

## **Medical Social Welfare Department**

The **Medical Social Welfare Department** plays a vital role in providing holistic, patient-centred care by addressing the social, psychological, emotional, and financial needs of patients and their families. It acts as a bridge between patients, healthcare professionals, and community resources to ensure continuity of care.

The department primarily supports poor, needy, and vulnerable patients by facilitating access to medical treatment, financial assistance, counselling, ambulance services, and rehabilitation of the unknown and destitute. Medical Social Welfare Officers provide psychosocial support, individual and family counselling, and guidance to help patients cope with illness, disability, and hospitalization-related stress.

The department coordinates closely with clinical units to support treatment adherence, discharge planning, and rehabilitation of unknown and destitute patients. It assists patients in availing government schemes, NGO support, and hospital welfare funds. It also organizes health and social awareness programmes, including blood donation initiatives.

Additionally, the department provides humanitarian support for admitted unknown and destitute patients, including assistance with last rites, ensuring dignity and compassion. It also serves as a training centre for BSW and MSW students from universities across India, offering practical exposure in medical social casework and hospital-based practice.

### Vision

To promote holistic patient care by addressing medical, psychological, social, and economic needs, while upholding dignity, compassion, and social justice.

### Mission

To deliver professional medical social work services through counselling, advocacy, community awareness, training, and compassionate support, ensuring equitable care and improved quality of life for patients and their families.

## Key Responsibilities of the Medical Social Welfare Department

- **Psychosocial Assessment and Counselling**  
Provides psychosocial assessment and counselling for patients and caregivers. Services help patients cope with illness, hospitalization, trauma, chronic conditions, and emotional distress. Special attention is given to those facing anxiety, fear, grief, and adjustment issues during treatment and recovery.
- **Financial help and Guidance Services**  
Assists economically vulnerable patients by assessing needs for medicines, diagnostic tests, implants, and medical equipment those not available within the hospital. Facilitates linkages with government welfare schemes, hospital-based financial assistance, and charitable organizations to reduce financial burden and ensure uninterrupted medical care.
- **NGOs Enrollment**  
The Medical Social Welfare Department, Safdarjung Hospital has instituted a formal MOU process with NGOs. All documents are verified by medical social welfare department and approved by the Director to ensure transparency and accountability. This measure streamlines patient assistance and maximizes support for poor and needy patients and makes help easily accessible.
- **Patient Advocacy and Care Coordination**  
Acts as a vital link between patients, families, and the healthcare system. Advocates for patient rights, supports informed decision-making, and coordinates with doctors, nursing staff, and administrative units to ensure smooth care delivery and follow-up.
- **Crisis Intervention and Emotional Support**  
Provides timely intervention and emotional support during medical emergencies, critical illness, death, and medico-social crises. Helps families manage distress, make difficult decisions, and cope with sudden loss or trauma with dignity and sensitivity.

- **Railway Concession Facilitation**  
Issues Railway Concession Certificates as per guidelines by Government of India for patients suffering from serious and long-term illnesses such as cancer, kidney disease, and cardiac conditions, reducing travel-related financial stress and supporting continuity of treatment.
- **Support in Cremation of Admitted Patients**  
Assists in the cremation and last rites of admitted patients whose families are unable to bear the cost. The process is carried out with dignity and respect, in coordination with registered NGO/Trust.
- **Rehabilitation and Shelter Support for IPD Unknown & Destitute Patients**  
Facilitates placement of unknown, abandoned, and destitute patients in shelter homes, rehabilitation centres, and social institutions, ensuring safety, basic care, and reintegration.
- **Rehabilitation of Abandoned Infants**  
Ensures comprehensive care, protection, and legal rehabilitation of abandoned infants admitted to the hospital. Works in close coordination with the Child Welfare Committee (CWC), healthcare teams, investigating officer (I.O) and recognized NGOs, strictly following child protection laws and CARA guidelines.
- **Ambulance Services**  
Provides ambulance support to admitted patients whose families cannot afford transportation outside Delhi, ensuring continuity of care without financial burden.

## **Infrastructure**

The Medical Social Welfare Department at Safdarjung Hospital provides psychosocial support, counselling, and welfare assistance to patients and their families. Services are available to both outpatients and inpatients, including counselling, social assessment, facilitation of financial assistance, rehabilitation support, and coordination with government agencies and NGOs for long-term care.

Operating hours: **9:00 AM to 4:00 PM, Monday to Friday and Saturday  
9:00AM to 1:00PM**

Main OPD Building Ground floor Room no.5A	Mr.Prem Prakash Pathak (Central Office) Extension no.- 7263  Mr.Sushil Kumar Mishra (Zone -B) Extension no. - 7264
Main OPD Building Ground floor Room no.30	Mrs.Poonam Dhanda (PMR Department) Extension no.- 7476
New Emergency Block 2nd floor	Mr.Manish kalra (CMO room to be contacted)
Super Speciality Block 3rd floor Room no.344	Ms.Sangeeta Sharawat (SSB) Extension no.- 6330

### **Faculty & Staff**

<b><u>S.No.</u></b>	<b><u>Name</u></b>	<b><u>Designation</u></b>
1.	Dr.Vandana Chakravarty	Senior CMO In-Charge Medical Social Welfare Department
2.	Dr.Pooja Gupta	Officer -In-Charge
3.	Mrs.Poonam Dhanda	Medical social welfare officer
4.	Mr.Sushil kumar Mishra	Medical social welfare officer
5.	Mr.Prem Prakash Pathak	Medical social welfare officer
6.	Mr. Manish Kalra	Medical social welfare officer
7.	Ms.Sangeeta Sharawat	Medical social welfare officer

## **Teaching and Training**

Internship is offered to BSW and MSW students from universities across India, giving practical exposure to social work interventions in healthcare settings.