

GOVERNMENT OF GOA

CITIZEN'S CHARTER

FOR

GOA DENTAL COLLEGE AND HOSPITAL

BAMBOLIM - GOA

The Goa Dental College & Hospital is a professional Institute established by the Government of Goa in June, 1980 with the dual purpose of providing dental oral health care education and training thereby generating professionally qualified dentists to cater to the oral health needs of the state of Goa. The staff, residents and student trainees provide dental care to patients in the 9 specialities of dentistry as listed below.

- I) **DEPT. OF ORAL MEDICINE & RADIOLOGY:-** Deals with the diagnosis **and** treatment of oral mucosal diseases which may be of local origin or oral manifestation of systemic diseases. It also provides services in the field of Forensic Odontology. The Radiological Section provides facilities for a wide variety of radiographic Investigation for the dento-maxillofacial area.
- II) **DEPARTMENT OF PEDODONTICS:** - This department deals with the dental health problems of children and adolescents and impart a varied range of treatments like filling, extraction, scaling and minor oral surgical procedures in children.
- III) **DEPARTMENT OF ORTHODONTICS:** - This department imparts specialised treatment for improperly positioned teeth, jaws and the face as a whole with respect to its aesthetics and function.
- IV) **DEPARTMENT OF PERIODONTICS:** - The department in addition to routine Scaling and Polishing carries out specialised treatment like Flap Surgeries, Gingival Grafting, Bone grafts, Gingivectomies Frenum relocation etc.
- V) **DEPT. OF ORAL & MAXILLOFACIAL SURGERY:** - It carries out routine extraction and other specialised surgical procedures for diseases of Jaws and other parts of the mouth. Oral & Maxillofacial Surgery facilities are extended to the Casualty Department of Goa Medical College. Special Orthognethic procedures are also being carried out.
- VI) **DEPARTMENT OF CONSERVATIVE DENTISTRY:** - Conservative Dentistry and Endodontics deals with all types of filling, root canal treatment for the dental restoration of teeth.
- VII) **DEPARTMENT OF PROSTHODONTICS:** - Prosthodontics deals with the restoration of natural teeth or the replacement of missing teeth with artificial substitutes or both. It carries out fixed Prosthodontics, Removable Prostheses, Maxillofacial Prostheses, and Implant Prostheses.
- VIII) **DEPARTMENT OF PUBLIC HEALTH DENTISTRY:** - Under Public Health Dentistry, our dental staff conducts school dental health camps.

All the camp patients as well as general O.P.D patients are treated in the department. Treatment in the form of restorations, scaling (cleaning of teeth), minor extractions, root canal treatment is done in the department.

Every Thursday, our fully equipped mobile dental van goes to all the rural areas of Goa, for dental checkups and treats the patients in the mobile dental van.

Immune compromised patients referred to the department are also treated.

Patients with tobacco habits like smoking, chewing tobacco are counselled in our tobacco cessation clinic for quitting the harmful habit.

IX) DEPARTMENT OF ORAL PATHOLOGY: - The Pathologic basis of disease is also the rationale for the management of disease. To this end, the department provides routine clinical Pathology and Histopathology (Biopsy) services for patients referred from other departments. Facilities for Frozen Section Immunohistochemistry, Biochemistry and Fluorescence Microscopy are also available in the department.

For other specialized investigations patients may be referred to GMC or private Laboratories.

Consultant and Residents from the Oral & Maxillofacial Surgery Department are on call for 24 hours on all days for emergency services. Duty Doctor is available in Major specialities during Hospital working hours. The decision to call in a specialist is that of the treating doctor. Facility of an Emergency Operation Theatre is available for use by this Institute in the Goa Medical College on a regular basis.

Every out patient seeking treatment at the hospital is registered and issued a case paper @ Rs. 100/-. This Institution provides specialised treatment to the patients in the fore mentioned departments at the following timings 9.00a.m. to 12.30 p.m. and 1.30p.m. to 4.30 p.m. (except Sundays and Holidays) and Saturdays from 9.00 a.m. to 1.00 p.m. In addition to above, casualty and emergency services are available 24 hours on all days at the Casualty Dept. of Goa Medical College.

Week Days 9.00 a.m. – 12.30 / 1.30 – 4.00 p.m.
Saturday 9.00 a.m. – 12.30 Sundays and Holidays closed.

MAINTENANCE SERVICES:-

The hospital has its own Electrical & Mechanical workshop units for ensuring proper maintenance and working of its various equipments.

MISCELLANEOUS FACILITIES:-

Wheel Chairs is available on request at the Registration Counter near the Main Entrance of the Hospital for non-ambulatory patients.

Point of Care dental services for patients with disabilities is available.

Lifts are available for access to higher floors. There is a standby generator to cater to emergency services in case of power failure.

Adequate drinking water and canteen facility are available during hospital working hours.

Pharmaceutical services are located in the Goa Medical College & Hospital premises which are open 24 hours on all days, just across the road.

Redressal of genuine grievances/complaints is available on receipt of a written representation addressed to the Public Grievances Officer, details of same are displayed at the Registration Counter.

(4)

This Hospital has the following category of Doctors supported by Para Dental Staff for rendering Dental treatment.

	In Position	Sanctioned Strength as on 31/06/2018
(1) Professor including Dean	----- 13 Nos.	13 Nos.
(2) Assistant Professors	----- 15 Nos.	19 Nos.
(3) Lecturers	----- 18 Nos.	} 31 Nos.
(4) Lecturers on Contract basis	----- 12 Nos.	
(5) Lecturer in Statistics	----- 01 No.	
(6) Anaesthetic	----- 01 No.	
(7) Sr. Resident	----- 07 Nos.	08 Nos.
(8) Jr. Resident	----- 17 Nos.	17 Nos.

For Contact

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