

Internship at Asian Heart Institute

By

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HOSPITAL PROFILE- Asian Heart Hospital

Asian Heart Institute (AHI), is India's No.1 cardiac care hospital, established in 2002, located in the western suburb of Bandra, at the Bandra-Kurla Complex (BKC), in Mumbai, Maharashtra, India. In just 15 years, the hospital has treated more than 300,000 patients, and completed over 37000 angiographies & angioplasties and more than 21000 heart surgeries. AHI has a staggering success rate of 99.83% in bypass surgeries and an overall 99.6% in cardiac surgeries. These success rates are among the highest in the world. It has pioneered the treatment of complex heart surgeries, arterial graft & beating heart surgery in India.

Asian Heart Institute (AHI) which is pioneer in the field and is fully dedicated to cardiac care facility. Fortis Healthcare is led by the vision of Dr. Ramakant Panda for creating a best healthcare delivery system in India.

ASIAN HEART INSTITUTE AND RESEARCH CENTRE (AHIRC) is a renowned name in the field of cardiac surgery, interventional cardiology and cardiac diagnostic. The institute was set up as a dedicated cardiac hospital to bring to India the best cardiac care, training of cardiac surgeon and cardiologists and also to conduct research of international standards. AsianHeart Institute has a vast pool of talented and experienced team of doctors, who are further supported by a team of highly qualified, experienced & dedicated support staff & cutting edge technology. The hospital today has an infrastructure comprising of around 250 beds, 2 CATH Labs, 6 Operation Theatres, 3 ICU's besides an array of other world-class facilities. AHI provides top and services in areas of acute care, invasive and non-invasive cardiology and state of the art surgical procedures, besides playing a leading role in prevention, early detection and the renewal of heart disease.

It provides high-class emergency services to patient including the facility for air ambulance. The institute also offers many cardiac preventive health checks.

AHI has now taken a landmark step in introducing Robotic Cardiac Surgery by installing the first the **Da Vinci Surgical System** in this Region.

MISSION

“To operate as a world-class heart hospital, incorporating the latest technological advances and ethical practices to provide quality heart care at reasonable costs”

VISION

To be a globally preferred centre of excellence.

VALUES

- Customer Satisfaction
- Highest Quality
- Culture of High Performance
- Integrity and Ethical Practices
- Innovation and Change

HOW AHI HAS ACHIEVED THIS

- By providing state-of-the-art world standard healthcare that exceeds expectation of patients and families.
- Pursuing independent as well as collaborative research in all aspects of cardio-thoracic medicine and surgery.
- Providing expert training for medical, paramedical, nursing and other professionals in the field of heart care.
- Networking with other organizations to promote health and well being in society through education and preventive checkups.

Accreditations

Joint Commission International, USA

AHI is a Joint Commission International (JCI) accredited hospital. JCI is the highest global accreditation body to recognize hospitals adhering to patient care and safety norms. The receiving of the JCI accreditation is a vindication of our excellence in medical services and the care we provide to each of our patients.

NIAHO (National Integrated Accreditation for Healthcare Organizations)

This NIAHO Accreditation Standards Interpretive Guidelines and Surveyor Guidance for Critical Access Hospitals (NIAHO) document is based upon the Centers for Medicare and Medicaid (CMS) Conditions of Participation for Critical Access Hospitals 42 CFR 485.606 and State Operations Manual Regulations and Interpretive Guidelines for Critical Access Hospitals. These Interpretive Guidelines also are periodically updated based on notices distributed from CMS. Hospitals participating in the Medicare and Medicaid program are expected to comply with current Conditions of Participation. When new or revised requirements are published hospitals are expected to demonstrate compliance in a time frame consistent with the effective date published by CMS in the Federal Register.

International Organization for Standardization (ISO) 9001:2000 Certification

Asian has been certified by ISO 9001:2000 ensuring compliance across multiple criteria including improved patient satisfaction, effective Quality Management System, efficient management of our processes and contribution improvement of the system.

Have also been acknowledged as

- "India's Best Private Cardiac Hospital" In 2014, by the Health Care Achievers Awards hosted by the Times of India Group
- "India's Best Private Cardiac Care" two years in a row in The WEEK-Hansa Research
- "India's Best Cardiac Care Hospital" by CNBC & ICICI Lombard healthcare award
- Amongst the "World's TOP 10 Best Hospitals for Medical Tourists" by Medical Travel Quality Alliance (MTQUA)
- Among the TOP 5 Cardiac Hospitals in India by Indiatimes.com

Basic Facts about Asian Heart Hospital

- Bed strength = 250 beds
- Bed occupancy rate = 60%
- ALOS = 7 days
- Mortality Rate = 0-1 death per month
- Patient to Nurse Ratio = 3:1
- Number of Discharges/month = 120
- Number of OPD patient/day = 100
- Number of Emergency case = 2 / day
- Building of Asian heart Hospital = 1

HISTORY

Medgate has honoured Dr. Ramakanta Panda, the Chief Consultant Cardiovascular Thoracic Surgery and the Vice Chairman and Managing Director of Asian Heart Institute, as the No1 cardiac surgeon and one of the 25 living legends in the Healthcare of India.

The hospital had also added a sports medicine facility in 2007 as a number of hospitals across the country expanded their services in that practice area prior to the 2010 Commonwealth Games.

As of July 2012, it was one of the two private hospitals in Mumbai, India to participate in a government insurance scheme to provide coverage for the poor.

- In April 2013, through its Pediatric Cardiac Center, AHI committed to providing free heart surgery for 100 economically-weak children who have congenital heart disease. The hospital helped clear up the government-operated KEM Hospital's waiting list, which had grown so long that some infants and children had been waiting for surgery for over three years. Dr. Panda committed to operating 1000 children, who because of their financial situation, would otherwise have had no recourse to cardiac surgery

Dissertation Profile:

- I had been posted on the floors to understand the process flow of all the activities on the floor and to manage those activities while understanding the problems faced by the patients and attendants with respect to the services of the hospital. The KRA was to observe and comprehend the

process of different departments present in the hospital and to work out on methods to maintain the proper channel of work day in and day out.

- The work has helped me a lot in understanding the synchronization amongst various department .Through this report I have laid down the work that I have done over the period of two months

HOSPITAL LAYOUT

AHI follows a mix design of expansion i.e. vertical expansion and horizontal. The building is semi circular in shape with 7 floors and two level basement. Each of the floor would be dealt in details below for understanding it's relation to patient satisfaction:

FLOOR WISE DISTRIBUTION OF AHI

Lower Basement

- Medical Records department
- Laundry and linen
- Mortuary
- Central Stores Department

Upper Basement

- Parking
- Cafeteria for staff

Ground Floor

- Hospital Entry
- Admission Desk
- Help Desk

- Reception
- Cafeteria
- Billing
- Imaging Services
- Marketing Department
- Corporate Office
- Security Cottage
- Pharmacy
- Day care center
- Emergency
- Auditorium
- Doctors Cabin

First Floor-(OPD Block)

- OPD Billing
- One helping desk
- Eighteen consultation chambers where specialized doctors in the following fields are available-
 - Pulmonologist
 - Neurology
 - Gastroenterology
 - Ophthalmology
 - Laparoscopic and General Surgery
 - Psychiatry
 - Thoracic Surgery
 - Pediatric surgery
 - Urology
 - Dermatology
 - Diabetology

- Cardiology
- Cardiac surgery
- Vascular surgery
- Pediatric cardiac surgery
- Pacemaker Clinic.

Second Floor

- OPD
- Echo area
- IT section
- AKD
- ICU 2
- Endo ,diabetic OPD
- Pediatrics unit
- Stress echo
- 2d echo
- Doppler

Third Floor

- ICU 1
- Lobby
- cathlab
- Cardiac OPD
- Dr. Dora, Dr. Gautam, Dr. Vanzara cabin
- Think tank
- Opd Lift
- OT complex
- Cath Office
- Quality

Fourth Floor

- Nursing Station 1
- Nursing Station 2
- Nursing Station 3
- Shaving room
- Store room
- Dirty utility room
- Pantry
- Waiting Area

Fifth Floor

- Store room
- Dirty utility room
- Pantry
- Doctors room
- Nursing Station 1
- Nursing Station 2
- Nursing Station 3
- Dietician

Sixth Floor

- Cardiac rehb
- Expansion area
- Physiotherapy

Seventh Floor

- Expansion area
- Dental OPD

- Details of important Departments -

➤ **MEDICAL RECORDS DEPARTMENT**

Introduction

A medical record, health record, or medical chart is a systematic documentation of a patient's medical history and care. The term 'Medical Record' is used both for the physical folder for each individual patient and for the body of information which comprises the total of each patient's health history. MR traditionally compiled, stored and maintained by MRD of the Asian Heart Hospital.

Terminal digit system of files is most secure and safe system as far as the identification of the file is concern. New Registration forms are kept at various stations i.e. OPD, Casualty and admission counters etc.

Patient or next of kin fill up the form for all demographic details and puts the signature, and then the entry is done by the receptionist at counter in the system.

The patient is given a ID card which has 6 digit AHI no, and name, sex, age etc. The file has 6 digit numbers . The filing system is dependent on the 6 digits; hence total confidentiality of the patient's file is maintained.

The information contained in the medical record allows health care providers to provide continuity of care to individual patients. The medical record also serves as a basis for planning patient care, documenting communication between the health care provider and any other health professional contributing to the patients care, assisting in protecting the legal interest of the patient and the health care providers responsible for the patients care, and documenting the care and services provided to the patient.

The most basic rules governing access to a medical record dictate that only the patient and the health care providers directly involved in delivering care have the right to view the record. The patient, however, may grant consent for any person or entity to evaluate the record.

Research, auditing and evaluation

Individuals involved in medical research, financial or management audits, or program evaluation have access to the medical record. They are not allowed access to any identifying information, however the patients or their

representatives the right to a copy of their record, except where information breaches confidentiality (e.g. information from another family member or where a patient has asked for information not to be disclosed to third parties) or would be harmful to the patient's well-being (e.g. some psychiatric assessments).

Objectives

1. To aid in the diagnosis and treatment of patient
2. To provide written documentation of directed medical care and to show services were medically necessary
3. To assist in the research of disease and injuries so other patients may benefit from previous patient care
4. To substantiate procedure and diagnostic code selection for research purposes
5. To comply with legal requirements
6. To legally defend the physician in the event of lawsuits

Location & layout

The MRD is located on the lower basement. It is spread over 1500 sq.ft. with additional area of allocated for the storage of records.

Nature of activity

1. Allocation of AHI No.
2. Collection of computerized list of Discharged / death cases
3. Collection of health record charts from wards / casualty
4. Assembling in standard order
5. Deficiency check
6. Medical coding
7. Indexing
8. Filing of various reports
9. Operation procedure
10. Retrieval and issuance of files
11. Receiving and storing of files
12. Medical certificates, injury certificate, correspondence of L.I.C claims and legal matters etc
13. Third party administration queries and any other insurance companies queries pertaining to the patient illness and its duration

➤ **MORTUARY SERVICES**

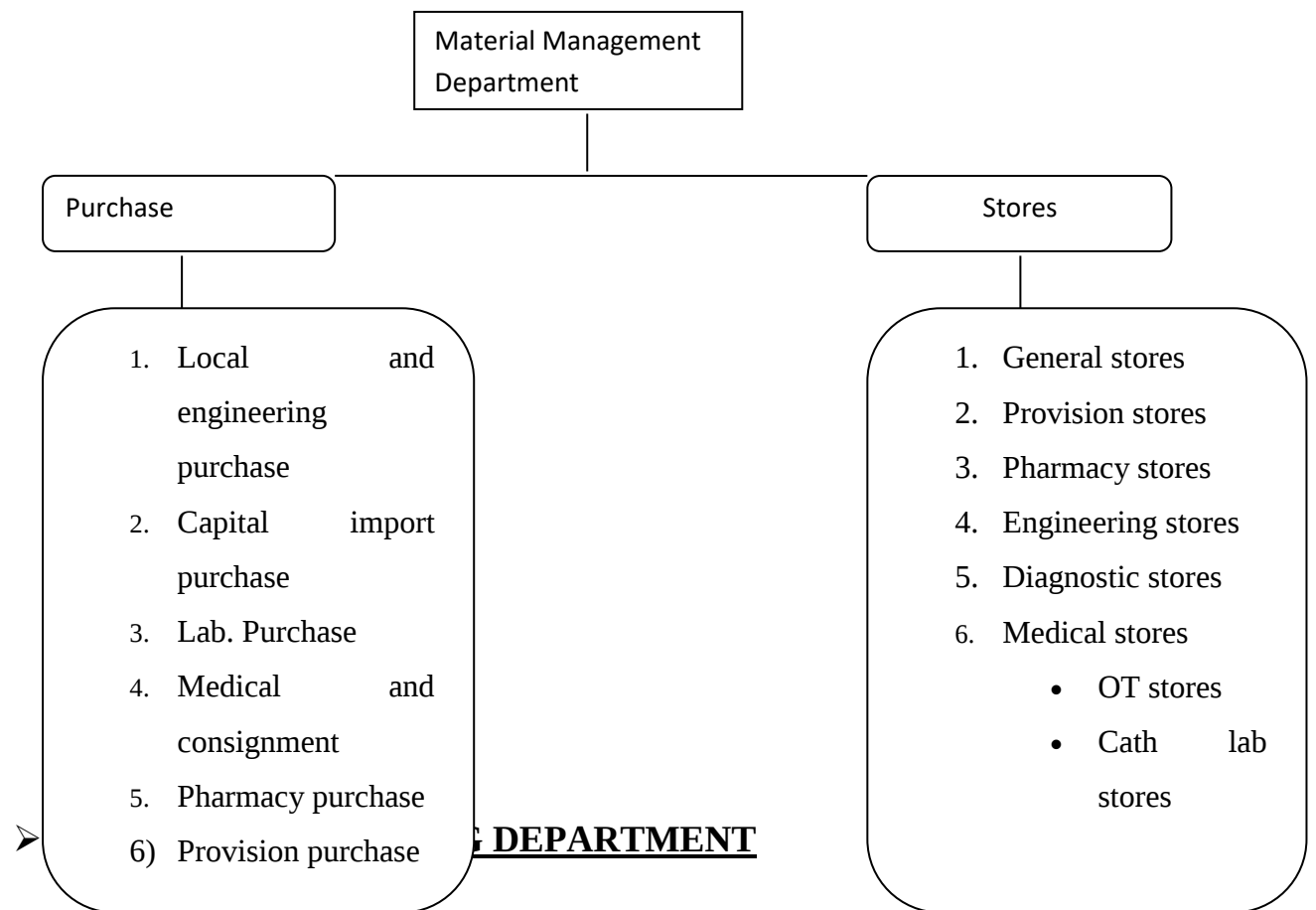
- Mortuary at Asian heart hospital is managed by A & E department and security and is maintained by Housekeeping department. It currently has capacity to keep 2 bodies.
- Only inpatient bodies are allowed to keep at Mortuary.
- Mortuary is also used to keep Amputated body parts

➤ **LAUNDRY SERVICES**

- The importance of a clean, hygienic, un-stained and defect free linen for patient care has been stressed upon since the very inception of hospitals. Clean linen delivery in a timely manner to healthcare areas is important.
- Laundry service is responsible for providing an adequate, clean and constant supply of linen to all users. The laundry facilities is designed, equipped and ventilated to reduce the dissemination of microorganisms on to finished textiles. The basic tasks include: sorting, washing, extracting, drying, ironing, folding, mending and delivery.
- Cleaning of soiled linen collected from patient care areas.
- Storage and distribution of clean, unstained and defect free linen to various areas of hospitals like floors (for patients), CSSD (for sterile linen supply to operation theaters), housekeeping and food service department (for conference and other functions).
- Cleaning, storage and distribution of uniform to all employees and consultants.
- Specific procedure for handling, including labeling of materials contaminated with hazardous materials or body fluids.
- Policies and procedures for cleaning of contaminated materials.
- Storage and distribution of curtains across the hospital facilities.

➤ **MATERIALS DEPARTMENT**

- The materials management department aims at maintaining uninterrupted supply chain without effecting cost, quality and service parameters.
- The materials management department can be classified majorly under 2 heads i.e. purchase department and stores.



Introduction:

Admission & Billing Department in its Endeavour ensures:

1. To provide excellent quality health care to all .
2. To provide a friendly, compassionate, humanely & satisfactory atmosphere during the stay of the patient at the hospital.
3. To create an environment of high quality patient care, treatment & management that comes through with the result effectively & efficiently starting from admission to discharge.

Following are the services offered----

1. Registration
2. Booking/Reservation –Bed & Operation theatre
3. Admission

4. Billing
5. Discharge
6. Accident and emergency counter
7. TPA help desk

➤ **DAYCARE / ACCIDENT & EMERGENCY**

Introduction

- The Daycare or A/E Department is the face of any hospital, which works around the clock through the year.
- Also serves as a screening centre for all Admission Cases.
- Department is manned by highly trained medical & paramedical staff & it serves all the immediate emergency medical situations but mostly cardiac in this case.
- It can be divided into the following areas- A/E & Cardiac Emergencies.
- 4 bedded Accident & Emergency department along with 1 casualty centre bed is an ultra-modern facility well-equipped with sophisticated & advanced equipment specialized & skilled doctors and nurses is highlight of the department.

Scope of Services

- The department is responsible for treatment of Cardiac and Non Cardiac emergency cases.
- The department is responsible for informing the police in cases of traumas, poisoning, suicide, homicide, rape, assault etc.
- Notification of all notifiable diseases to BMC .Ex Tb
- A & E is a very important constituent of the disaster management team- internal as well as external.
- Transfer of patients.
- Screening of Patients for Opd
- Responsible to arrange for the ambulance services for transportation or transfer of patients. It also in arranging Hearse services.
- The Mortuary is also maintained by the Emergency department.

➤ **Pharmacy**

- Asian Heart Hospital runs an inpatient pharmacy which works 24/7 throughout the year and consists of Dispensing area and store. It is located on the ground floor of the building. The Pharmacy also has a formulary with around 3000 items mentioned in it and also a DTC (Drug and therapeutic committee), with senior doctors, nurses and pharmacists as its members. In the pharmacy no cash transaction take place and no relative has to go there, the nurses enter the medications required into the system from the floors, and then a floor wise consolidated report is taken and all the items are sent together in 7 rounds to the nursing station at each floor by the pharmacy attendants. The patient is billed from the pharmacy on his AHI No. and the information is sent to billing department directly. The pharmacy keeps only 1 brand of the drugs, which is generally the research molecule. They also have a provision for narcotic drugs, which they store in a lock according to the narcotic drugs and psychotropic substances act. The narcotic prescriptions are kept in a record. The hospital formulary is updated periodically. A pharmacy news bulletin is also prepared and is given to the doctors.

- The inventory control methods used are:
 1. ABC- Always better control
 2. HML-High Medium Low
 3. VED- Vital essential Desirable
 4. GOLF-Government Open Local Foreign Product
 5. SDE- Scarce Difficult Easy
 6. FSN- FAST, SLOW and Non- Moving

MARKETING DEPARTMENT

1) Referral:

- Community Education Programmes (CME) through social media
- General Practitioners
- Picnics
- Friends of Escorts

2) Corporate

- Empanelment/Corporate Tie ups
- PSU's Tie-ups
- TPA Tie Ups
- Summits
- Workshops

3) International

- Embassy
- Doctors
- Facilitators

4) Public Relation

- Press Conferences
- Shoots/Interviews
- Print Media: Newspaper, Magazines
- Branding: Events, Conferences, Trade shows.

LOCAL PUBLICITY

- TV ads / Cable ads
- Newspaper Ads
- Ads in local magazines, supplements, directories
- Leaflets, Pamphlets and Flyers
- Direction Boards
- Kiosks
- Hoardings
- Hospital Board (Glow sign)

HUMAN RESOURCE DEPARTMENT

Layout:- Ground Floor

Jobs & Responsibilities:

- Manpower Planning
- Internal Job Posting Process
- CV Selection
- Credential Policy
- Confirmation and Appraisal
- Staff Queries
- Follow up with selected candidates
- Issuing of appointment letters
- Disciplinary Policy
- Leaves sanctioning
- Payroll
- Budgeting for departments
- Doctors payout
- Duty roster
- Issuing of Experience letters
- Investigation of staff grievances
- Issues of slow cause
- Salary statement
- Full in final settlement
- Outsource staff report checking
- Manpower planning
- Dispatch of salaries
- Pre-recruitment calls
- Organizing interviews
- Housekeeping of CV's

- Preliminary interviews
- Joining formalities

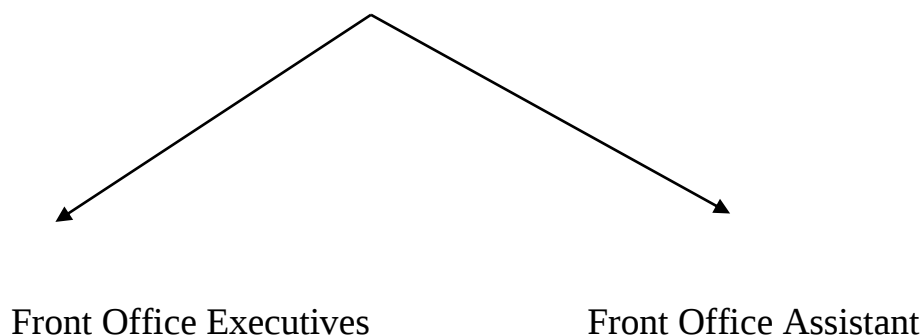
OPD DEPARTMENT

- It is situated on the 1st, 2nd and the 3rd floor of the hospital.
- 1st and 2nd floor OPD are general OPD's while 3rd floor OPD is especially for Cardiac.
- Patients who in the considered view of a competent medical professional do not immediately require Hospital admission and who can be satisfactorily treated on a domiciliary basis are classified as Ambulatory Patients, and are commonly referred to as outpatients. Hence the department of ambulatory care is also known as Outpatient Department
- Asian Heart aims to provide:
 - 1 High quality of ambulatory care services to the community in a secured environment.
 - 2 Ensuring safe, appropriate interventions, treatment and care which are delivered humanely and efficiently

HELP DESK

It directs the patients and gives them the detail about all the packages of AHI and also escorts the patient to their required destinations. There are 3 FOE's who provide all the information and guides to the respective destination.

Supervisor



OPD Billing

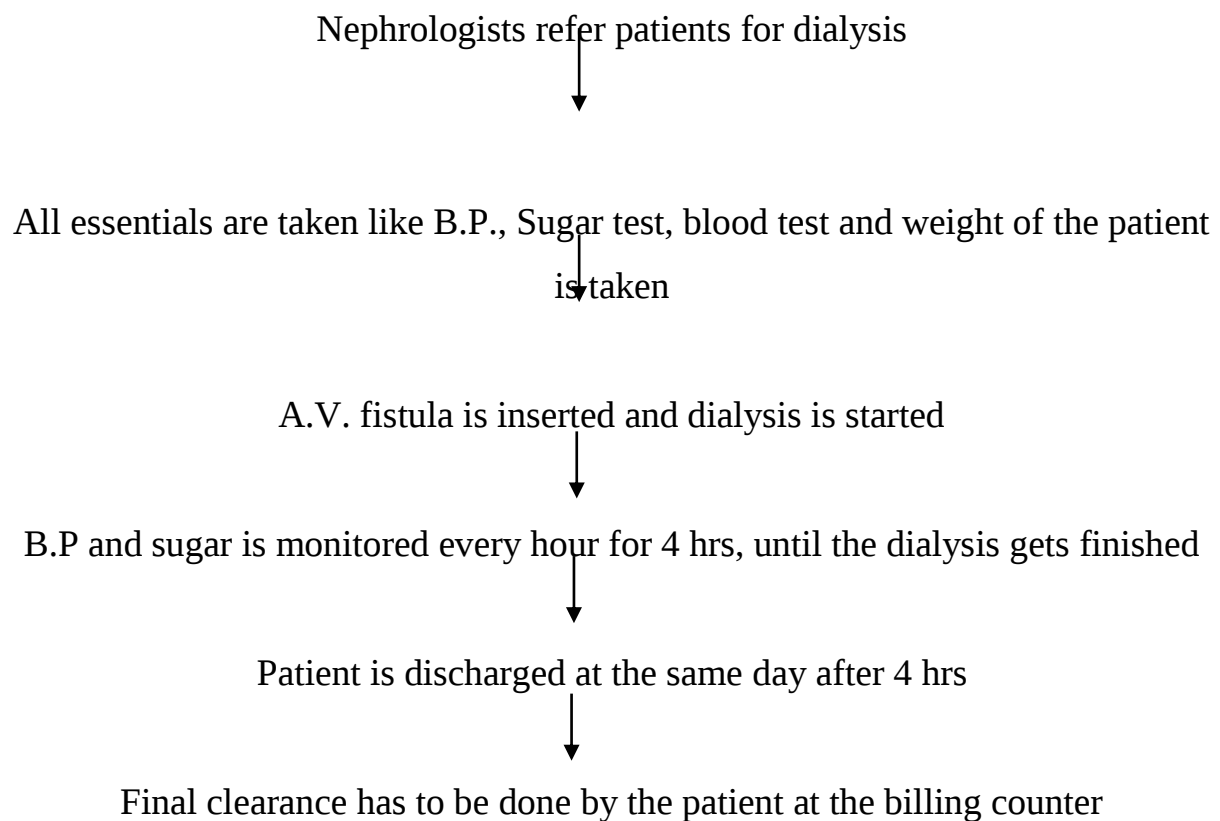
Here the billing of all the tests is done (both individual test billing as well as packages test billing). The billing counters start at 8.00AM to 5.00PM. There is 2 billing staff for this purpose.

Sample Collection Room

Blood samples are collected for various tests along with urine sample and stool sample.

Dialysis Center

Process Flow



STANDARDS OF OPD

- PATIENT TURN AROUND TIME = 4.5 HOURS
- DOCTORS DELAY = 15 MIN
- WAITING TIME FOR PATIENT = >15 MINUTES

-

EXECUTIVE HEALTH CHECK UP (EHC)

- AHI has a EHC department on 1st floor meant for preventive health check. It offers a wide range of preventive health check packages for various mindsets. This area is exclusively designed for providing complete body check-up for.

1. Corporate executives.
2. Pre-employment check-ups
3. General health check-up for walk in patients.

For corporate clients, Escorts have various health check packages that are pre-designed and customized by their respective company, according to their policies.

The patients usually come with a prior appointment, empty stomach that is then undergone through a series of tests under the supervision of doctors. The Executive check up is done on the basis of their credit letter and is synchronized by the marketing department.. The package includes complimentary breakfast and doctors consultation both pre-post, valid up to 15 days from the letter of reference from their office, duly authorizing the check.

This health center exclusively caters to patients from different companies with whom FEHI has a tie-up and also other executive patients including international patients. These patients have a number of various health checkup packages to choose from. They can decide which package to choose, depending on their present health status and medical history, or they can consult the doctor, who can guide them in making the decision. After the patient has selected a health check-up package he is directed to the various diagnostic procedures.

The EHC has the following facilities:

- Sample collection room
- TMT
- ECG

- DOCTOR CONSULTATION
- ECHO
- PFT
- Ultrasound
- Audiometry department
- ENT Department
- Gynecology department
- Dental department
- Dietician
- Clinical Psychologist
- Cardiologist

ICU

Layout:- It is located on the 2nd and the 3rd floor and are three in number

Working Shifts:

Morning: 8.00 AM to 2.00 PM

Evening: 2.00 PM to 8.00 PM

Night: 8.00 PM to 8.00 AM

EQUIPMENTS:

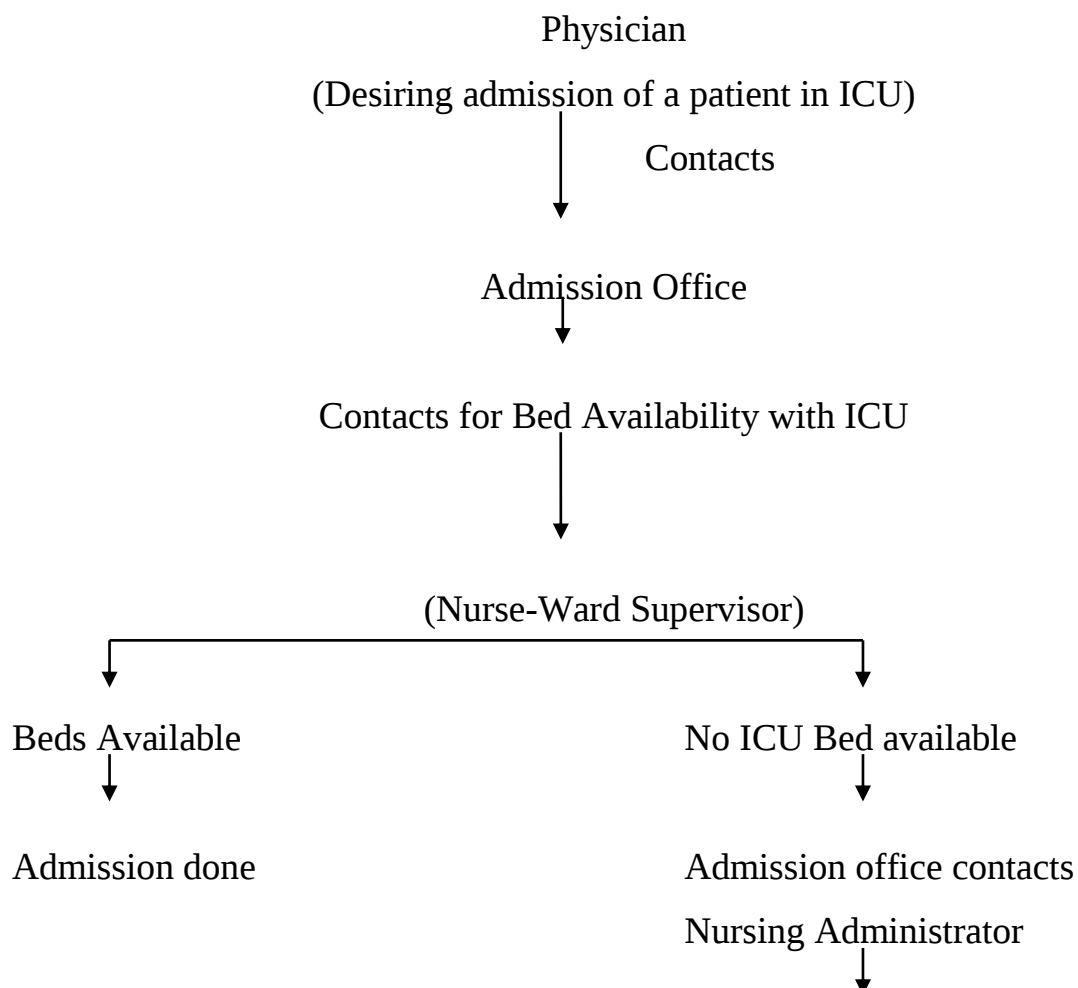
1. Ventilator
2. Patient monitor
3. Defibrillator
4. Syringe pump
5. ECG machine
6. Pace Maker

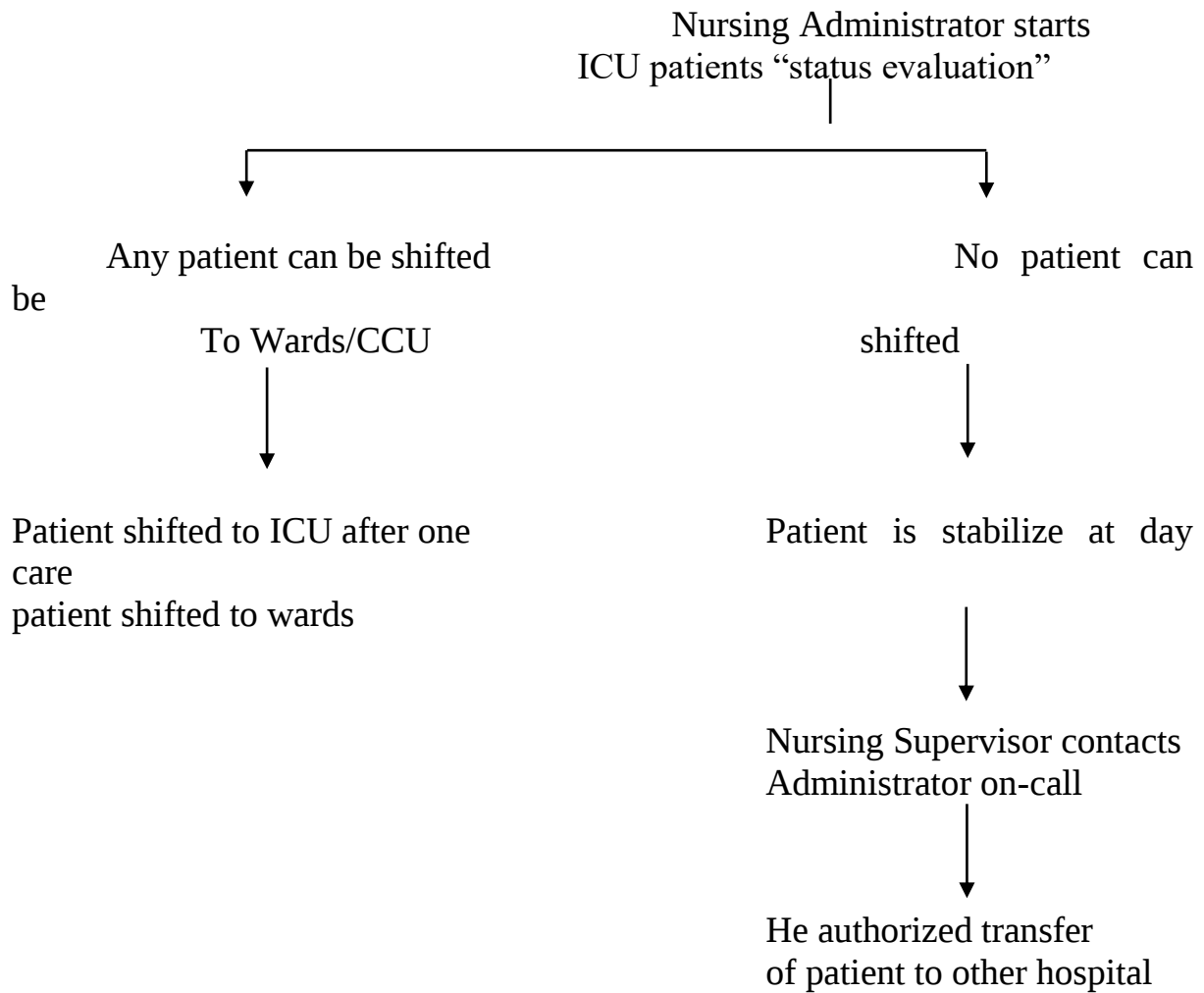
7. ICU bed
8. Blood gas analyzer
9. Crash Cart

Admission in ICU can occur from:

- Inpatient wing of the hospital
- Emergency complex
- From other hospitals
- Sometimes directly from OPD
- Rarely from Bronchoscope, Endoscopy, Dialysis unit

Patient admission procedure in ICU-





CSSD

(Central Sterile Supply Department)

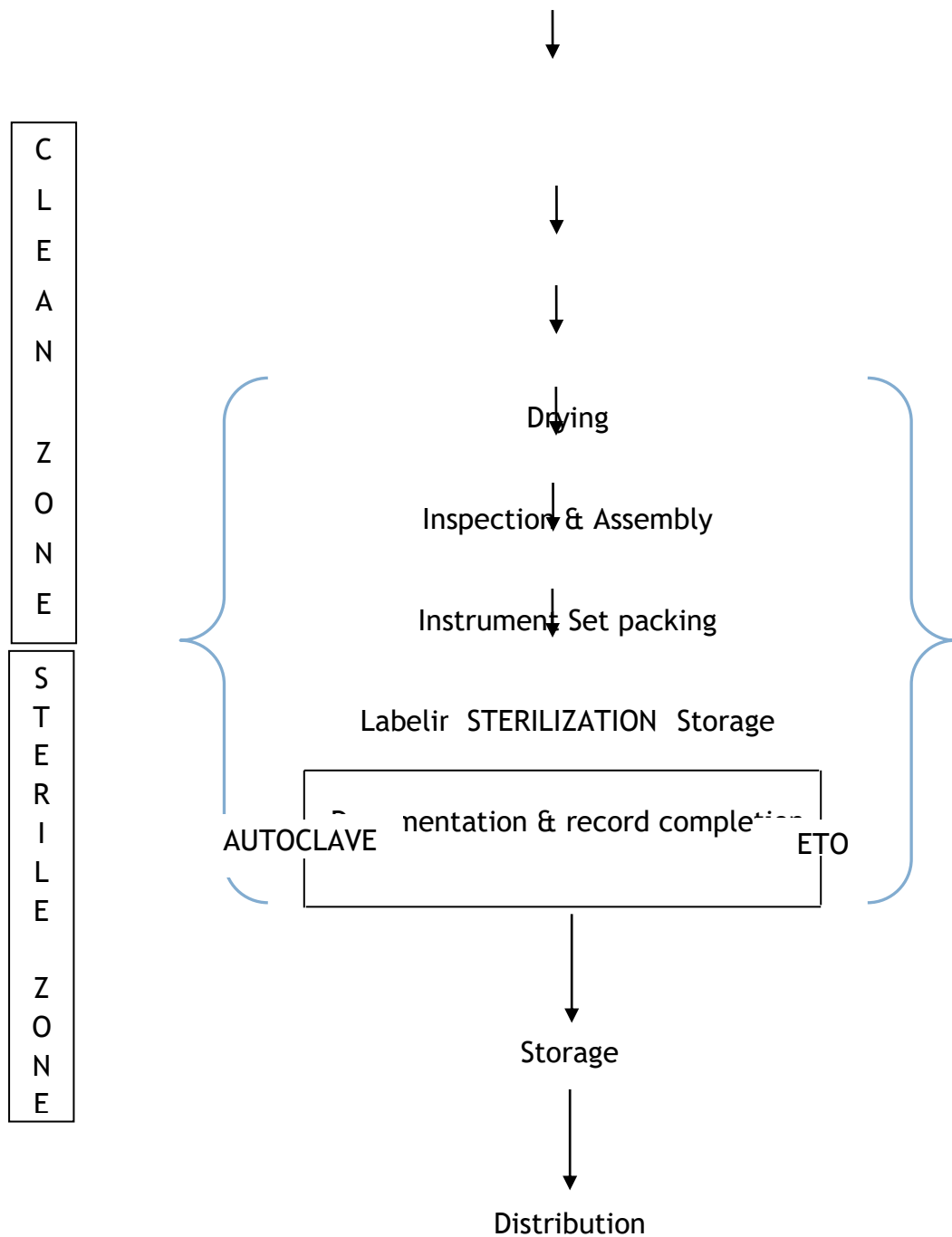
Layout: 2nd floor

Infrastructure:

- Autoclaves (Vacuum type)
- ETO-3
- Ultrasonic washer

Work Flow: The process how CSSD works for the hospital is as follows





OPERATION COMPLEX

Location and layout:

- It is based on the 2nd and the 3rd floor :-
- It has the following features:

1. **6 Operation Theatre**
2. **3 Hand scrubbing areas (2 between 1 OT).**
3. **1 Clean utility room**
4. **1 Dirty utility room**
5. **1 Pre operative room**
6. **2 Separate changing rooms for gents and ladies.**
7. **1 Equipment room**
8. **1 Doctors lounge**
9. **1 OT manager cabin**
- 10.1 **Billing and admission counter**

OT Staff:

1. OT Coordinator
 2. Surgeon
 3. Anesthetist
 4. Anesthetist Assistant
 5. Senior OT Technician
 6. OT Technician
 7. Per fusionist
 8. Perfusionist technician
 9. Scrub Nurse
- The whole OT consists of a laminar airflow designed Air conditioning system and HEPA filter to eliminate OT acquired infection.
 - It is divided into two zones:-
 - 1) Sterile zone
 - 2) Clean zone

CATH LAB

Introduction

- Cath Lab is located on the second floor of IPD building. It is well equipped to perform various heart related procedures such as

Angiography, Angioplasty, and Pacemaker etc. Two types of packages are provided-Radial Package and Femoral Package. It has a separate admission counter, which takes admissions till 9 A.M. There are on an average 8-10 cases /days.

- **Scope of services**

- Diagnostic Services
- Therapeutic Services

Common procedures in CATH Lab:

- Coronary Angiography (CAG)
- Coronary Angioplasty (PTCA)
- Balloon Mitral Valve Plasty
- Permanent Pacemaker
 - Single chamber
 - Dual chamber
 - Bivent
 - Combo device
 - AICD
- Electrophysiology study-Radiofrequency Ablation (EPS-RFA)

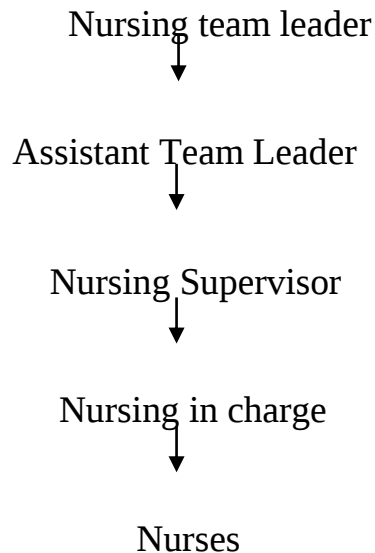
Method to reserve slot for cath lab Procedures

- Reservation done by cardiologist/clinical associate-Depending on the type of procedure, cardiologist/clinical associate calls at the booking counter/accident & emergency counter at admission and billing department.
- Reservations done by patient- Depending on the type of procedure-Patient/Relative approaches booking counter /accident and emergency counter at admission and billing department.
- Reservation done by receptionist-
 - Majority of them done by this

Wards

Layout: 4th , 5th and 6th Floor

Staffing of Nursing Personnel in wards:-



- Nurse to Patient ratio-1:5
- The staff works in three shifts
 - a) Morning (8.00AM-2.PM)
 - b) Evening (2.00PM-8.00PM)
 - c) Night (8.00PM-8.00AM)

Stages /Process of Wards

- **STAGE-I Patient Selection**

- The patient concerned will be seen by the consultant on OPD basis. For a new patient, there would be necessarily Registration followed by vouchering.
- In the event that the patient meets the selection criteria for surgery, the patient has to get on with the Pre admission procedures.

- **STAGE-II Pre-Admission Procedure**

- The patient would proceed to do OT/Bed Booking in Ward and Completion of relevant Lab investigations.

- **STAGE-III Pre Operative Stage**

- Based on the consultant's decision for Preoperative anaesthetist check up, fitness for surgery is given by the anaesthetists.
- Patient would follow up with concerned surgeon with lab reports/relevant investigation reports/fitness certificate.
- In the event that the patient is fit to operate, the consultant can choose to give the Consent form for the same at this stage.

- **STAGE-IV Pre-Admission**

- Patients will be asked to report at the Reception desk in Casualty area 1 hr prior to schedule timing. A designated FOE will then escort the patient/Relative to the billing area.

- **STAGE-V Admission**

- Following billing formalities, the patient will be taken to the Wards. The nursing staff informs the OT desk/concerned Consultant/Registrar about the arrival of the patient.
- The ward staff nurse will coordinate transport of the patient to the OT at the scheduled time.
- Following surgery the recovery area staff nurse will keep the ward staff nurse informed about the patient's status. After the patient has been shifted to the recovery area, concerned surgeon would need to visit and complete the discharge formalities including preparation of discharge.
- Admitting Consultant/nominated medical officer will examine the patient and will give the order to physically discharge the patient. The WARD nursing staff would discharge the patient, based ONLY on written order from the concerned authority.

- **STAGE-VI Discharge**

- Following recovery in and discharge, the patient will be shifted in wheel chair/stretchers; herein the patient will be accompanied by the FOE till Casualty exit. The FOE will also enquire on the necessity of clinical care for the patient, and if so, details of "Care at Home" will be given.