

WAFaqI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

PRESS RELEASE

Federal Ombudsman Directs PIMS to Strengthen Emergency & OPD Care Facilities

On the direction of the Federal Ombudsman, Pakistan Institute of Medical Sciences (PIMS) has been advised to institute new measures to strengthen emergency and Out Patient (OPD) facilities in order to cater to heavy patient load.

Mr.M. Sulman Faraqui, Federal Ombudsman of Pakistan, passed these orders while taking cognizance of a news item carried by a section of the press. The news item highlighted the demand by citizens for extending OPD facility in the evening shift in view of patient load, especially those coming from far-flung areas.

This Secretariat asked the PIMS authorities to look into the issue and submit its report. After careful deliberations and study of implementation plan submitted for enhanced human resource and improved infrastructure required, the administration of PIMS agreed to further strengthen emergency and OPD facilities that would also be beneficial in the evening shift. PIMS consented to immediately adopt the short term measures which include enhancing the capacity of Emergency Department to an additional 26 beds for critical patients and placement of two additional doctors in Emergency and Accident Centre along with extra computers for registration of patients to reduce waiting time.

Pakistan Institute of Medical Sciences is a premier tertiary-care hospital in the capital city catering to patients not only from within the precincts of the capital territory but the entire Northern part of the country including districts of Punjab contiguous to the Federal Capital and Azad Jammu & Kashmir and Gilgit-Baltistan. The excessive load of patients creates an immense burden on the facilities being provided by Out-Patient Department of the hospital. The news items alleged that the OPD followed routine office timings causing distress and inconvenience to patients hailing from areas at a distance from the hospital.

The Federal Ombudsman also advised PIMS management to take long-term steps for optimal utilization of hospital services. These recommended measures included:-

- (i) Emergency & Accident Care, FCPS Part-II trainees in General Surgery, Orthopedics, General Medicine and Gynaecology and Obstetrics department should be available in the evening.
- (ii) FCPS Part-II postgraduate trainees should work in place of consultants during evening hours in their respective departments on rotation basis to improve health care.
- (iii) Thirteen (13) dispensaries in the capital city should be activated and given the status of Primary Care level for the patients reporting in evening time as enhancing only the resources in PIMS may not be sufficient to improve the overall health service delivery system in Islamabad Capital Territory and its surrounding areas.

These are landmark steps which if fully implemented would bring about a marked improvement in access to quality health care services in the capital city and mitigate the sufferings of a large number of residents and patients who travel long distances to avail of health facilities in Islamabad. Federal Ombudsman appreciated the willingness of the PIMS authorities in agreeing to the aforesaid measures, and their promise to implement them on urgent basis.