

## Citizens' Charter

The residents of the Union Territory of Puducherry have the following Health service rights:-

- **To receive health care** on the basis of clinical need, regardless of ability to pay;
  - **To be registered as out-patient** in any health institution for medical consultation and to receive treatment;
  - **To be admitted as in-patient** and receive treatment in any of the hospitals/health centres (with in-patient facilities), if required;
  - **To receive emergency medical care** in the hospital casualty departments;
  - **To be referred to a specialist** wherever such a necessity arises and when the General Duty Medical Officer thinks it necessary.
  - **To be given explanation for any operation proposed**, including any risk and any alternative, before you decide whether you agree to the operation;
  - **To respect for privacy, dignity and religious and cultural beliefs** including practical arrangements to suit dietary requirements.
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## Health Policy & Strategy

- **The health care system comprises of activities for health protection, promotion and rehabilitation. The health care approach has been primarily to-**
  - **Ensure availability, accessibility and acceptability for the population**
  - **Ensure quality in health care by monitoring & effective supervision**
  - **Ensure coordination of health related sectors**
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## **Facts for Life – Hygiene**

- **Illness can be prevented by washing hands with soap and water after contact with faces and before handling food.**
- **Illness can be prevented by using latrines.**
- **Illness can be prevented by using clean water**
- **Illness can be prevented by boiling drinking water if it is not from a safe piped supply**
- **Illness can be prevented by keeping food clean**
- **Illness can be prevented by burning or burying household refuse**