECIMENS

- All Days 08.00 am to 6.00 pm
- Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
- Reports are made available within the shortest possible time, which will be specified.

The hospital has a separate ward for treatment of children upto 12 years of age. Children born with challenges due to complications at the time of delivery, children born before 9 months, children born with less weight than normal, children born with congenital defects, with jaundice etc., all are treated in a well-equipped Neo-natal Intensive Care Unit (N.I.C.U.)

This section boasts of state-of-the-art equipment such as ventilator, phototherapy with LED, Syringe Pump, Central Monitoring, Warmer, Electric Weight Machines, Central Suction & Oxygen, Double Volume Exchange Transfusion etc.

WELL EQUIPPED ORTHOPEDIC DEPARTMENT

Konkan is synonymous with winding roads & “ghats” (roads with bends which are difficult to negotiate). In addition to these challenges are incidents like falling from a tree, injuries due to carrying large load on head etc. These challenges & incidents mean that the farmers in this area some time are incapacitated for life owing to some or the other accident. But the hospital has prevented this from happening thanks to the specialist doctors in its orthopedic department.

This department has a separate, well equipped operation theatre with Image Intensifier etc. and all types of joint and spine surgeries are performed.

A range of different surgeries are carried out like knee replacement, hip replacement along with special procedures like Baloon Kyphoplasty for collapsed vertebra etc. This work has been accepted widely by the patients and now patients from cities are coming to the hospital to benefit from this specialized service at fraction of a cost.

UROSURGERY

The hot and humid weather of Konkan coupled with shortage of potable water and high content of minerals in water lead to an increased incidence of kidney-stone among the population. Further these kidney-stones if not treated in time can even damage the kidneys. The hospital established the Urosurgery dept. to treat the poor population of Konkan and especially the youth on whose shoulders there is always a large responsibility. Specialist doctors & state-of-the-art treatment has led to quick recovery for patients. Patients are brought to the hospital from nearby villages & sonography is conducted for free leading to early detection of kidney stones. For appropriate treatment endourology is taken help of.

For conducting a surgery with endoscope (minimally invasive), a range of equipment such as Cystoscope, Ureteroscopy, Nephroscope, Image Intensifier etc. has been made available.

These facilities being available at nominal costs, it has saved the lives of a number of young men.
OPHTHALMOLOGY
The Ophthalmology department has its own eco-system of supporting facilities. Housed in an independent building, in addition to an OPD section it boasts of separate arrangements for conducting surgeries.

Incidents of Cataract lead to problems with vision and coupled with old age medical conditions adversely affect the life of poor people even leading to accidents in daily life. This is countered by offering Cataract-surgery with the help of phaco-unit at very low rates. During surgery period, lodging-and-boarding arrangements for the patients are done by the hospital free of cost.

Digital screen is used to assess imperfection in vision. The imperfections are corrected by using A-scan, Slit-lamp, Operating Microscope, Phaco-unit etc. Laser treatment is available for treating retina related problems caused by Diabetes, high blood pressure & improper functioning of kidneys.

PHYSIOTHERAPY
*Physiotherapy is a rehabilitation science which aims at maximizing the functional potential of an individual who has a disease dysfunction or injury. It aims to promote health and fitness in every individual’s life.
*The spacious physiotherapy department is a gateway to the path of better health and fitness.
*The department is managed by a team of highly qualified skill and experienced physiotherapists.
*State of art of rehabilitation equipment including Treadmill, cycle, ergo meter, Multistation gym, Staircase and Ramp.

COMPREHENSIVE CARDIAC CENTER:
- **Dedicated out-patients unit**: For provision of consultation/examination and patient support/information services.
- **Non-invasive investigations unit**: For undertaking electrocardiograms (ECGs), blood pressure monitoring, echocardiography, and analysis of pacemakers and other implantable devices.
- **Intensive Care units (ICUs)**: for the continuous monitoring of patients suffering from cardiac abnormalities or acute cardiac emergencies.
- **Electrocardiogram (ECG)**: An electrocardiogram (ECG) is a test that checks for problems with the electrical activity of your heart. An EKG translates the heart’s electrical activity into line tracings on paper. They are called waves.
- **Cardiac Stress Test or Treadmill Test (TMT)**: is a test used in Medicine and Cardiology to measure the Heart's ability to respond to external Stress in a controlled clinical environment.
PHARMACY

A central pharmacy is located in the hospital premises which functions 24*7.
*All Medicine & surgical instruments available & sold at MRP without taxation.
*Free tuberculosis medicines are provided by the hospital for the entire course.
*There is a documented policy and procedure SOP for 24 X 7 pharmacy services. We have a well-staffed in-patients department, outpatient department and minimal number of sub-stores (for emergency medicines).

Special Treatment for Snake-bites, Scorpion-sting and Leptospirosis

The incidence of Snake-bites & Scorpion-sting is much higher in Konkan than the cities. Most of the times, such patients lose their life when treated with some local “medicine” or by so called “sorcerer”. Based on the research carried out at the Walawalkar hospital, it has developed special treatment for these incidents.

A snake-bite affects blood-coagulation leading to kidney failure hence a treatment is developed using anti-snake venom along with blood-plasma. This cheap and effective treatment has saved lives of many a patient.

A scorpion-sting affects the functioning of heart causing danger to the life of the patient. The hospital has also developed a cure for it and saved a number of lives.

In Konkan region, the farmers growing rice do the sowing in rainy season while standing in mud in the field. These conditions coupled with rats can cause Leptospirosis even leading to death. The hospital feels privileged to have been the first to identify the bacteria causing Leptospirosis. The identification made preventive care easier, saving the lives of scores of farmers of today & tomorrow. ICMR Andaman and CMC Vellore are helping out in this research work.

METRONOMIC CHEMO THERAPY- A RAY OF HOPE

A deadly disease like Cancer can be fought with application of knowledge & persistent efforts. What is needed is the commitment of the human beings to work in this fashion. Walawalkar Hospital is dedicated to the treatment of Cancer with all its might in resources & knowledge. The incidence of Cancer is very high in the Konkan region owing to the twin evils namely addiction to tobacco and/or liquor and lack of knowledge.

The renowned Cancer specialist, Dr. Shreepad Banavali (Tata Cancer Hospital) has invented the Metronomic Chemo-Therapy and has thus offered hope to the Cancer patients.

Metronomic Chemotherapy –

With the objective of eradication of Cancer from the Konkan region, the hospital is also engaged in creating awareness about the disease in all possible ways. Hospital is been awarded by ‘Americare Award’.
BAJAJ FINSERV CATH LAB & CARDIAC THEATRE

The strength and human resources of India resides in its villages. The upliftment of this vast sea of population cannot be the responsibility of the Government alone- in fact considering its sheer size this work would be impossible for the Government alone. Well-meaning individuals would have to come together in an organized manner to perform this superhuman task. That is when the nation will be truly great. In a tiny village in Konkan such an enterprise whose motive was only the happy faces of the rural people it served and nil else in return was started over 50 years ago by a spiritual giant Shree Vithalrao Ganesh Joshi.

A region where oppression, hunger, injustice, disease, superstition, exploitation by landlords, fear of black magic pushed the people into a cycle of perennial poverty has begun to see the light of the day from continuous efforts starting with fulfilling the basic needs namely food, clothing, shelter, water to drink, employment guarantee (operational for the last 50 years even before the Government started it) is in practice to the present day.

A well-equipped rural cottage Hospital **BKL Walawalkar Hospital** was started in 1996 and dedicated to the Service of the rural poor. Today it is a Modern 500 bed comprehensive Hospital with ICU, NICU, Modular OTs, Imaging services including scanners CT, Ultrasound etc, Laboratory facilities, Radiotherapy Centre, Blood component machine and now starting ‘Cath Lab’ in our Comprehensive Cardiac Center is the first of its kind in this Konkan region of Maharashtra State and is a mile stone in advanced healthcare to poor masses in this region.

**MISSION STATEMENT:**
‘To become a quality driven hospital aiming for the patient care and treatment and to make continuous improvement by involving all the staff members and society at large’.

**MISSION OF CARDIAC SPECIALTY:**

Staffed by certified affiliated Consultants / physicians and highly skilled nurses and technicians, BKL Walawalkar Hospital’s ‘Comprehensive Cardiac Care Center’ provides the highest level of cardiac care in Konkan region of Maharashtra. From our cardiac care program, including angiography/Angioplasty, to our comprehensive cardiopulmonary rehabilitation program, our hospital is devoted to providing excellent patient care and safety through treatment,

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**Pannel of Doctors:**

- Dr. Anil Damle, MD, D.M., Cardiologist, Mumbai
- Dr. Nitin Patki, MD, D.M., Cardiologist, Pune
- Dr. Pranav Shamraj, MD, D.M., Cardiologist
- Dr. Anand Nadkarni, MS, M.Ch. (Cardiac Surgery)
- Dr. Suvarna Patil, MD, (Medicine)
- Dr. Janhavi Deshpande, MD, (Medicine)
**Comprehensive Cardiac Care Centre:**

- **Dedicated out-patients unit:** For provision of consultation/examination and patient support/information services.

- **Non-invasive investigations unit:** For undertaking electrocardiograms (ECGs), blood pressure monitoring, echocardiography, and analysis of pacemakers and other implantable devices.

- **Intensive Care units (ICUs):** for the continuous monitoring of patients suffering from cardiac abnormalities or acute cardiac emergencies.

- **Electrocardiogram (ECG):** An electrocardiogram (ECG) is a test that checks for problems with the electrical activity of your heart. An EKG translates the heart’s electrical activity into line tracings on paper. They are called waves.

- **Cardiac Stress Test or Treadmill Test (TMT):** is a test used in Medicine and Cardiology to measure the Heart’s ability to respond to external Stress in a controlled clinical environment.

- **Echo Cardiography (2D Echo):** Echocardiography routinely used in the diagnosis, management, and follow-up of patients with any suspected or known heart diseases. It is one of the most widely used diagnostic tests in cardiology. It provides helpful information like the size and shape of the heart (internal chamber size quantification), pumping capacity, and the location and extent of any tissue damage.

- **Pathology services:** Complete Blood Count / ESR, Blood Sugar (F + PP), Blood Urea Nitro./S. Creatinine/S. Uric Acid, Lipid profile, Urine Routine

- **Facilities for diagnostic imaging** and interventional radiology, Chest X-Ray, CT scanner.
CATHETER LABORATORY SERVICES:

In regard to our mission, BKL Walawalkar Hospital has started the Cath Lab setup with state-of-art ultramodern machinery PHILIPS FD-10, the first ever machine in Konkan region. The Cath Lab setup covers facilities for undertaking noninvasive and invasive cardiac investigations and treatments, including electrocardiography and echocardiography, coronary angiography and angioplasty, insertion and testing of implantable devices (including pacemakers, implantable loop recorders and implantable cardioverter defibrillators), and cardiac surgery setup is in process.

We have a fully equipped Cath Lab with electronic cardiac table, multichannel cardiac monitor & dedicated team of Cardiologists, nurses and technicians.

- **Catheter laboratory**: The purpose of cardiac catheterization is to find out if you have disease in your coronary arteries, which supply the heart muscle with blood. This test can pinpoint the size and exact location of blockage that may have built up in your coronary arteries from atherosclerosis. A cardiac catheterization will determine if angioplasty, bypass surgery, or medical treatment is needed to treat the blockage.

Associated facilities (for undertaking invasive cardiac investigations and treatments and implanting devices):

- Angioplasty
- Angiography
- Diagnostic Cardiac Catheterization
- Echocardiograms
- Stress Testing
- 2 D Echo with Color Doppler
- Percutaneous Coronary Intervention
- Pacemaker & Implantable Cardioverter Defibrillator (ICD) Therapy

- **Control Areas**: A-suite compartment with radiation protection and good visual and voice contact with the laboratory
In Comprehensive cardiac care centre, Walawalkar hospital, a well equipped advanced ‘Cardiac Theatre’ facility has been started from 9th June 2018. It has state of art facilities like...

1. ISO 5 Modular O. T. Epoxy floor, aluminum silicate ceiling to prevent fungus, Stainless Steel walls to maintain temperature and sterility.
2. Air handling unit to minimize infection.
3. Holter monitoring facility.
4. Trans esophageal Echo to diagnose ASD, VSD, PDA and closure.
5. Pacemaker.
6. All surgical equipments are German made. OT lights are of Simon’s with each dome having 16 flowers and total 48 LED lights to prevent heat generation.
7. Team of full-time cardiologist. Radio feathers, Cath lab, Technicians and cardiac nurses in campus.
RESEARCH PROJECTS BY B.K.L.W. HOSPITAL

1] MALNUTRITION ELIMINATION PROGRAMME & CHILD HEALTH (Since 2001)

With the aim of countering this problem in the vicinity of Ratnagiri & Sindhudurg Districts, children below 6 years of age & Antenatal & post natal mothers in the area are approached. Specially created teams from the Hospital/Trust imparted this group, information on Health & Healthy-Diet. **70 Anganwadis are adopted** for this purpose and these teams visit these anganwadis weekly basis.

**Target groups-**
- 0-6 age group children
- Adolescent girls
- Post natal mothers

For the target group, parameters like Hemoglobin, Height, weight, serum proteins were monitored periodically & Nutritious food (in the form of "Ladoo", prepared by the Hospital/Trust) was supplied to them on weekly basis. This project has created a positive impact on the beneficiaries.

1) Registration of Child & ANC Mothers: Children below 6 years of age, Antenatal & Lactating mothers
2) Physical Examination & Investigations: Height, Weight, Mid Arm, Head & Chest Circumference
3) Nutritious Ladoos Supply: Daily supply of packets of nutritious ladoos
5) Patho Investigations: Hb%, Serum Proteins, Urine, MT - Every 3 Monthly
6) Corrective Surgeries If Required
7) Referral services to B.K.L. Walawalkar Hospital, Free 1st Hospital Delivery & subsequent two deliveries at subsidized rates
8) Post Natal Baby Care
9) Well equipped N.I.C.U.
   - CDC – Child Development Center - 3 Weeks programme (21 days)
   - CTC – Child Treatment Center - 3 Days treatment programme

*To assess and improve nutritional status of children of 0-6 years old children
*To assess and improve health status of children of 0-6 years old children.

2] SCHOOL HEALTH CHECKUP CAMPS (DENTAL CHECK UP)

B.K.L. Walawalkar Hospital’s have been supporting initiatives like free dental check up camps in rural areas and the efforts set the stage for major improvements in oral health care among school children. All zilla parishad schools from Ratnagiri district are selected for dental check up.

Dental caries is a major public health problem among schoolchildren in rural areas. They are the main cause of tooth mortality, presentation of dental emergencies and tooth extraction in this group. The many causes of dental caries include poor dietary habits, poor oral hygiene and lack of dental care. Methods to combat this problem include dissemination of dental health messages, promotion of good personal dental care and regular dental check-ups.

The general prevalence rate of positively detected cases of any level of dental caries was 93%. (Poor 59% + Fair 34%) and only 7% found in good condition. The proper treatment and awareness done by hospital throughout the year resulted into reduced caries incidences upto 90% among screened students.
Anemia is still one of India’s major public health problems, especially among adolescent girls. It has become necessary to find out correlates of nutritional status of adolescent girls in rural area. Community based cross-sectional study - Nutritional status of study subjects is assessed on the basis of BMI.

The health check up camps is organized to know the deformities among the girls and at the same time counseling is done to make them aware of good health.

On context to ‘Beti Bachao, Beti Padhao’ campaign being spread over the country in recent years, the world has taken into account the programme ‘Adolescent girls Health and Empowerment’ which is running for last 22 years in this rural part of Maharashtra. Shri Vithalrao Joshi Charities Trust’s B.K.L. Walawalkar Hospital is successfully running this project to improve the health of malnourished girls. It is praised by doctors and researchers from all over the world and this ‘Dervan pattern’ is going to be implemented in 9 centers across the world.

An international workshop on ‘Collaborative Network for Adolescent Nutrition & Health in sub-Saharan Africa and India’ was organised by Medical Research Council, U.K. at B.K.L. Walawalkar Rural Medical College. The council was attended by Researchers, Doctors, and Nutritionists from England, South Africa, Kenya, Ethiopia, Jiniva and many more research centers. Dr. David Ross, Adolescent Health Researcher and Guideline Development, WHO, Geneva, and Dr. Caroline Fall, (Southampton, UK) were special guests on this event.
All these doctors, researchers had a thorough discussion on Health, Nutrition and Psychology of adolescent girls and decided to start such research at 9 centers all over the world and B.K.L. Walawalkar Hospital is one of them.

A programme 'TALENT', Transforming Adolescence Life Through Nutrition, have been initiated and will work for 18 months at B.K.L. Walawalkar Hospital and latter on it will be implemented in different countries from all over the world. This project will be started at University of Southampton, Medical Research Council, UK, Jimma Ethiopia, Johannesburg, France, Gambia etc.
Adolescent girls are educated through special workshops so that they can be good mothers of our future citizens. Improving the hemoglobin level of preschool age children could yield substantial benefits in cognitive and psychosocial development and overall health. While evidence-based recommendations for reducing childhood anemia in high anemia prevalence countries are available.

**ACTIVITIES**

Physical & Psychological Assessment
The camp was guided by clinical specialties and various experts from different parts of the world to evaluate adolescent health.
Objectives of Adolescent Girls Residential Camp –

- Clinical examination of girls
- Anthropometry (height, weight and other parameters by using Tanita machine)
- Blood collection for assessment of micronutrients, hemogram.
- Detection and correction of deficiencies of vitamins
- Physical & Health Education
- Psychological counseling and Self Empowerment

4] COMMUNITY ANC/PNC PROJECT:

Shree Sahajanand Saraswati Maharaj has envisioned a society with women playing a key role in giving direction to the society and in bringing up a capable & cultured generation. With this philosophy as guiding force, the organisation has kept women at the centre of all its programs.

The hospital runs several schemes for making the process of child birth less challenging in the given surroundings. Pregnant women who stay at remote areas are brought to the hospital using an ambulance. If any complications necessitates for a caesarean delivery then the charges are only Rs.6500. Every Thursday, the pregnant women are given guidance by doctors & nurses about child care in terms of upbringing, diet, physical & mental health, exercise etc. She is also given the nutritious “ladoos” (local delicacy prepared by the organisation) along with medicines.

Now and then, some pregnant women coming from remote areas get admitted to the hospital after complications, heavy blood loss, epilepsy etc. The state-of-the-art medical facilities at the hospital including the blood bank and the specialist doctors have saved lives of many such women & children after conducting specialised surgeries.

To reduce the number of instances needing urgent treatment, every Thursday, the Gynaecologist visits Primary Health Centres in different villages for medical check-up of pregnant women and give guidance. Children of those women who are consuming
the nutritious “ladoos” made available by the organisation show remarkable improvement in their weight. The hospital is thus continuing its work of building a society with cultured and healthy mother and child.

**Focus on the health of pregnant women, “Maher” (Mother’s house):**

In Konkan region, the women remain malnourished because of early marriage, continuous pregnancies, poverty, an addicted husband, insufficient food, and heavy physical labour on farm/home. With the aim of strengthening the society, the hospital decided to concentrate on health of the pregnant women. The hospital decided to form a team of doctors & nurses armed with medicines & the nutritious “ladoos” to visit the villages. The great sage Shree Shankaracharya had changed the direction of flow of a river (to make it flow from near his house) to enable his mother to bath in the river. Similarly the hospital decided to treat these poor, malnourished, pregnant women close to their residence.

In Konkan, many stay at remote places and there is a delay in reaching the hospital. To counter the same, the hospital started the “Maher” scheme. In this scheme, the pregnant woman stays at the hospital since about 7-8 days before the delivery. This period is utilized to guide her on the care of the new born baby, his treatment & bath, his health & clothes and his diet etc. At the time of discharge she is gifted a range of articles for the use of the new born. It is expected that this way the women are introduced to the proper care of their new born & would also be comfortable in getting the child delivered at the hospital.
5] A Multi-centric Randomized Controlled Trial to Assess the Effectiveness of Screening and a Brief Nurse-Delivered Intervention for Depression in Pregnancy (BIND-P)

FUNDED BY ICMR

Given the combination of high prevalence and adverse effects for both mothers and infants, depression during pregnancy is increasingly recognized as a serious public health problem. Unfortunately, many women who experience depression during pregnancy do not receive treatment. There is a high need for effective interventions that can be delivered in the clinical settings where pregnant women receive healthcare, that is, in obstetrics and gynecology clinics. This study suggests that BA is an effective treatment for depression during pregnancy and can be successfully delivered in the obstetrics setting by allied health providers, including nurses. It will be important for future studies to evaluate methods to increase the availability of BA for pregnant women and to evaluate the effects of BA on other outcomes such as parenting and child development. More broadly, this study also suggests that augmenting roles of non-mental health providers to include the provision of modified evidence-based psychotherapy is a viable approach to reducing the gap between those with diagnosable mental illnesses and access to effective care.

6] Tissue culture lab - Biotechnology Industry Research Assistance Council (BIRAC) funded

project title-To demonstrate proof of Concept for Autologous Regenerative therapy using Platelet Rich Fibrin enriched with Human herniated Intervertebral Disc tissue to enhance regeneration of human herniated intervertebral disc.
6) OUTREACH PROGRAMMES IN COLLABORATION WITH TATA MEMORIAL CENTRE –

The overall goal of the hospital is to improve the quality of life for all rural population by increasing access to affordable high quality health care, facilitating enhanced self-care and supportive care in the rural home setting and promoting healthy lifestyles that prevent disease. The hospital accomplishes this goal through advocacy, networking, partnerships, education, outreach, research and service.

To pull the patients away from the darkness of some wrong age-old beliefs & superstitions in treatment of Cancer (or for that matter of any disease), the hospital got associated with the renowned Tata Cancer Hospital (Mumbai) in offering treatment. A continuous campaign in the districts of Ratnagiri & Sindhudurg, based on a team of doctors visiting the patients in their own homes resulted in a detailed survey of the region for Cancer patients. Now, under one roof, the patient can avail treatments ranging from Biopsy to Radiation and that too free of cost while his lodging & boarding needs are taken care of.

One of the outreach projects of the BKLWH is the Tata Memorial Centre Rural Outreach Program.

TATA MEMORIAL CENTRE RURAL OUTREACH PPROGRAMME (TMCROP) -

Under this project, Oral Malignancy, Ca Breast and Ca Cervix cases are treated free of cost at B.K.L. Walawalkar Hospital, Dervan. Consultants & surgeons from Tata Memorial Hospital are visiting our hospital regularly on every 3rd Friday, Saturday and Sunday of every month.

The major goals of the TMCROP are to: (a) increase community awareness of the health systems, (b) Early detection of cancer disease and (c) provide ultra modern treatment assistance to participating communities.

CHEST – CANCER OF ESOPHAGUS HYPOPHARYNX SCREENING TRIAL (IN COLLABORATION WITH TATA MEMORIAL CENTRE)

Detection of Esophagus Hypopharynx Cancer by doing Barium swallow at community level.

Under this project, 27393 patients are screened for barium swallow through mobile screening unit and 35 patients found positive for DCBS. Also under this programme 28328 patients are screened for oral cancer.

The people from Ratnagiri district are screened for ‘Double contrast Barium Swallow’ installed in a mobile vehicle. It’s a community based cluster randomized clinical trial and double contrast barium swallow is used as a screening tool to reduce cancer related mortality due to esophageal and hypopharyngeal cancers.
RURAL CANCER REGISTRY – (IN COLLABORATION WITH TATA MEMORIAL CENTRE)

1. The primary concern is to study Cancer in Community, Incidence, Prevalence, trends, overall survival in community.
2. Provide background for overall Clinical Research.
3. Research-Epidemiological Descriptive/Analytic studies.
4. Provides indicators for Cancer Control activity.
5. Helps to assess effectiveness of preventive measures.

Tata Memorial Centre (TMC), Mumbai, in collaboration with and BKL Walawalkar hospital (BKLWH), Dervan, has set up a Population based Cancer registry, located at BKLWH, Dervan. The Registry Programme was started in March, 2009.

In India, the only rural cancer registry is located at Barshi, Solapur district, Maharashtra; besides this there are several urban-based population registries in different parts of the country. Since there are no cancer statistics from Konkan region, it was felt necessary to set up a Cancer registry at Dervan in Ratnagiri district. The TMC is currently carrying out a large Out-reach programme in the Ratnagiri and Sindhudurg district since Aug 2003, which is screening high-risk groups. To evaluate the effectiveness of the screening programme, a cancer registry is essential. Cancer registry is the backbone for providing all information on the various patterns of cancer that are diagnosed from a geographical region.

RADIOTHERAPY:
High density Radiation, Brachytherapy, Linac Accelerator, CT Simulation for planning (Since 2010)

Department of Atomic energy (DAE) has donated BHABHATRON II unit, High Density Brachytherapy, CT simulator, top of the lene planning system in the year 2009.

Over the last 14 years, the B.K.L. Walawalkar Hospital has been providing good quality secondary care services. It is backed up with tertiary level medical care and has expanded its scope very rapidly since its inception. In recent time, the institute has set up the Radiotherapy unit which will result in establishment of comprehensive cancer care facilities in the backward Konkan region of Maharashtra. Padmavibhushan Dr. Anil Kakodkar, Chairman Department of Atomic Energy inaugurated Radiotherapy unit “BHABHATRON-2” on 7th February 2009. This unit is under control of AERB.

7] CLEFT LIP AND PALATE SURGERIES

OBJECTIVES –
1) To identify patients of Cleft Lip & Cleft Palate in Ratnagiri, Sindhudurg & Raigad District.
2) To motivate patients for consultation with plastic surgeon for early correction through surgical correction.
3) To rehabilitate the patient with dental & speech problems.
4) To increase awareness through the population by use of posters, meetings, Flip Charts etc. with volunteers.
5) To increase awareness in Government officers, Medical personnel, Anganwadi workers, staff nurses etc. through letters, meetings, and awareness seminars.

INNOVATIONS AND LESSONS LEARNED
1. Due to this project, Health awareness in community is increased tremendously. So now days newborns are coming to Hospital in right time for consultation.
2. Due to surgical correction, Dental and Speech rehabilitation faces are transforming to smiling faces.
3. To overcome rejection of patients, patients are regularly followed up and treated for Anemia, Upper Respiratory infections.
4. Regularly Dietary advice sessions, nursing care sessions, Breast feeding sessions are carried out for the parents.

* NURSING COLLEGE AND OTHER PARAMEDICAL COURSES

**College of Advanced Studies.**
Affiliated to Maharashtra state Board of Technical Education, Mumbai. (MSBTE)

- Post Graduate Diploma in Medical Laboratory Technology
- Post Graduate Diploma in Dietetics
- Post Graduate Diploma in X-ray radiography & Ultra sonography
- Diploma in Hemodialysis Technician
- Diploma in Operation theatre Technician.

**Samarth Nursing College**
Affiliated to Maharashtra University of Health Sciences, Nashik. (MUHS), INC

- Post Basic B.Sc Nursing
- M.Sc. Nursing

Basic B.Sc

Affiliated to Maharashtra Nursing Council. And MUHS

- Revised General Nursing & Midwifery (RGNM)
- Revised Auxiliary Nursing & Midwifery/ Multipurpose health worker (RANM/ MPHW)

By keeping in mind the development of the society on all fronts, it was articulated that empowering women, making them self-sufficient and thus enabling them to live a life with respect is an important step in development of the society. This vision has been made a reality by taking initiative to commence a course in Nursing in the vicinity of the hospital for the girls from Konkan region. First, in the year 2000, 18 month course ANM was commenced. Later a 3½ year course GNM was launched and now B.Sc. & M.Sc. courses and X-ray Technician, Dialysis Technician, Operation Theatre Assistant, and Dieticians are available for the students. The hospital now has regular access to well-trained nurses & this has improved the quality of health-care services offered.
ENGLISH MEDIUM SCHOOL AND JR. COLLEGE OF SCIENCE

The children from Konkan are intelligent and acknowledging that they should not be left behind in competing with the children from cities only for lack of fluency in English language, the trust opened a well-equipped English Medium school on 14th November 1998 with 19 students. The school today boasts of excellent infrastructure in terms of 2 dedicated buildings with science & computer laboratories based on modern technology, well-stocked & organized library and reading room, a large auditorium, a self-study room, play-ground and hostel with all the amenities for the needy students. Through various initiatives and making available a range of resources, efforts are made to create an atmosphere where the students would learn by themselves.

SPORTS ACADEMY

One needs to be mentally & physically strong to take on the challenges thrown up by the fast & competitive life of today. Sports teach us the importance of overcoming failures without getting disheartened, importance of discipline and fair-play. They not only help us in keeping our bodies healthy & fit but also help us in imbibing patriotic values.

With these objectives in mind, Shree Vithalrao Joshi Charities Trust is building a massive Sports-complex which would be spread over 18 acres of land, incorporating facilities for 35 sports and costing almost Rs.30 crores (i.e.Rs.300 million).

There is going to be opportunity to learn & practice many Indian & International sports such as: 10 metre rifle shooting (Indoor), Gymnastics, Swimming, Water-polo, Lawn-tennis, Badminton, Kabaddi, Kho-kho, Chess, Carrom, Hockey, Archery, Karate, Wrestling, Basketball, Volley-ball, Field Athletics, Football, Steeplechase race, Long jump, High jump, Discus throw, Hammer throw, Shot put.
**Challenge Course:**
The challenge course consists of different modules like Raider Bridge, Horizontal Ladder, Parallel Ropes, Tyre traverse, Australian walk, A-frame, Balance beam, Blind-in-tent, Broken bridge, Cargo Net, Daggle Duo, Fire-fighter ladder, Hanging Islands see-saw, Support walk and similar 35 attractions challenging curiosity & courage of the participant.

**River Crossing, Burma Bridge:** A bridge made up of rope, hanging almost 20-30 feet from the ground.

**Rock-climbing Wall:** 25 ft. tall wall, **Trust Jump:** Developing team-work & confidence among participants.

**CAMPUS**

While aiming to provide state-of-the-art medical services at the door step of the people of Konkan, the organisation recognizes that in addition to the well-equipped hospital, it also needs specialist doctors. These doctors are offered accommodation within the premises of the hospital. To dispel doubts about availability of clean water, electricity & good education for children, the organisation has provided for continuous availability of purified water and electricity (with generator back-up) and also runs an English Medium School in the vicinity of the hospital. Services of plumber, carpenter are provided on-call basis and cooking gas has been made available. These facilities mean that the doctors can save time in following up on these things and instead can completely concentrate on healing the patients while leading a stress free life.

In hospital premises there is a garden and a sports complex (with arrangements for certain games & exercises) which also contribute to a stress-free & healthy lifestyle. The organization runs a general store to make available items of daily need at reasonable rates for the employees & patients. Apart from doctors, housing assistance is also provided for nurses, technicians, clerks etc.
MEDICOS FROM ABROAD

Doctors from Czech Republic  Rosalind Franklin University (USA),  Oxford University (U.K.)

Barcelona University (Spain)  National University of Singapore (Singapore)  Medical Students from Chicago

Today, the world is watching the activities of Walawalkar Hospital in its mission of serving the poor. A tiny, neglected village like Dervan from Ratnagiri District has now firmly established its place on the map of India.

The self-less work of the hospital has been appreciated, especially by people from outside India leading to students from different countries visiting the hospital at this remote village of Dervan to study & learn. So far, students from Rosalind Franklin University (USA), Barcelona University (Spain), National University of Singapore (Singapore) and Hamburg University (Germany), Oxford University (U.K.) have visited & worked at the hospital. Their stay also made them interested in Indian culture.

A dedicated group of about 30 medical professionals from Newcastle (UK) has been visiting Dervan every year for the past 8 years and carrying out complicated surgeries. As the poor population of Konkan would never have the opportunity to travel abroad for treatment, Walawalkar Hospital has instead brought the same treatment at their doorstep.
OTHER FACILITIES

DURING YOUR STAY

◆ We hope this information helps you to prepare for your stay as an inpatient at BKLWH.
◆ A skilled team of personnel some of the working behind the scenes will hopefully make your stay comfortable and pleasant.

CATEGORY OF ACCOMMODATION.

◆ A/C Single Room: This is an individual air-conditioned room with attached washroom. The room provides sofa set and an attendant couch.
◆ Non A/C Single Room: This is an individual room with attached washroom, telephone and an attendant couch.
◆ General Ward: The general ward features separate male ward, female ward of all departments, Pediatric Ward and Psychiatry Ward.

PAYMENTS

◆ An advance payment has to be done at the time of admission; Final settlement of accounts will be requested when patient is to be discharged.
◆ Payments can be made at the billing department round the clock. The hospital accepts payments in Cash and through demand drafts. Please note that the hospital does not accept cheques at the time of discharge.
◆ Daily or alternate day bills are generated and send to the patient/bystander.
◆ Charges for various tests and procedures are available at the Financial Information Counter (MSW). For poor patients, the Medical Director along with the in charge of Patient Service Department can waive off the charges.

CASHLESS TRANSACTIONS (CLAIMS)

◆ We entertain cashless transactions and for this BKLWH have got tie up with institutions such as KRCL, ECHS, RGPPPL, MSEB and some of the insurance companies. MSW desk is placed at main counter ground floor.
◆ Our computerized billing system will consolidate all charges for medicines/consumables/services availed by you during hospitalization.

MEDICINES & CONSUMABLES:

◆ Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy. A central pharmacy is located in the hospital premises which functions 24*7. There are small pharmacies working in different departments for the convenience of patients.
HOUSEKEEPING & LINEN:
- Hospital provides linen to wear for all admitted patients. In case of any difficulty you may contact the sister in charge of the floor.

FOOD SERVICES
- **Canteen**
  The canteen is open to visitors daily as well as for Staff from 7:00 a.m. to 10:00 p.m. The canteen is located at nearby premises of the hospital.
- **Patient Relative Room**
  BKLWH provides with separate room for relatives of patients where they can cook the food. It is a temporary lodging facility for relatives of inpatients. It is located nearby premises of the hospital.

OTHER SERVICES & FACILITIES:
- Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department.
- Lifts are available for access to higher floors in each floor.
- There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- Bank of India's ATM center is available at hospital premises.
- Adequate drinking water and toilet facilities are available.

GENERAL INFORMATION
- **Medico legal cases:**
  On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt and informs the local police authorities.
- **Death Certificate:**
  If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form & Medical Certificate of cause of death to the local government authority Grampanchayat. The family has to collect the final Death Certificate from the Grampanchayat office.
- **Mortuary Services**
  Mortuary provides Refrigerated storage of deceased patients.
- **Birth certificate**
  Parents of the newborn will be issued birth certificates from the hospital as soon as they fill up the Birth report form for registration.

PATIENT SERVICES DEPARTMENT (MSW)
- Free/ Subsidies treatment facility is provided for patients according to their financial status.

BODY PROFILE
- B.K.L. Walawalkar Hospital have developed special health checkup programs (Total body profile) that consist of detailed medical assessment and counseling on health awareness. Each package has been designed to study the functioning of all the vital organs in our body for any symptoms of major illness and also pinpoint potential areas of risk so as to prevent future health problems.

GENERAL INSTRUCTIONS
No Smoking:
♦ BKLWH is a “No smoking zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.

Silence:
♦ Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well. Visitors are requested to speak softly and avoid unnecessary noise. Attendants are advised to keep down the volume of mobile ringtone. Patient’s relatives are advised not to crowd the area outside the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

RESPONSIBILITIES OF THE 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.
♦ Please help us in keeping the hospital and its surroundings neat and clean.
♦ Please use the facilities of this hospital with care.
♦ Please refrain from demanding undue favours from the Staff and officials
♦ Please provide useful feedback and constructive suggestions.