

Internship
at
Medica Superspeciality Hospital, Kolkata

By
Garima Raj

Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Health and Hospital Management

Academic year, 2017-2019



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

OBSERVATIONAL LEARNING

INTRODUCTION:

Medica Superspecialty Hospital is a tertiary care hospital with state-of-the-art facilities in Cardiology and Cardiac surgery, Neurology and Neurosurgery, Orthopaedics (focusing on spine and joints), Gastroenterology & GI Surgery, Kidney Diseases, including Nephrology, Urology & Transplant Surgery, ENT and Breast Diseases, and one of the country's largest and most advanced Dialysis facilities. Medica is a 500 bedded hospital with 24/7 emergency support services.

Specialized Healthcare Services

- Medica Institute of Cardiac Sciences
- Medica Institute of Neurological Diseases
- Medica Institute of Kidney Diseases
- Medica Institute of Orthopaedic Sciences
- Medica Institute of Gastroenterology & GI Surgery
- Medica Institute of Critical Care
- Medica ENT Institute
- Medica Institute of Breast Diseases
- Department of Emergency Medicine

Other Departments

- Department of Anaesthesiology & Pain Medicine
- Department of Dentistry
- Department of Dermatology & Cosmetology
- Department of Diabetes & Endocrinology
- Department of General Surgery
- Department of Internal Medicine
- Department of Nutrition & Dietetics
- Department of Obstetrics & Gynaecology
- Department of Paediatrics & Neonatology
- Department of Physical Therapy & Rehabilitation
- Department of Plastic & Reconstructive Surgery
- Department of Psychiatry & Psychology
- Department of Respiratory Medicine
- Department of Rheumatology

Facilities:

- IPD, OPD & Day-care
- Ambulance Services
- Diagnostics
- Dialysis
- Pharmacy
- Blood bank

MODE OF DATA COLLECTION:

The data is collected by interacting with the head of the department and employees of specific department and through personal observation.

GENERAL FINDINGS

ADMISSION

This department is located at the ground floor of the hospital. It consists of 3 Admission Desks and 3 Bed Management Desks.

Documents available on the Admission Desk:

- Admission Counselling Checklist
- Admission slip
- Financial Responsibility Agreement
- Admission Form
- Bill estimate
- Billing card
- Patient Registration Form
- Emergency Admission Slip
- Discharge summary

Types of Admissions:

- Emergency Admission
- Planned Admission
- Instant/ Fly-in Admission

FINANCIAL COUNSELLING

The Financial Counselling Desk is located at the ground floor of the hospital. There is one financial counsellor in the hospital. On an average 10 patients comes for financial counselling daily.

Functions:

- Coordinates for the doctors that do not have personal coordinators.
- Follow up with the patients if doctor advised them for admission.
- If any personal coordinator is absent, then financial counsellor coordinates for that doctor.
- Emergency admission counselling is done.
- Direct admission for plastic surgery (which is not included in the package) is counselled.
- When the bill estimate of the patient is increased, then the financial counsellor tells the patient relative to sign it.
- Informs the patient relatives to collect their provisional bills daily.

BED MANAGEMENT

Types of rooms available in the Hospital:

- Multi 6
- Multi 4
- Twin share
- Private
- Deluxe
- Suite
- ICU/CCU/CTVS
- HDU (Level 1 and 2)
- Neuro ICU
- Neonatal ICU
- Paediatric ICU
- Paediatric HDU
- Emergency and Triage

HELP DESK

It is located at the ground floor of the hospital. 3 Guest Relation Executives (GRE) are present at a time.

Functions:

- Patients passes are issued.
- GRE takes the in-patients to the respective floor after admission.
- Answer the queries of people.
- Dietician appointment is given.
- Guides for doctors appointment.
- Different brochures are given.
- Guides patients to reach different departments.
- Makes conversation between Doctors and Patient relatives.

REGISTRATION COUNTER

It is located at the ground floor of the hospital. There are 3 GRE present in this Department.

Certain billings are done:

- Blood Test
- Urine Test
- Dialysis
- Dietician consultation
- Dental
- Pre-Anaesthetic Check-up (PAC)
- Pre- Employment Check-up
- Cardiac Consultation

Other Functions:

- Answer the queries of people.
- Giving estimates of various Tests to the patients.
- Making Registration Card of the patients.

REPORT DISPATCH COUNTER

It is located at the ground floor of the hospital. There are 2 GRE present in this Department. All the reports should be collected within 3 months. The Reports are arranged according to the date of different tests.

Functions:

- Provide Reports to the people who came to collect them.
- E-mail the Reports to people who have sent the request.
- Solve the report related queries.

EMERGENCY DEPARTMENT

The Emergency Department of the Medica Superspecialty Hospital is located at the Ground floor. Bed strength of the Department is 12 beds + 1 isolation bed. Emergency ward consists of Nursing station, Patient beds, isolation room, dirty utility, clean utility, store.

Admission Register of emergency consist of the following information:

- Patient name
- Age & Sex
- PRN & Bed no.
- Attending Doctor
- Provisional Diagnosis
- Admitting Consultant
- Date & Time of admission
- Discharge LAMA
- Transfer out
- Death
- Sign

The emergency ward has:

- Crash Trolley (1 Adult & 1 Paediatric)
- Defibrillator
- Dressing Trolley
- 3 Ventilator Machine
- Bipap Machine
- IV Cannulation Trolley
- Oxygen Cyllinder

DAY CARE DEPARTMENT

The Day Care Department of the Medica Superspecialty Hospital is located at the Ground floor. Bed strength of the Department is 5 beds.

Procedures done in Day Care are:

- Chemotherapy medicine is prepared
- True cut therapy
- Bone marrow biopsy
- Stitch removal

- Dressing is done
- Mole excision
- AVF
- Muscle Biopsy
- Excision of nail tumour

AMBULANCE SERVICES

The Ambulance services department is located near the emergency department of the hospital. There are total 12 ambulance of Medica Superspecialty Hospital.

Medica has 4 types of ambulance services:

- Medica Ambulance
- Sahayta Ambulance
- Chest Pain Ambulance Service
- Airport Ambulance

Ambulances have Basic Life Support (BLS) and Advance Cardiac Life Support (ACLS) facility.

Every ambulance has:

- Oxygen cylinder
- Oxygen mask
- Ambu Bag
- Stretcher
- Spine Board
- Stair Chair

Advance Cardiac Life Support (ACLS) Ambulance has:

- Ventilator
- Syringe Pump
- Cardiac Monitor
- Bipap Machine
- Temporary Pacemaker

Doctor is compulsory in ACLS ambulance.

PUBLIC GRIEVANCE DESK

Public Grievance Desk is present on the ground floor of the hospital. Kiosk is present only on the 6th floor. The feedback box is present on all the floors for the inpatient feedback forms collections and in all the OPDs at the ground floor.

Functions:

- Bring the feedback forms from the feedback box everyday.
- Update the written feedback of patients in the google sheet everyday.
- Do the telephonic conversation with the people if the feedback obtained is incomplete (both inpatient and outpatient feedback forms).
- Sending the updated report of the feedback to the higher management on daily basis.
- Obtain the information of the total number of discharges and the feedback forms collected from different floors.

INTERNATIONAL HELP DESK

International Help Desk is present on the ground floor of the hospital. Two junior executives are available on the desk.

Functions:

- Dedicated Guest support cell
 - ✓ To coordinate appointments with the doctors and answer queries through emails and over phone.
 - ✓ To provide invitation letter for hassle-free issuance of Medical visa.
 - ✓ To handle all follow up queries post treatment and discharge.
- Fit to fly
 - ✓ Fit to fly certificate is provided post completion of treatment (including the period post discharge from hospital).
- Customized Treatment Packages with Consolidated Facilities
 - ✓ Airport pick up.

- ✓ Total treatment cost (with rehabilitation and physiotherapy if required)
- ✓ Local phone boll.
- ✓ Local conveyance
- ✓ Food and stay at our guest house for the patient along with one attendant.
- Dedicated Guest Relation Executive
 - ✓ Dedicated Guest Relation Executive for each patient for all in-hospital coordination, post discharge follow-ups.
- Travel and transport facilities
 - ✓ Dedicated travel desk to facilitate bookings
 - ✓ They coordinate pick up and drop of critical patients from and to airport in ambulances fully equipped and manned to handle Basic Life Support.
 - ✓ They also provide help with non-critical transport if required.
- Diet
 - ✓ Customized diet is provided as per taste and requirement.
- Mobile connection
 - ✓ Mobile connection is provided to the patient during hospital stay.

OUT PATIENT DEPARTMENTS

All the OPDs are located on the ground floor of the hospital. There are four OPDs in Medica Superspecialty Hospital.

Functions:

- Out-patient Registration is done by the GRE if the patient visits the hospital for the first time.
- OPD billing is done by the GRE from the OPD reception and token number is given to the patient on first come first serve basis.
- Blood Pressure checking is compulsory for all the patients before consulting the doctor.
- Prescription scanning is compulsory and is done by the GRE for maintaining the records in the hospital.
- Out-patient feedback page is collected by the GRE in the end.
- Call handling is done to take the appointments of the patients for different doctors.
- Excel sheet is made for the International Patients visited in each OPD and quality indicator (OPD waiting time) for all the doctors.

1. OUT PATIENT DEPARTMENT 1

- ✓ OPD 1 is Medica Institute of Neurological Diseases (MIND).
- ✓ The department consists of Neuro-surgery and Neuro-medicine.
- ✓ Timings of this OPD is 8 am to 7 pm.
- ✓ Manpower of this OPD is one GRE.
- ✓ The department has 5 doctor consultation rooms, 1 faculty room and 1 director meeting room.
- ✓ Following registers are present:
 - Appointment Register
 - Refund Register
 - Epilepsy Register
 - MRD Copy
 - Manual Copy

2. OUT PATIENT DEPARTMENT 2

- ✓ It has the following departments:
 - Medica Institute of Cardiac Sciences
 - Department of Internal Medicines
 - Department of Neonatal Perinatal Medicines
 - Medica ENT Institute
 - Department of Gynaecology
 - Department of Psychiatry
- ✓ Manpower of this OPD is three GRE
- ✓ Timings of this OPD is 8 am to 8 pm.

3. OUT PATIENT DEPARTMENT 3

- ✓ OPD 3 is Medica Institute of Kidney Diseases (MIKD).
- ✓ Timings of this OPD is 8 am to 7 pm.
- ✓ Manpower of this OPD is two GRE.
- ✓ It consists of 1 procedure room, 10 doctors consulting room, audiometry and speech therapy.

4. OUT PATIENT DEPARTMENT 4

- ✓ OPD 4 is Medica Institute of Orthopaedic Sciences (MIOS).
- ✓ Timings of this OPD is 8 am to 6 pm.
- ✓ Manpower of this OPD is two GRE.
- ✓ It consists of 1 procedure room, 4 doctors consulting room.

RADIOLOGY DEPARTMENT

Radiology is an outsource department and the name of the company is Bhilai Scan and Research (BSR). It is located on the ground floor of the hospital.

Observations:

- Department reception has four GREs for doing the billing of different investigations that are available.
- There is a waiting area for the patient and their relatives to sit till their turn comes for the investigation.
- Timings are 8 am to 8 pm (Monday to Saturday) and 8 am to 4 pm (Sunday).
- Different types of forms available are:
 - ✓ MRI Checklist
 - ✓ X-ray/ CT consent form
 - ✓ HIV consent form
 - ✓ Registration form (OP, SP)
 - ✓ Male doctor consent form
- Registers maintained are:
 - ✓ MRI appointment register
 - ✓ NCV/EEG appointment register
 - ✓ Refund register
- Types of investigations in radiology department are:
 - ✓ X-ray
 - ✓ CT-Scan (Computed Tomography)
 - ✓ MRI (Magnetic Resonance Imaging)
 - ✓ USG (Ultra Sonography)
 - ✓ Neurology Investigation
 - EEG (Electro Encephalography)
 - NCV (Nerve Conducting Velocity)
 - ✓ Urology Investigation
 - Uroflowmetry
 - Urodynamic study
 - ✓ Cardiology Investigation
 - ECG
 - ECHO

- TMT
- HOLTER
- Head up Tilt Test
- DSE (Dobutamine Stress Echo)

CORPORATE BILLING AND DISCHARGE DEPARTMENT

- The corporate billing and discharge department is located on the 6th floor of the hospital.
- There are three desktops in corporate billing.
- Manpower of the department is two junior executives.
- The packages of each corporate schedule are different.
- Average corporate discharges are 20-25 discharges per day.
- The corporate approval work is done by corporate desk which is located at the ground floor.
- The bill is checked with the billing card before finalising and then the clearance is done.
- There are 3 types of corporate:
 - ✓ TPA Corporate
 - ✓ Cash Corporate
 - ✓ Credit Corporate
- Only Rs.10,000 can be refunded in cash. The amount that exceeds this limit is refunded through cheque or draft.
- Target time for corporate discharges is:
 - ✓ Cash Corporate discharges: 2-3 hours from time of declaration
 - ✓ Credit Corporate discharges: 3 – 4 hours from time of declaration
- After clearing the bill, discharge slip is issued to the patient/Patient's relative
- Few corporate tie-ups with the hospital are:
 - ✓ DVC
 - ✓ AAI
 - ✓ WBHS
 - ✓ CGHS
 - ✓ Andaman (ANISHI)
 - ✓ Swasthya Sathi
 - ✓ ECHS
 - ✓ RGOB
 - ✓ FCI
 - ✓ CESC

- ✓ ESI (MB)
- ✓ CRPF
- ✓ Government of Tripura
- ✓ Government of Mizoram
- ✓ IIT Kharagpur
- ✓ NCSM
- ✓ Coal India

TPA DEPARTMENT (MEDICLAIM)

- There are three desktops in corporate billing.
- Manpower of the department is three junior executives and 1 doctor.
- Average TPA discharges are 20-25 discharges per day.
- Average Cash discharges are 65-70 discharges per day from the ground floor, 8-10 discharges from 4th Floor and 4-5 discharges from 5th floor.
- Target time for TPA discharges is 5-6 hours from time of declaration.
- After clearing the bill, discharge slip is issued to the patient/Patient's relative
- Functions:
 - ✓ Sends the request to the insurance company for the approval (Initial and Final).
 - ✓ After the approval comes, the approval papers are sent to the floors for clearing the bill.
 - ✓ Patient can either pay the bill and reimburse later or the insurer pays directly to the provider (hospital).
 - ✓ All the queries are solved by the TPA desk by giving the token number to the patient or patient relative.
 - ✓ In mediclaim, there are certain packages of the surgery.
 - ✓ Checks that address should be same on all the TPA documents.
- Following documents are required to be submitted by the patient with their signature on them:
 - ✓ Mediclaim card of patient (TPA Card).
 - ✓ ID proof of patient (voter id/ PAN card/ passport/ Aadhar card/ Driving licence)
 - ✓ Policy papers (last 4 years- for individual policy)
 - ✓ Employee id card (in case of corporate policy if Mediclaim card is not available).
 - ✓ Advice for admission.
 - ✓ All previous prescription (including first).
 - ✓ All treatment related investigation reports.
 - ✓ Address proof of proposer (telephone bill/ electric bill/ ration card/ current passbook).
 - ✓ Self declaration (in case of domestic injury).
 - ✓ MLC (Accident which is not domestic).
 - ✓ PAN card of proposer.

- ✓ One passport size photo.
- ✓ Bank statement and insurance money receipt.
- Hospital has tie-ups with the following TPAs and insurance companies:
 - ✓ Apollo Munich Health Insurance
 - ✓ Bajaj Allianz GIC
 - ✓ Religare Health Insurance Co. Ltd
 - ✓ HDFC Ergo GIC Ltd
 - ✓ Cigna TTK
 - ✓ National Insurance Co. Ltd
 - ✓ Universal Sompo GIC Ltd
 - ✓ New India Assurance
 - ✓ Oriental Insurance Co. Ltd
 - ✓ Genins India TPA Ltd
 - ✓ Alankit Health care TPA Ltd
 - ✓ Dedicated Health care services
 - ✓ Family Health Plan Ltd
 - ✓ Mediassist India Pvt Ltd
 - ✓ Heritage Health TPA Pvt Ltd
 - ✓ Vipul Medcorp TPA Pvt Ltd
 - ✓ Raksha TPA Pvt Ltd

CASH BILLING AND DISCHARGE DEPARTMENT

- The cash billing and discharge department is located on the ground floor, 4th floor, 5th floor and 6th floor of the hospital.
- Final bill clearance is done from here for cash and TPA Scheduled patients.
- HMIS (Hospital Management Information System) software is used for billing.
- The price of the treatment is different for cash schedule patients, TPA schedule patients and corporate schedule patients.
- Cash Payment up to Rs 1,99,999 is taken, after that
 - ✓ Cheque
 - ✓ RTGS
 - ✓ NEFT
 - ✓ Bank Draft
 - ✓ Fund Transfer
 - ✓ Debit/Credit Card
- Functions:
 - ✓ Bill is cross checked with the billing card of the patient.
 - ✓ Patient or Patient's relatives are provided with the provisional bill/ oblique final bill.
 - ✓ Cash/Card payment is done from here.
- After clearing the bill, discharge slip is issued to the patient/Patient's relative.
- Manpower of Cash billing & Discharge:
 - ✓ For ground floor is 4.
 - ✓ For 4th& 5th Floor is 1.
- Refund is given from the ground floor cash billing & discharge:
 - ✓ Below Rs 10,000 Cash or Cheque is given.
 - ✓ Above Rs 10,000 only cheque is given.
 - ✓ Up to Rs 2,00,000 NEFT is done.
 - ✓ Above Rs 2,00,000 RTGS is done.

DIALYSIS

There are 3 dialysis rooms in Medica Superspecialty Hospital.
The dialysis unit is located on the 1st floor of the hospital.

Bed Strength

1. Dialysis 1 – 21 Beds.
2. Dialysis 2 – 17 Beds.
3. Dialysis 3 – 5 Beds.

- There are 4 shifts of dialysis:
 - ✓ Morning (6am to 11 am)
 - ✓ Afternoon (12pm to 4 pm)
 - ✓ Evening (5pm to 9 pm)
 - ✓ Night (10pm to 2 am)
- There are 3 types of Dialysis:
 - ✓ Low Flux Dialysis
 - ✓ High Flux Dialysis
 - ✓ HDF (Hemodiafiltration) Dialysis.
- There are two machines available for Dialysis
 - ✓ Fresenius Medical Care 4008S
 - ✓ Fresenius Medical Care 5008S
- The following dialysis services are available in the hospital:
 - ✓ Dialysis High Flux
 - ✓ Dialysis High Flux (First)
 - ✓ Dialysis High Flux (Single use)
 - ✓ Dialysis High Flux bibag (Single use)
 - ✓ Dialysis High Flux with bibag
 - ✓ Dialysis High Flux with bibag (first)
 - ✓ Dialysis Low Flux (Standard)
 - ✓ Dialysis Low Flux (Standard First)
 - ✓ Dialysis Online HDF
 - ✓ Dialysis Online HDF (First)
 - ✓ Dialysis Online HDF (Single Use)
 - ✓ Body Composition Monitor.
- Following Register are maintained:
 - ✓ Duty assignment dialysis
 - ✓ Dialysis IB Billing book

- ✓ Patient registration Dialysis book.
- ✓ Blood Transfusion book.
- ✓ Transfer Out book
- ✓ Pathology Book
- ✓ Leave Demand book
- ✓ Inventory Book
- ✓ Communication Dialysis book
- ✓ Staff Log book
- ✓ Dialysis Counselling book for Staff Nurses
- ✓ Bio Medical Book
- ✓ Patient's Serology & Vaccination Book
- ✓ Dialysis Quality Indicator.
- ✓ Staff Vaccination Book
- Observations:
 - ✓ The patient coming for Dialysis is weighed before and after the Dialysis.
 - ✓ In Dialysis 1 & 2 there are two separate rooms, 1 for Hepatitis B +ve Patient and 1 for Hepatitis C +ve patient.
 - ✓ The dialysis process is usually of 4 hours.
 - ✓ There are two types of filter used in Dialysis process i.e. single use and multiple use filter.

INPATIENT DEPARTMENT FLOORS

- *4th Floor*
 - ✓ There are Multi-6 & Multi-4 rooms available on this floor, One is twin sharing room (7A & 7B) and One is single room isolation (38).
 - ✓ Floor reception is present in the middle of the floor.
 - ✓ Dirty Utility, Medical Transcriptionist and Cash & TPA Billing & Discharge is present behind the floor reception.
 - ✓ There are two wings on this floor:
 - A wing (Room no.- 401 to 408)
 - B wing (Room no.- 409 to 416)
 - ✓ There are two nursing stations on the floor, 1 in each wing.
 - ✓ Room no 405 (Bed no.- 18 to 23) is a neurosurgical ward (Male) and Room no 407 (Bed no.- 28 to 33) is a neurosurgical ward (Female).
 - ✓ Room no 409 is an investigation room for EEG and NCV.
 - ✓ Room no 417 (75 to 80) is a paediatric ward.
 - ✓ Visitor timing on this floor is:
 - Morning- 9am to 12 pm
 - Evening- 3pm to 7 pm.
 - ✓ The main functions of the floor coordinator are:
 - To coordinate with nurses, doctors, patient relatives.
 - To solve the queries of patient/ patient relatives.
 - To inform about the discharge of the patient to the concerned person over the telephone.
 - To get the Pharmacy and blood bank clearance from the respective departments.
 - To survey the entire ward with respect to queries of the patients etc.
 - To give the feedback form to the patient relatives at the time of the discharge.
 - To show the discharge bed in the HMIS software after the discharge summary and the bill is ready.

- The daily outstanding bill for the Cash & the TPA patients is given at the Floor reception by the floor GRE.
- ✓ The following registers are maintained on the floor:
 - Outstanding follow up register
 - Discharge summary handover register.
 - Discharge register.
 - Bed Management (Transfer).
 - Discharge Room cleaning Checklist.
- ✓ The average discharges per day from this floor is 20.
- ✓ The following files are maintained on the floor:
 - OT list
 - Important documents
 - Occupancy
 - Feedback from box.
- *5th Floor*
 - ✓ There is HDU, General Ward and Isolation rooms located on this floor.
 - ✓ There are two wings on this floor:
 - A wing (Bed no.- 501 to 543)
 - B wing (Bed no.- 544 to 597).
 - ✓ There are total 60 Beds in the general ward, 5 beds in isolation and 26 beds in HDU.
 - ✓ Bed no 515A & 515B and 516A & 516B are negative isolation rooms and Bed no 44 is positive isolation room.
 - ✓ Average discharges from this floor are 13.
 - ✓ The main functions of the floor coordinator are same as that of the 4th Floor.
 - ✓ Discharge register consists of:
 - Serial no
 - Bed no
 - PRN (Patient Register Number)
 - Patients name
 - Schedule
 - Doctor's name
 - Planned/ Unplanned
 - Discharge time

- Discharge summary time
- Bill send time
- Slip issue time
- Patients physically out time
- Remarks

- *6thFloor*

- ✓ This floor also has two wings:
 - A wing (601 to 616)
 - B Wing (617 to 631)
- ✓ This floor consists of
 - Twin sharing rooms
 - Deluxe rooms
 - Suite
 - Private rooms
- ✓ Corporate billing & discharge is located on this floor.

CRITICAL CARE UNIT (CCU)

- CCU is located on the first floor of the hospital. In total there are three CCU with total 32 Bed strength.
 - ✓ CCU 1 – 12 Beds.
 - ✓ CCU 2 – 10 Beds.
 - ✓ CCU 3 – 10 Beds.
- CCU 1 has 11 standard beds and 1 Isolation beds whereas CCU 2 and CCU 3 has 9 standard Beds and 1 Isolation beds.
- Equipment used in CCU are:
 - ✓ Ventillator
 - ✓ Syringe pump
 - ✓ Cardiac Monitor
 - ✓ BiPAP Machine
 - ✓ Nebulization machine
 - ✓ Dialysis machine
 - ✓ ECMO Machine- Extra corporal membrane oxygenation
 - ✓ Defibrillator
 - ✓ ECG Machine
 - ✓ ECHO Machine
 - ✓ USG Machine
 - ✓ Doppler Machine

- ✓ Glucometer
- ✓ Oxygen Cylinder
- ✓ Centralize monitor
- ✓ EICU- Electronic ICU
- ✓ TEG Machine
- Nursing staff of CCU:
 - ✓ CCU 1- 31
 - ✓ CCU2- 26
 - ✓ CCU3- 27

HDU (HIGH DEPENDENCY UNIT)

- HDU is located on the 1st floor, 2nd floor and 5th floor of the hospital.
- HDU 2 is for specifically neuro patients and HDU 1 and HDU 5 is for patients from all the departments.
- HDU provides more nursing care as compared to General Ward.
- HDU takes constant cardiac monitoring of the patients.
- Bed strength of HDU is as follows:
 - ✓ HDU 1- 19 beds
 - ✓ HDU 2- 11 beds
 - ✓ HDU 5- 26 beds

OT (OPERATION THEATRE)

- Operation Theatre is located on the 2nd floor of the hospital.
- The nurse and technicians are required different in number for different surgeries.
- Four Zones in OT:
 1. Protective Zone- Administrative Area, Patient Receiving Area, Locker Room, Changing Room
 2. Clean Zone- Recovery Room, Staff Rooms, Store Rooms
 3. Sterile Zone- Operating Room, Scrub Area
 4. Disposable Zone- Disposal Corridor
- The 1st surgery starts at 8 am in the OT
- Generally, the patient comes half an hour before the Operation to the Pre-operative room.
- Cleaning time of the OT:
 - ✓ 5 to 6 mins for non-infected cases.
 - ✓ 10 to 15 mins for infected cases.
- It consists of:
 - ✓ Pre/Post-operative room
 - ✓ Changing room for doctor's and staff
 - ✓ OT Reception
 - ✓ Labour room
 - ✓ Doctor's room
 - ✓ Doctor's lounge
 - ✓ Sluice
 - ✓ Dirty Utility
 - ✓ Operation Theatres
 - ✓ OT Pharmacy
- There are total 10 Operation Theatres in the hospital:
 - ✓ OT 1 and 2- Cardiac Surgery
 - ✓ OT 3 – Cardiac, Neuro and Other Surgery
 - ✓ OT 5 and 6- Orthopaedic Surgery
 - ✓ OT 7- ENT Surgery
 - ✓ OT 8- General Surgery
 - ✓ OT 9- Gynaecology Surgery
 - ✓ OT 10- Urology Surgery

- A white board is maintained every day for the operations which are scheduled in each OT.
- White Board consists of:
 - ✓ Serial no.
 - ✓ OT no.
 - ✓ Time
 - ✓ Patient Name
 - ✓ Ward
 - ✓ Age/Sex
 - ✓ PRN No
 - ✓ Surgery Name
 - ✓ Surgeon Name
 - ✓ Anaesthetist
 - ✓ Technician
 - ✓ Recovery
 - ✓ OT Time
 - ✓ Out time
- Few equipment's that are housed inside the OT are:
 - ✓ Anaesthesia M/C
 - ✓ OT Table
 - ✓ OT light
 - ✓ Patient's Monitors
 - ✓ ESU
 - ✓ Lap. Camera console
 - ✓ Lap. Light source
 - ✓ Lap. Monitor
 - ✓ CO2Insufulator
 - ✓ Harmonic Scalpel
 - ✓ C-Arm
 - ✓ ACT Machine
 - ✓ IABP Machine
 - ✓ HCU
 - ✓ Heart Lung Machine
 - ✓ Holmium Laser

CATH LABORATORY

- The Cath lab is located on the 1st floor of the hospital.
- Everything in the Cath lab is interventional.
- Cath lab consists of:
 - ✓ Pre/Post- operative Cath lab rooms
 - ✓ Two Cath labs
 - ✓ One Control room and
 - ✓ One Cath pharmacy
- There are two labs for Cath lab operations:
 - ✓ Lab1 uses Philips Machines
 - ✓ Lab2 uses GE Lab Machines.
- Total manpower of Cath lab:
 - ✓ Operations -2
 - ✓ Transcriptionist – 1
 - ✓ Technicians-3
 - ✓ Administrator-1
 - ✓ Pharmacy Store handling-2
 - ✓ Doctors- 10 to 12
 - ✓ Nurses – 15
- The bed strength of pre/post-operative room is 10.
- Average cases per day are 15 to 20.
- Procedures:
 - ✓ Angiography (CAG)
 - ✓ Angioplasty (PTCA)
 - ✓ EP Procedure
 - ✓ FFR
 - ✓ PAG
 - ✓ Pacemaker
 - ✓ TPI
 - ✓ Balloon Mitral Valvuloplasty
 - ✓ IVUS
 - ✓ BMV
 - ✓ Ventricular Septal Defect procedure
- Equipment's used in the CATH lab are:

- ✓ Haemo dynamic monitor
 - ✓ Anaesthesia machine
 - ✓ IVUS Machine
 - ✓ EP Machine
- Cathlab is highly revenue generating as most of the packages are of short duration.

HOUSEKEEPING DEPARTMENT

- The housekeeping department is located at the ground floor of the hospital
- The housekeeping department is outsourced and the name of the company is DTSS (Duster Total Solutions Service).
- The housekeeping department of the hospital functions in two parts:
 - ✓ Cleaning and disinfecting
 - ✓ Laundry and linen services

Cleaning and Disinfecting

- In general area, machine scrubbing is done.
- There are 3 processes of cleaning:
 - ✓ Manual Scrubbing
 - ✓ Mopping:
 - Wet Mopping
 - Dry Mopping
 - ✓ Machine Scrubbing
- Dusting is done on regular basis and cleaning is done three times a day.
 - ✓ Morning
 - ✓ Afternoon
 - ✓ Night and as per requirement
- Infected bed is dusted hourly.

Biomedical Waste

- Colour coding of the biomedical waste is as follows:
 - ✓ Yellow- body fluids, body parts, blood, infected.
 - ✓ Red- plastic items (saline items)
 - ✓ Blue- glass items (glass bottles)
 - ✓ White- sharp items (needles)
- Packets are provided in the entire hospital. Nurses use these packets and when they are 1/3rd filled, then the housekeeping staff changes them.
- “Medicare” is the outsourced company that takes the waste.

Laundry and Linen Services

- The laundry and linen department of the hospital is also outsourced and the names of the companies are “Ellodot” and “Tex Care”.
- Ellodot supplies uniform and OT linens whereas Tex Care supplies bathing and bed linen.
- When the soiled linen is given to the company, they return it after 24 hours.
- The following stock of the linen is maintained:
 - ✓ 5 uniforms per patient
 - ✓ 3 uniforms per staff
- Linen tag is important to see the longitivity of the cloth (month & year is mentioned on it).
- Inventory is done on one Sunday in a month.
- There are 2 in-house tailors available in the department.
- The faded/ teared items are discarded quarterly after checking and the new items are indented accordingly.
- Following items are available:
 - ✓ Bed sheet
 - ✓ Pillow cover
 - ✓ Blanket
 - ✓ curtains
 - ✓ Patient pant
 - ✓ Patient shirt
 - ✓ Hand towel
 - ✓ Bath towel
 - ✓ Baby clothes
 - ✓ Bed sheets
 - ✓ Patient gown
 - ✓ Surgeon gown

MEDICAL RECORDS DEPARTMENT

The Medical Records Department is located on the 3rd floor of the hospital. Medical records is a systematic documentation of a single patient's medical history and care across time with one particular healthcare provider's jurisdiction. It includes various notes entered over time by healthcare professionals, recording of observation and administration of drugs and therapies orders for the administration of drugs, test results, X-ray, reports etc. Manpower of the department is 4. ICD coding of the diagnosis is done in the medical record files of all the patients.

Observations:

- Scanning of OP Prescriptions done in the OPD from portable scanner is saved as a record in the MRD.
- IP Files of all the patients is kept here as a documentation.
- Files of MLC cases and expired cases are kept separately and one yellow sheet is extra attached to it.
- Files are kept as per the date of discharges.
- If there is any discrepancy in the file, then it is sent back to the ward for correction and asked to return the file within two days of discharge.
- Dialysis files are also kept separately.
- The records are kept in the hospital of two months. After that the files are sent to the Crown (outsourced company to keep the documents).

Department objective:

- Proper maintenance of inpatient medical records and out-patient prescriptions.
- Maintenance of integrity and confidentiality of medical records.
- Submission of the data to the government authorities.
- Audit of closed files.
- Sending of birth and death reports to the government authorities.

Functions:

- Maintenance of all medical records of out-patients and in patients.
- Assembly of the records.
- Keeping the medical records of out-patients and in patients.
- Scanning of out-patients prescriptions.
- Maintaining hospital statistics (admission, discharge, DAMA).

Documents list:

- MLC form/ cause of death/ DAMA consent.
- Discharge summary/ Death summary.
- Patient information sheet
- Admission slip
- Admission form
- Counselling records
- Signature face sheet
- History and finding sheet
- Pain score
- Progress note
- Consultant referral
- Transfer information sheet
- Any other physician forms
- Dietician forms
- Physiotherapy forms
- Operation note
- Consent forms
- Medicine card
- Nursing forms
- All types of reports
- Other documents

Registers maintained are:

- Visitor's register
- Document handover register
- Birth register
- Death intimation register
- Cause of death receiving register
- Audit register
- MLC register
- Missing records register
- Compactor key register
- Letter number register
- Staff movement register

MEDICAL TRANSCRIPTIONIST (MT)

The Medical Transcriptionist is available on the 4th and 5th floor of the hospital as maximum discharges occurs from these floors.

Functions:

- RMO/ consulting doctor gives the discharge summary draft to the Medical Transcriptionist.
- Medical Transcriptionist types the summary in the system and get it signed by the doctor if the discharge summary is correct.
- The discharge summary of Cardio Thoracic Vascular Surgery and nephrology department is signed by the consulting doctor himself.
- Discharge summary of Urology and ENT department is made by the Medical Transcriptionist by seeing the file.
- Excel sheet is made by the Medical Transcriptionist for planned and unplanned discharges.
- Discharge summary of all the departments is made except neuro surgery, gastrology, paediatric and cardiology.
- Discharge summary is made of the following areas:
 - ✓ Emergency
 - ✓ Operation Theatre
 - ✓ Critical Care Unit
 - ✓ High Dependency Unit
 - ✓ 4th floor
 - ✓ 5th floor
 - ✓ 6th floor

Discharge summary format:

- Reason for admission
- Present history
- Preliminary diagnosis
- Diagnosis at discharge
 - ✓ Principle diagnosis
 - ✓ Secondary
 - ✓ Complications
- Clinical/ Investigation
 - ✓ Clinical investigation as enclosed
 - ✓ Vitals
 - ✓ General appearance
 - ✓ ENT
 - ✓ Heart

- ✓ Lungs
- ✓ Abdomen
- ✓ CNS
- Course of events during hospital stay
- Lab investigation
 - ✓ Radiology
 - ✓ ECHO
 - ✓ ECG
 - ✓ Others
- Procedures (with dates)
- Condition at the time of discharge.
- Discharge medicines
- Recommendations
- Follow-up
- Emergency
- Signature
 - ✓ Patient/ patient's relatives
 - ✓ Clinical doctor