



Government of Jammu and Kashmir
Government Medical College & Associated Hospitals Srinagar
10-Karan Nagar, Srinagar, J&K-190010
(Hospital Section)



Subject: Patient interaction and professional conduct by hospital staff.

CIRCULAR

It has come to the notice of the Administration, including through a recent newspaper report, that instances of unpleasant and acrimonious interaction between patients/attendants and doctors, paramedical staff, security personnel and other hospital staff have been reported.

Hospitals are places where patients and their attendants generally come under considerable stress due to illness, pain, anxiety and uncertainty. In such circumstances, the manner in which a patient is received, heard and attended to is an important part of patient care. A courteous and reassuring interaction often goes a long way in building confidence and trust in the hospital and its staff.

In this regard, all doctors, nurses, paramedical staff, security personnel, administrative staff and other employees are directed to maintain professional courteous and respectful behaviour while dealing with patients and attendants.

It is particularly impressed upon all concerned that:

1. Patients and attendants shall be heard patiently and treated with dignity and courtesy, and their genuine concerns shall be addressed to the extent possible.
2. Staff shall maintain a calm and professional manner, even when dealing with patients or attendants who may be anxious, impatient or agitated.
3. Impatience or rude behaviour by a patient or attendant should not be reciprocated. Staff is expected to exercise restraint and deal with such situations in a manner that helps to calm the situation rather than aggravate it.
4. At the same time, no staff member is expected to tolerate abuse, threats or violence. Such instances shall immediately be brought to the notice of the concerned Medical Superintendent/supervisory officer and dealt with as per the prescribed procedure, with assistance from security staff wherever required.
5. Security personnel and other staff posted at reception areas, casualty, OPDs and other points of public contact shall be particularly mindful of their conduct, as they are often the first point of contact for patients and attendants.
6. Medical Superintendents and Heads of Departments/Sections shall ensure that the staff under their control are appropriately sensitized regarding patient communication, courteous behaviour and handling of difficult or distressed patients/attendants.
7. Complaints regarding deliberate discourtesy, humiliating behaviour, use of inappropriate language or avoidable confrontation with patients or attendants shall be taken seriously and appropriate action shall be initiated wherever warranted under the relevant rules.

It may be appreciated that patient care is not limited to diagnosis, investigation and treatment. The manner in which these services are provided is also an important part of healthcare.



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All concerned are, therefore, directed to maintain the highest standards of professionalism, courtesy, empathy and restraint in their dealings with patients and attendants.

The Medical Superintendents/Heads of Offices shall ensure strict compliance with these instructions.

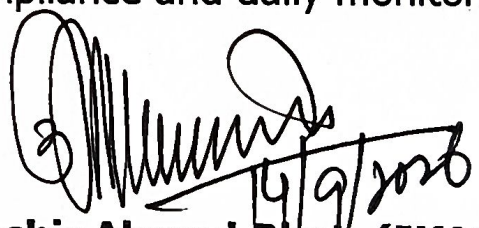
Sd/-
Masarat Hashim, (JKAS)
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Copy to:

1. Commissioner/Secretary to the Government, H&ME Department, Civil Secretariat Jammu/Srinagar for favour of information.
2. Principal/Dean, Government Medical College, Srinagar, for information.
3. Head, Deptt. of _____ (All), Govt. Medical College Srinagar for immediate compliance.
4. Medical Superintendents, Govt. _____(All) Hospital Srinagar/ BMO, Block Hazratbal Srinagar for immediate compliance.
5. All Desk Officer, Govt. Medical College Srinagar for similar necessary action.
6. Nodal Officer, IT/e-Office, GMC Srinagar, for strict compliance and daily monitoring.
7. Office record.


Bashir Ahmad Bhat, (JKAS)
Personnel Officer,
Associated Hospitals, Srinagar.