

About NEW EMERGENCY BLOCK (NEB)

Safdarjung Hospital

Safdarjung hospital is a tertiary care hospital situated near the AIIMS in the heart of the city. The Accident and Emergency department of Safdarjung receives patients from the city of Delhi and from surrounding states. More than 1000 patients visit the department daily and it is one of the busiest emergency departments in the country. The hospital caters to all sections of society and patients needing admission are not refused the same by convention. Thus patients are received from many government and private hospitals.

*The 500 bedded New Emergency Block is part of the redevelopment plan of Safdarjung Hospital and started partial operations on the 7th February 2018. The multi-disciplinary emergency provides medical care including different investigation modalities under one roof. Patients attending to the New Emergency Block(**NEB**) will be first received in the emergency areas situated in the Ground floor of the Building and managed as per their needs. All relevant investigations will be conducted and referrals to definitive care specialists in the NEB as well as in the Main Hospital will be made. The patient will be then shifted for definitive care after being stabilised in the emergency ensuring a continuum of care.*

It also aspires to be one of the few emergency departments aiming for paperless operations based on the Hospital Management and Information system software. The following guidelines, prepared to guide caregivers to achieve this objective while minimising morbidity and mortality, aims to provide a high standard of care despite the increasing patient footfalls to the department.

The emergency functions round the clock with doctors and other staff working in shifts. Most definitive care specialities are arranged Unit-wise and each unit remains on duty for 24 hours from 9 AM to 9 AM on the next day.

1. RECEIVING A PATIENT

1.1. Entry to New Emergency Block (NEB) from Gate No. 5 on Ring Road

- 1.2. Exit from NEB from Gate No. 2 on Aurobindo Marg.
- 1.3. Ambulance entry: NEB Gates no. 1 to 3 (Ring Road side).
- 1.4. Walk in patients: NEB Gates No. 4 to 7 (Hospital side).
- 1.5. The patients will report to the Medical Social Worker at both the gates who will send all patients of 12 years and below to the Examination Hall No. 2 (Paediatric and Paediatric Surgery Emergency). All other patients will be directed to the Triage desk in the Lobby.
- 1.6. The doctors on duty under the charge of Duty Medical officer will carry out preliminary examination of the patients and categorise them according to the severity of condition and treating speciality.

2. FACILITY AVAILABLE:

- 2.1. Presently, more than 250 beds have been made operational in the NEB that offer facilities for the care of serious medical and surgical emergency patients needing critical care, multi-disciplinary emergency care and 37 intensive care unit (ICU) beds. 15 beds are dedicated to paediatric patients aged below 12 years. In addition, presently 06 Operation theatres including 02 minor OTs are also functional.
- 2.2. All investigations performed in the New Emergency Block are done free of charge for patients attending the emergency block.
- 2.3. The following Radiology facilities are available in the NEB:
 - 2.3.1. CT scan
 - 2.3.2. Digital fluoroscopy
 - 2.3.3. Ultrasound
 - 2.3.4. Digital flat X Ray
- 2.4. The following laboratories are functional in the NEB that offer emergency investigations round the clock:
 - 2.4.1. Pathology lab.
 - 2.4.2. Microbiology lab.
 - 2.4.3. Biochemistry lab.
- 2.5. The following are other facilities that are available:
 - 2.5.1. RO treated drinking water.

2.5.2. Solar water heating panels 23500 liters per day.

2.5.3. Basement parking.

2.5.4. Dedicated ambulance reception.

Important telephone numbers (Prefix 2676 for access from MTNL)

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| 1. Emergency Control Room Officer | 1225, 26194690. |
| 2. Patient Reception desk | 1360 |
| 3. Additional Medical Superintendent | 1347 |
| 4. Officer in charge | 1355 |
| 5. Nodal Officer Casualty | 1351 |
| 6. Asstt. Administrative officer | 1350, 1348 |