Utilization of Medical Transcriptionist and Ward Secretary in a Multi-Super Specialty Hospital

Internship Training
at
Medanta, The Medicity, Gurgaon

By
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Under the guidance of
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Post Graduate Diploma in Hospital & Health Management
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TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Taru Bhandari, student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from Institute of Health Management Research Jaipur has undergone internship training at Medanta, The Medicity, Gurgaon from 1st February 2014 to 30th April 2014.

The candidate has successfully carried out the study designated to her during internship training and her approach to the study has been sincere, scientific and analytical.

The internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavors.

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CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled "Utilization of Ward Secretary and Medical Transcriptionist in a Multi- Super Specialty Hospital" and submitted by Taru Bhandari Enrollment No. IIHMR/PGDHM/2012-14/17-1393 under the supervision of Dr. Shilpi Mishra Sharma for award of Post Graduate Diploma in Hospital and Health Management of the institute carried out during the period from 1st February 2014 to 30th April 2014 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning,

Taru Bhandari

Signature

ACKNOWLEDGEMENTS

This study is the end of my journey in obtaining my PGDHM. I have not traveled in a vacuum in this journey. This study has been kept on track and been seen through to completion with the support and encouragement of numerous people including my well wishers, my friends, and colleagues, my institution and workplace. At the end of my study I would like to thank all those people who made this thesis possible and an unforgettable experience for me. It is a pleasant task to express my thanks to all those who contributed in many ways to the success of this study and made it an unforgettable experience for me.

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LIST OF ABBREVIATIONS

WS	**Ward Secretary**
MT	**Medical Transcriptionist**
NB	**Night Billing**
IPD	**In-patient department**

EXECUTIVE SUMMARY

Background: The continuity of care for patients across the boundaries of various health care institutions and care services is becoming increasingly important. For a 1200 bedded Multi- specialty hospital, catering to the needs of the people not only across the country but globally, it becomes vital to provide best quality of services to all the in-patients as well as the out-patients. To provide the best services it is very important to have appropriate manpower and even more important to utilize the existing manpower in the most effective manner.

After working with this multi- super specialty hospital, one such problem area was identified where the utilization of manpower was not up to the mark. They were identified as ward secretaries and medical transcriptionists from the medical administration department. Basically the ward secretaries and medical transcriptionists are posted on each floor of the hospital in the in-patient department and have specific set of job responsibilities to be performed. They are involved directly in the admission & discharge of the patient and even responsible to cater to needs of patients and attendants during their stay in hospital.

*Identified Problems***:** Incomplete utilization of ward secretary and medical transcriptionist leads delay in discharges due to non-availability of medical transcriptionist, over-lapping of work of ward secretary and floor manager**,** variation in duties performed as compared to mentioned in the job description

Objectives: The objectives of the present study were;

1. To study the existing job description of the ward secretary and medical transcriptionist.
2. To study and analyze the current activities performed by the ward secretary and medical transcriptionist.
3. To compare the standards set by hospital with the time taken by ward secretary and medical transcriptionist.
4. To perform those activities and to recommend measures for utilization of MT & WS and implement them.

Methods: The design of the present study was both exploratory and descriptive. The respondents of the study were floor managers, ward secretaries and medical transcriptionists. The sample was selected using convenient sampling technique. The data for the present study was collected through self administered semi-structured questionnaire and was analyzed using the time allocation and work allocation approach. Uni-variate analysis was done and at some places descriptive statistics were presented.

Results: The analysis of the data collected revealed that overall utilization of ward secretaries and medical transcriptionists across the in-patient department was 48.8 percent and 73.6 percent respectively. The data also revealed that one of the in- patient area did not have a dedicated ward secretary and 7 out of 13 jobs mentioned in job description of ward secretary were performed by the floor managers, out of which discharge counseling being the maximum.

Conclusion & Recommendations: Utilization of manpower as per set standards would lead to increased patient satisfaction (Discharge time Reduction), reduction in overlapping of work, increased employee satisfaction & reduction in loss of revenue for the hospital as well. It is recommended that accountability, responsibility and role of ward secretaries in discharge process should be enhanced and the discharge summaries of the patient should be finalized a day prior to discharge. As the medical transcriptionists are well worse with the medical terminology the initial assessment of the new admissions can be filled in the HIS daily by them for the completion of medical records.

CHAPTER- 1

BACKGROUND OF THE STUDY

1.1 INTRODUCTION

The continuity of care for patients across the boundaries of various health care institutions and care services is becoming increasingly important. For a 1200 bedded Multi- specialty hospital, catering to the needs of the people not only across the country but globally, it becomes vital to provide best quality of services to all the in-patients as well as the out-patients. To provide the best services it is very important to have appropriate manpower and even more important to utilize the existing manpower in the most effective manner.

After working with this multi- super specialty hospital, one such problem area was identified where the utilization of manpower was not up to the mark. They were identified as ward secretaries and medical transcriptionists from the medical administration department. Basically the ward secretaries and medical transcriptionists are posted on each floor of the hospital in the in-patient department and have specific set of job responsibilities to be performed. They are involved directly in the admission & discharge of the patient and even responsible to cater to needs of patients and attendants during their stay in hospital. Thus, it becomes indispensable to utilize them in the best possible way to minimize the overlapping of work and increase patient satisfaction.

1.2 STATEMENT OF PROBLEM

It is well-recognized that an incomplete utilization of manpower in the hospital leads to patient dissatisfaction, employee dissatisfaction, overlapping of work of employees and loss of revenue for the hospital as well.

1.3 IDENTIFIED PROBLEMS

- Incomplete utilization of ward secretary and medical transcriptionist leading to
    - Delay in discharges due to non-availability of medical transcriptionist
    - Over-lapping of work of ward secretary and floor manager

- Variation in duties performed as compared to mentioned in the job description

1.4 OBJECTIVES OF STUDY

- To study the existing job description of the ward secretary and medical transcriptionist
- To study and analyze the current activities performed by the ward secretary and medical transcriptionist
- To compare the standards set by hospital with the time taken by ward secretary and medical transcriptionist to perform those activities.
- To recommend measures for utilization of MT & WS and implement them.

1.5 OPERATIONAL DEFINITIONS

Ward Secretary — A person responsible for keeping a nurse's station in a hospital running smoothly by carrying out duties assigned by floor manager. Ward secretary often communicate patient information to staff in other hospital departments as well as to patient visitors.

Medical Transcriptionist	A person who is responsible for making discharge summaries of the patients to be discharged. He is even responsible for making fit to fly, medical certificates and case summaries as and when required.
Activity Sheet	A sheet designed in a hospital that is sent to the billing department everyday at 12MN to enter the procedures and visits in HIS before generating the interim bill for next day and on the day of discharge the final activity sheet is sent to the billing stating “final billing”.
Night Billing	When the patient is to be discharged before 8AM next day the final billing activity sheet is sent to the billing department at 12MN.

CHAPTER-2

REVIEW OF LITERATURE

Keeping in view the problems identified, review of literature was done to find the studies related to utilization of medical transcriptionists and ward secretaries. However limited literature was available related to their utilization.

Sharma Prafulla (2012) in his article on Manpower Planning in Hospital stated that Manpower planning and its complete utilization is the primary function of the hospital.[1]

A working paper by Alfred Solan Institute of Management stated "the growing need for better utilization of manpower in the delivery of health care is a significant aspect of the national concern for improving the health care delivery system. This need is apparent in all types of delivery settings — hospitals, community health centers, and private practices — and is also of major concern to teaching institutions."[2]

CHAPTER – 3

METHODOLOGY

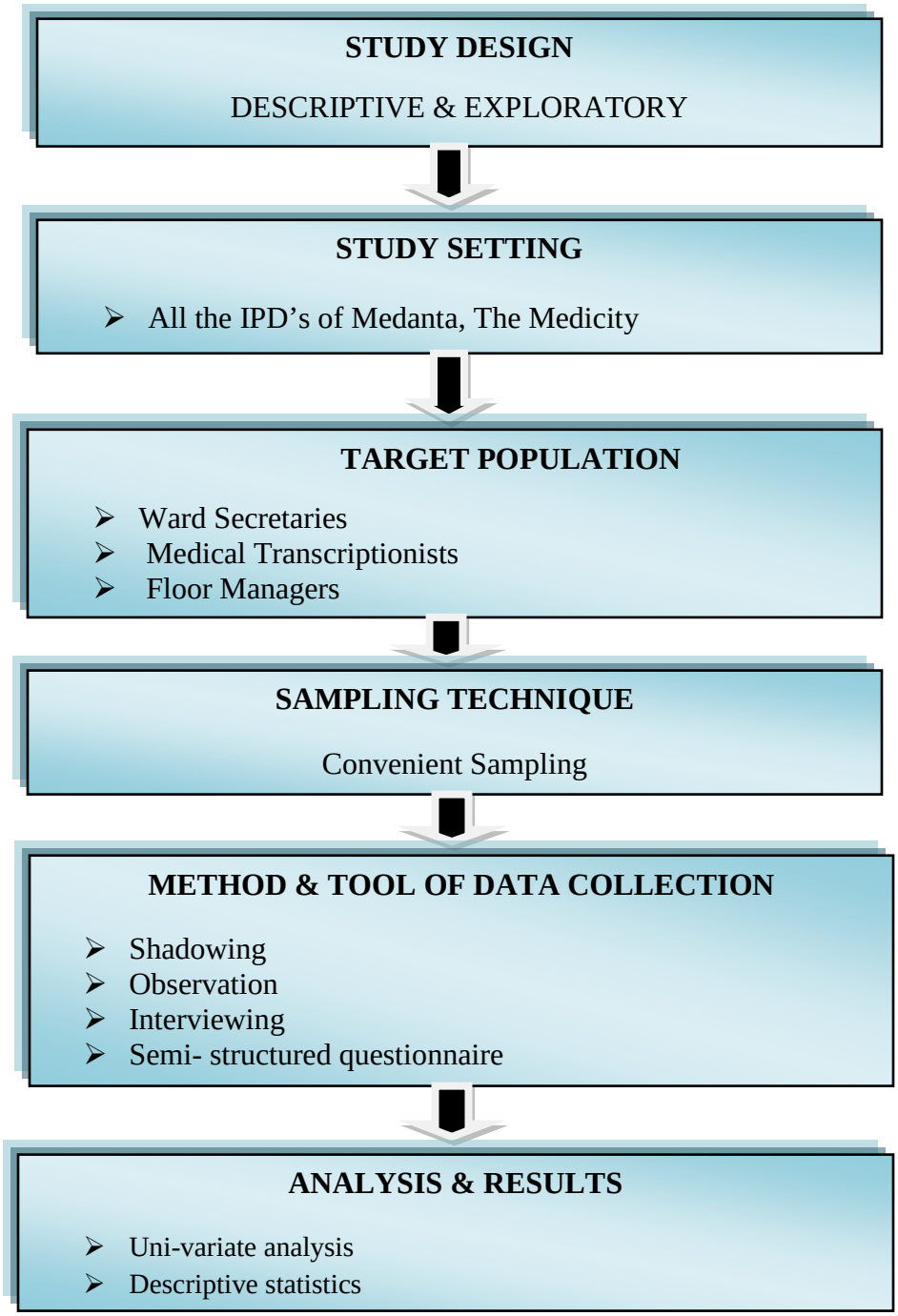

Figure 3.1: Research Methodology

3.1 STUDY DESIGN

A Descriptive and Exploratory design was planned to check the utilization of Ward Secretary and Medical Transcriptionist in a Multi-Super Specialty Hospital

3.2 STUDY SETTING

All the in-patient departments of Medanta, The Medicity was chosen to be the study setting as ward secretaries and medical transcriptionists are present on almost all the in-patient departments.

Exclusion Criteria

- Emergency & ICU's have not been included in the study.

3.3 STUDY RESPONDENTS

The target population included the floor managers, ward secretaries and medical transcriptionists in all the IPD's of the hospital.

Exclusion Criteria

- Ward secretary and medical transcriptionist posted in the OPD, emergency and ICUs.
- Ward secretary and medical transcriptionist on evening and night shifts

3.4 TIME PERIOD

- The time period for which the study was carried out was from 20th February' 14 to 20th April'14

3.5 SAMPLING TECHNIQUE

Convenient sampling technique was used to select the sample for the study.

3.6 DATA COLLECTION: Tools & Techniques

The primary was collected using a semi-structured questionnaire to get an overview of the work done by the medical transcriptionists and ward secretaries.

Table 3.1: Data collection approach

Respondents	Technique	Tools	Rationale
QUALITATIVE DATA • Floor Managers	Self administered-survey	Semi-structured Questionnaire	To get an overview of the work done by MT & WS and areas where there is no WS/MT.
QUANTITATIVE DATA • Floor Managers	Face to face interview	Semi-structured Questionnaire	To get an insight about the proportion of work
• Ward Secretary • Medical Transcriptionist	Observation (Shadowing)	Checklist (prepared from the job description & activity time sheet)	To make a detailed list of work done by MT & WS and time taken by them to perform those activities

3.7 ETHICAL CONSIDERATION

The information gathered from all the respondents was kept confidential and was used only for the research purpose.

3.8 DATA ANALYSIS APPROACH

Two approaches were used to analyze the data:

- TIME ALLOCATION APPROACH

  The same person working as ward secretary and medical transcriptionist on any floor has been allocated half the time as ward secretary and rest as medical transcriptionist.

- WORK ALLOCATION APPROACH

  For Ward Secretary

  Out of the total number of discharges in a day, two (2) activity sheets have already been sent at night (Night Billing)

  For Medical Transcriptionist: ***On any given day:***

  The number of summaries prepared by MT = Total number of discharges – 3

  "3" summaries were assumed (as per findings by observations) to be prepared either in the evening or at night, in case the discharged is announced late or a NIGHT BILLING.

Analysis of data was planned in accordance with the objectives of the study. Both descriptive statistics and Uni-variate analysis was used to analyze data.

CHAPTER-4

ANALYSIS AND RESULTS

The present study was carried out among the ward secretaries, floor managers and medical transcriptionists of Medanta, The Medicity, Gurgaon. The analysis and interpretation of collected data was done to describe the utilization of the ward secretaries and medical transcriptionists across the in-patient departments of the hospital. Convenient sampling technique was used to select the sample for the study keeping in mind the inclusion and exclusion criteria. The findings are presented in the form of tables and figures.

4.1 FLOOR WISE UTILIZATION OF WARD SECRETARIES

After collecting the data using semi-structured questionnaire and conducting interviews, the overall and floor wise utilization of ward secretaries was calculated as shown in the table below:

The utilization was calculated on the basis of the standard timings set by the hospital (Annex. C).

Total shift timings = 510 mins

Time taken to calculate utilization = 460 mins (Excluding lunch & tea break)

While calculating the utilization in minutes the floor wise activities that were performed by the ward secretaries apart from the ones mentioned in the job description was also included.

Table 4.1: Floor wise utilization of Ward Secretaries

FLOOR	WARD SECRETARY (mins)	MAXIMUM TIME (mins)	UTILIZATION (%)
3rd	116	230	50.4
5th	252	460	54.7
6th	183	460	39.7
7th	170	460	36.9
8th A & 8th B	274	460	59.5
9th A	99	460	21.5
10th A	140	230	60.8
10th B	200	460	43.4
11th A & 11th B	288	460	62.6
12th A & 12th B	242	460	52.6
14th & 15th	170	230	73.9

* **9th B-WING** was excluded while calculating the utilization as there was no ward secretary on this floor

E.g. the ward secretary on 5th floor IPD takes print outs of all the reports of the discharged patients for a day. If the average number of discharges per day is 10 and time taken to print one patient's report from HIS is 6 mins, the time taken to complete the activity is 10*6 = 60mins. So this time was also added while calculating the utilization in mins.

Similarly the ward secretary on 6th floor enters the data of domiciliary employees (physiotherapy department) into the HIS everyday and spends approximately 30 mins for this activity. So, 30 mins were added to his total utilization. Likewise it was calculated for other floors as well according to the activities performed by them.

FOR 3rd, 10th A-Wing

The maximum time taken is mentioned as 230 minutes because same person is performing the duties of ward secretary as well as medical transcriptionists and as stated in TIME ALLOCATION APPROACH, the utilization was calculated accordingly.

Overall utilization of ward secretaries across the hospital was found to be 48.8%

4.2 FLOOR WISE UTILIZATION OF MEDICAL TRANSCRIPTIONISTS

As stated in the calculation of utilization of ward secretary, similar approach has been used for medical transcriptionists.

In few cases e.g. 11th floor A & B wing combined utilization has been calculated because they have a common medical transcriptionist as well as ward secretary.

Table 4.2: Floor wise utilization of Medical Transcriptionists

FLOOR	MEDICAL TRANSCRIPTIONIST (mins)	MAXIMUM TIME (mins)	UTILIZATION (%)
3rd	220	230	95.6
5th	284	460	61.7
6th	330	460	71.7
7th	290	460	63.4
8th A	370	460	80.4
8th B	420	460	91.3
9th A	220	460	47.8
9th B	280	460	60.8
10th A	280	230	121
10th B	200	460	43.4
11th A & 11th B	360	460	78.3
12th A	400	460	86.9
12th B	210	460	45.6
14th & 15th	200	230	86.9

Percentage utilization throughout the hospital

73.6 %

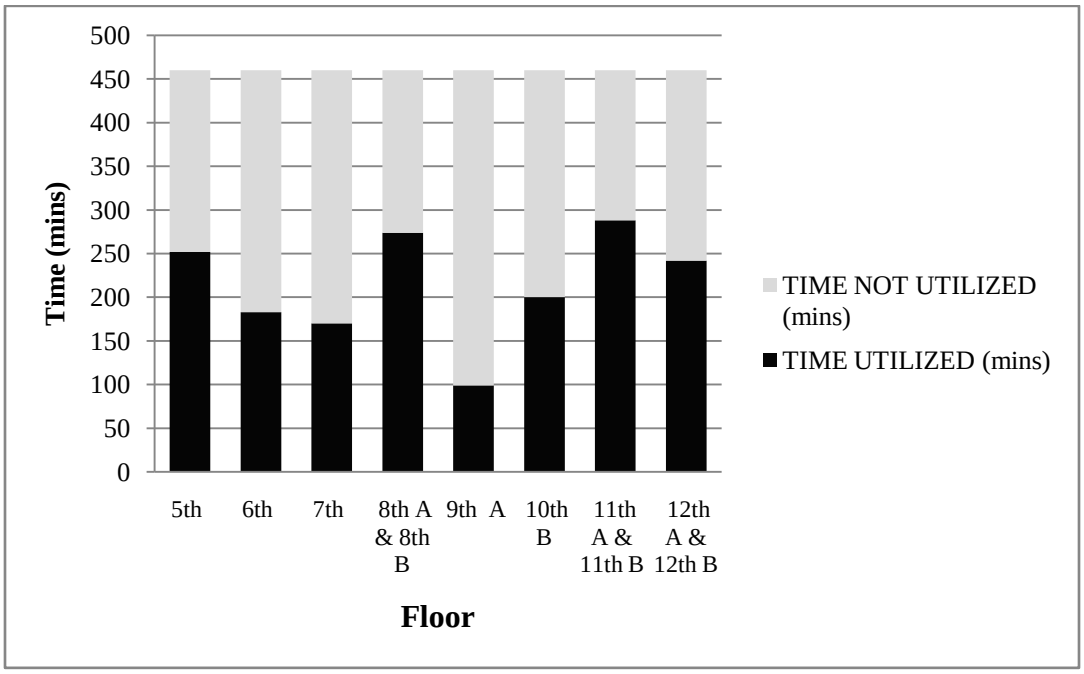

Figure 4.1: Floor wise utilization of ward secretaries (in mins.)

Figure 4.1 reveals the current floor wise utilization of ward secretaries. Average time not utilized was found 246.5 mins maximum being 460 mins.

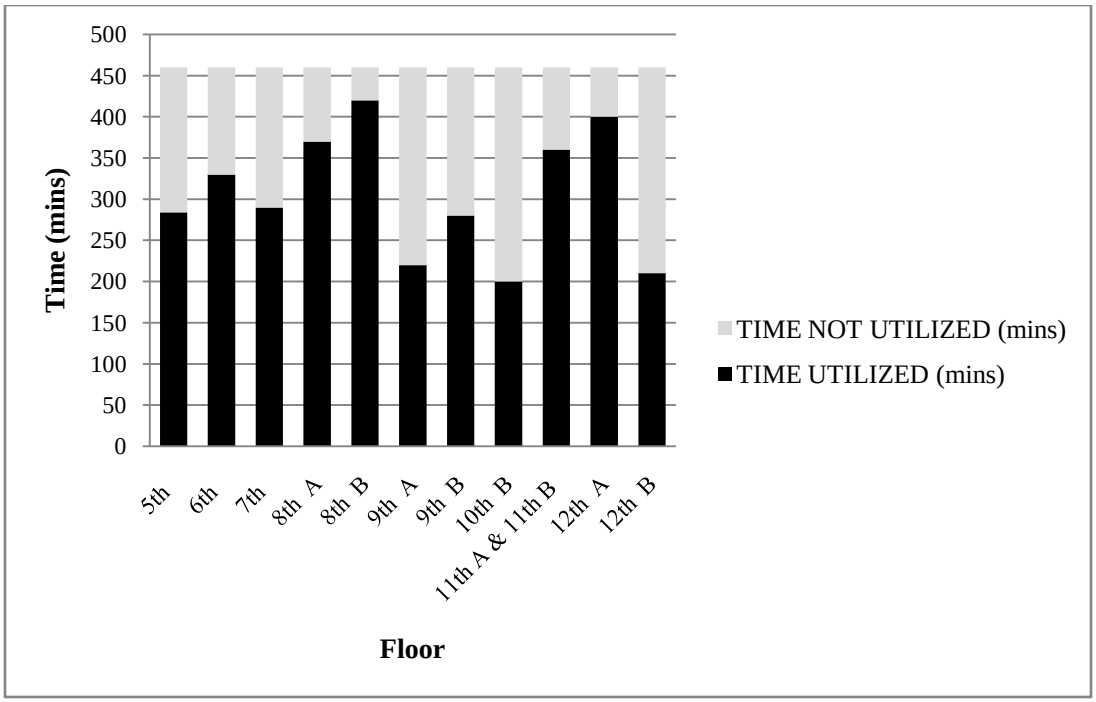

Figure 4.2: Floor wise utilization of medical transcriptionists (in mins.)

The above figure (Figure 4.2) reveals the current floor wise utilization of medical transcriptionists. Average time not utilized was found 290 mins maximum being 460 mins.

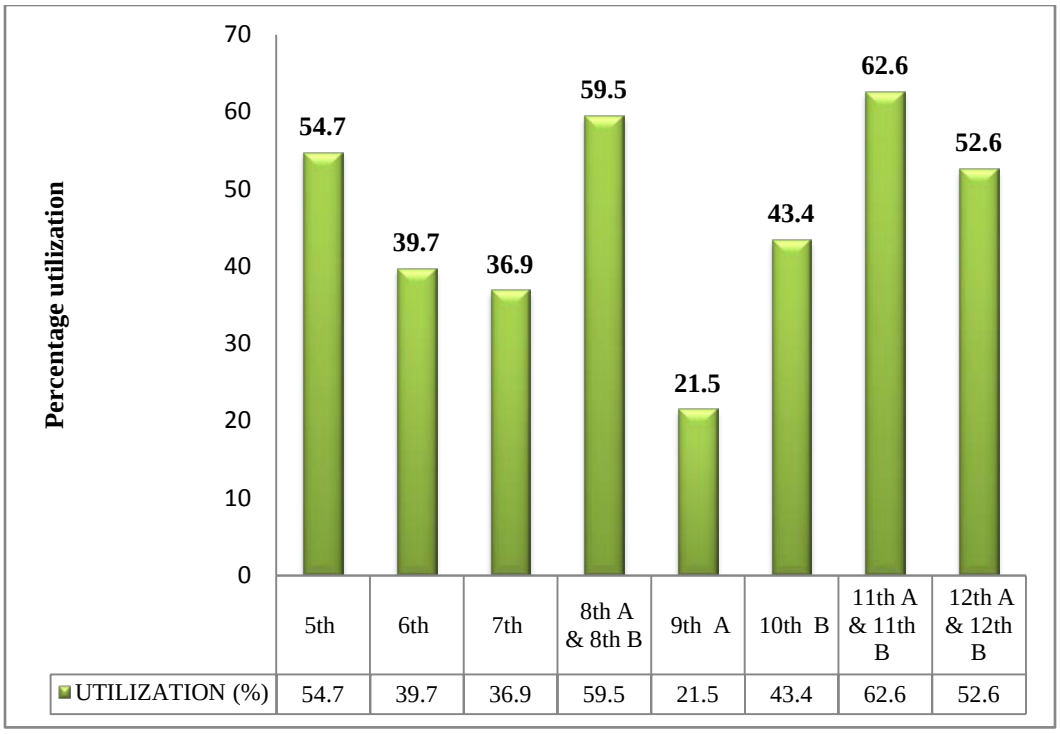

Figure 4.3: Percentage utilization of ward secretaries' floor wise

Figure 4.3 depicts the percentage utilization of ward secretaries on each floor. The ward secretary on 9th Floor A-Wing is least utilized (21.5%). The above graph depicts that even if a single person is looking after two wings of the same floor, he/she is still not completely utilized.

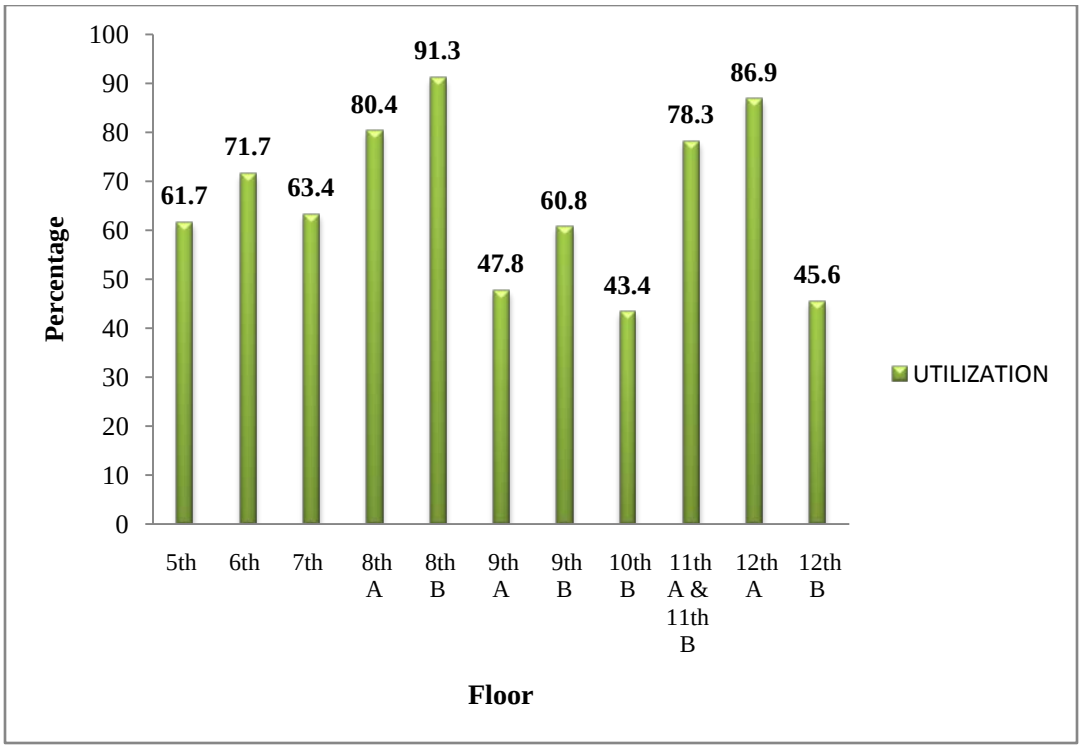

Figure 4.4: Percentage utilization of medical transcriptionists' floor wise

Figure 4.4 shows the floor wise percentage utilization of medical transcriptionists'. The floor where the medical transcriptionist s least utilized is 10^{th} B-Wing (43.4%). Overall medical transcriptionists are being fairly utilized.

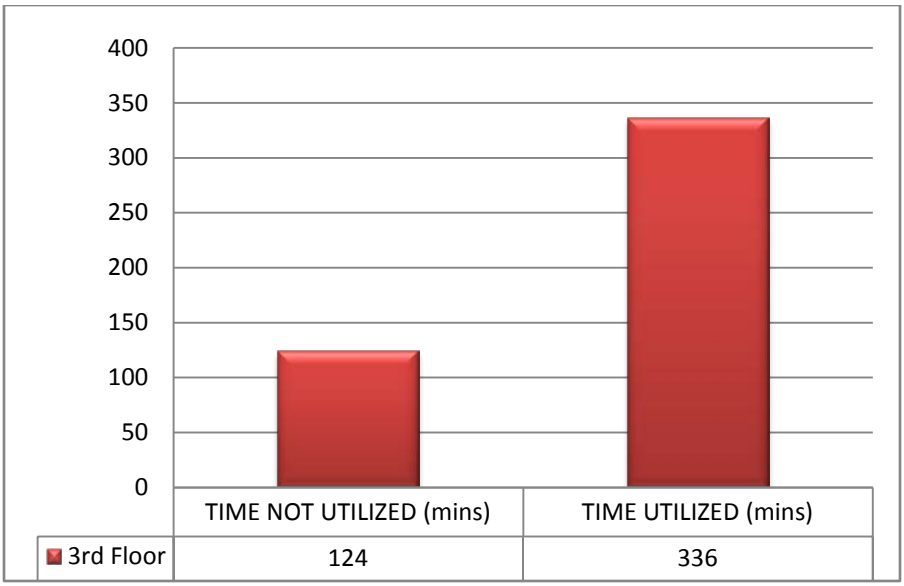

Figure 4.5: Utilization of WS and MT on 3rd Floor

Figure 4.5 reveals that same person was performing the work of ward secretary and medical transcriptionist on 3rd floor and still he is underutilized i.e. approximately one fourth of the total time allotted.

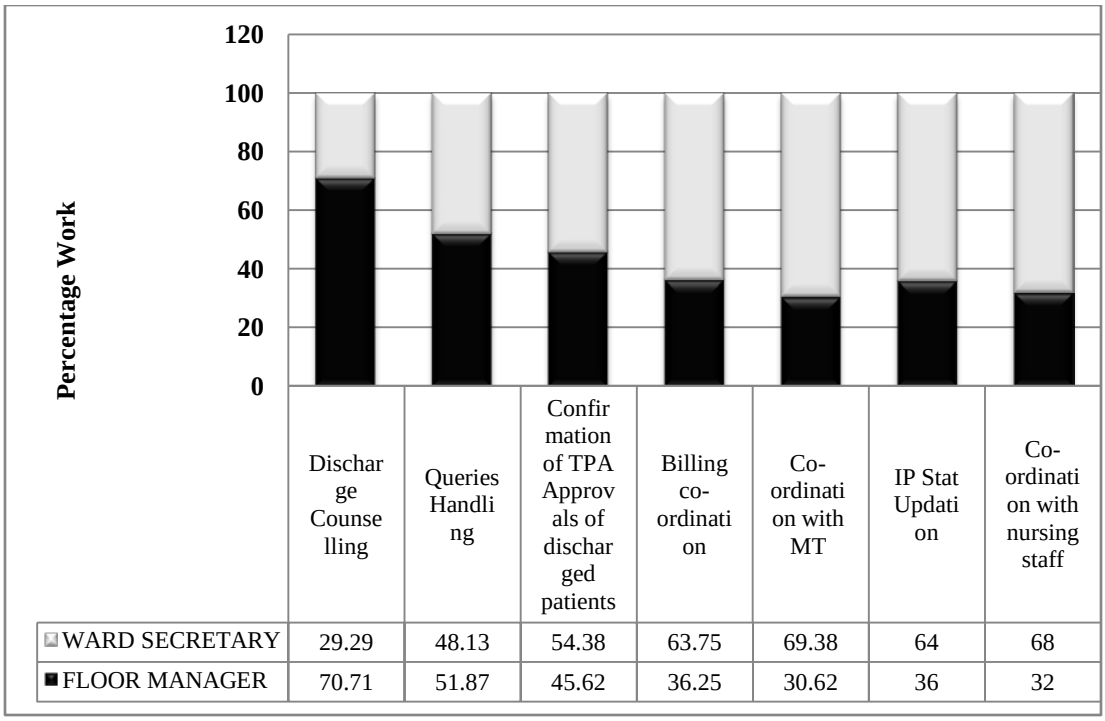

Figure 4.6: Overlapping of work of floor manager and ward secretary

Figure 4.6 reveals the number of activities stated in the job description of ward secretary that overlap with the activities of floor manager. Approximately 7 out of 13 activities overlap, discharge counseling (70.71%) being the maximum and co-ordination with the nursing staff being minimum (32%) from the floor managers side.

A CASE STUDY

A study related to delay in discharges due to incomplete utilization of medical transcriptionists:

A constant delay in the discharges was seen due to non-completion of discharge summaries of the patients at the time of discharge. So a short survey was done and the following points were noticed.

Table 4.3: Delay in discharge due to non-completion of Discharge Summary

Specialty	Floor	Discharge confirmation	File for summary (Receiving time)	Summary completion time	Patient discharge time
Ortho	6th	11:00 AM	11:13 AM	11:45 AM	01:30 PM
	5th	11: 05AM	11:38 AM	12:40 PM	02:39 PM
Internal Medicine	5th	09:15AM	09:23 AM	10:15 AM	11:20PM
	6th	08:45AM	09:40 PM	11:13 PM	12:00 MD
Internal Medicine	5th	09:15AM	09:23 AM	10:15 AM	11:20 PM
	6th	08:45AM	09:40 PM	11:13 PM	12:00 MD
Gastro	5th	10:30 AM	11:18 AM	12:13PM	01:00 PM
	11th	09:15 AM	09:23AM	10:25 AM	11:15 AM

All the patients who were discharged from the specialties mentioned above, their summaries had to be prepared by medical transcriptionists on other floors.

E.g. in table 4.3, delay in discharge was seen (approx. 1 hr). This delay was majorly because the file from 5^{th} floor had to be sent to 6^{th} floor for summary completion because the summaries for the patients who were discharged from orthopedics were prepared on 6^{th} floor.

Similar was with the other specialties. Like internal medicine summaries are prepared on 5^{th} floor. So, all the patients who are scheduled to discharge from internal medicine specialty across the hospital, their files are sent on 5^{th} floor for summary completion

CHAPTER-5

RECOMMENDATIONS

WARD SECRETARY

- Accountability, responsibility and role in discharge process should be enhanced so that the inefficiency seen in discharge counseling and handling the queries of the patients can be addressed reducing dissatisfaction.

- As no discharge advice can be placed in HIS if some radiology order is not registered in HIS so the ward secretary should monitor regularly radiology orders a day prior to planned discharges to smoothen the processes at the time of discharge

- Responsibility of entering the daily progress notes and diagnosis of the patient into the HIS as found is not being performed, should be done by them.

- Regular checks by the floor manager to monitor the work of ward secretaries.

MEDICAL TRANSCRIPTIONIST

- Discharge summaries of planned discharges (TPA patients) should be prepared and finalized a day prior to avoid unnecessary delay in approvals at the time of discharge.

- As the medical transcriptionists are well worse with the medical terminology the initial assessment of the new admissions to be filled in the HIS daily.

- Training need assessment should be done and accordingly training should be provided to the MT's so that repeated checks of the discharge summary can be avoided, thereby reducing the discharge time and increasing patient satisfaction

GENERAL

- As seen in the findings that the ward secretary of 9^{th} A-Wing is being least utilized among all the ward secretaries so allocation of work of ward secretary in 9^{th} B-Wing to the ward secretary of 9^{th} A-wing should be done as there is no ward secretary in 9^{th} B-Wing.

- On the job training of the ward secretary and medical transcriptionist to improve utilization as per set standards (80%)

- The summaries of all the discharge patients per day should be made by the medical transcriptionist on the floor to avoid unnecessary movement of people and files across the hospital as seen in the short study that it leads to 1hr-2hrs delay in discharge of the patient.

CHAPTER-6

CONCLUSION

For a hospital catering to the needs of large chunk of population in NCR region, it becomes very important to provide best quality of services. To provide best quality of services adequate manpower is required and it becomes even more important to utilize the available manpower completely.

Utilization of manpower as per set standards of the hospital not only would lead to:

- Increased patient satisfaction (Discharge time Reduction)
- Reduction in overlapping of work
- Increased employee satisfaction
- Loss of revenue for the hospital

But also would help us in bringing continuity of care for patients across the boundaries of various health care institutions and care services. It would help us to provide best quality of services.

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1. Sharma Prafulla (2012), Manpower Planning in Hospital: Pp: 55-56 Available at: www.iimahd.ernet.in/publications/data/2010-02-01Ramani.pdf

2. Alfred Solan Institute of Management: Pp 49-55: Available at: www.iphaonline.org/academy/concept-papers/pdf/icds_review.pdf

3. Human Resource Department

ANNEXURES

(Annex.A)

DAILY ACTIVITIES OF WARD SECRETARY

Discharge related activities

- Send the Final Discharge Activity Sheet to the Billing Department after entering into HIS.
- Check and Collect all reports and films of TPA patient's and send it to TPA desk.
- Follow up with the billing department and inform the family when the bill is ready.
- Bed management (Transfer patient from bed to Discharge lounge for fast movement of patients from ICUs to ward)
- Solve billing related queries of the patient's family by discussing with concerned person.
- Co-ordinate with MT regarding Discharge summary preparation

Miscellaneous activities

- Door labeling of the new patients
- Coordination work
- Collect Angio/PTCA report from Cath lab and hand-over it to the patient
- To enter the OPD patient waiting time data.
- Entry of Doctor's visits in HIS
- Distribute Interim bill to the patient.
- Collect outside Angio CD of the patient and hand-over it to the patient (only in CTVS ward).
- To ensure that the referring slip is filled by the patient and sent it to the CMD Office (only in CTVS Ward).
- Other departmental work as and when required.

(Annex.B)

DAILY ACTIVITIES OF MEDICAL TRANSCRIPTIONIST

- To take information of discharges from Duty Doctor/ Team Leader/ Ward Secretary/Floor Manager
- Prepare all type of summaries (Discharge, Case , Death)
- Inform the concerned doctor to finalize the discharge summary
- Inform Endocrine team in case of diabetic patients for their Diabetic advices in the discharge summary
- Other departmental work as and when required.

(Annex.C)

QUESTIONNAIRE				
WARD SECRETARY				
S.No	**Particulars**	**YES**	**NO**	**COMMENTS/ SUGGESTIONS**
1	Who is the assigned ward secretary for your floor			
2	Do you get any prior information of who would look after his/her duties during his/her absence?			
	DISCHARGE RELATED ACTIVITIES			
3	Co-ordinates with the nursing staff regarding medicine return & indent before sending the final activity for unplanned discharges			
4	Sends the final discharge activity sheet to the billing department after entering into HIS			
3	Checks & collects all reports & films of TPA patients and send it to TPA desk on daily basis			
4	Follows up with the billing department & informs the family when the bill is ready			
5	Follows up with the TPA to confirm approvals of the discharge patient			
6	Counsels the patients & attendants a day prior to discharge and at the day discharge regarding the complete discharge process and shifting to lounge			
7	Solves billing related queries of the patient's family before or at the time of discharge of the patient			
8	Co-ordinates with the Medical Transcriptionist regarding the discharge summary preparation			
9	Updates the IP Stat daily			
	OTHER DAILY ACTIVITIES			
10	Door labelling of the new patients			
11	Enters the OPD patient waiting time data			
12	Distributes interim bills to the patient			
13	Enters the doctor's visits in HIS			
14	Enters the diagnosis and daily progress notes of the patient in HIS			

15	Handles the TPA queries that arise during initial approvals at the time of admission and co-ordinates with the doctors to send reply to TPA desk			
16	Collects the Angio/PTCA reports from cath lab & hands over it to the patient			
17	Ensures that the referring slip is filled by the patient & sent it to the CMD office (only for CTVS Ward)			

Other activities performed by the WARD SECRETARY specific to your area	
a	
b	
c	
d	

According to you the additional activities that should be performed by the Ward Secretary	
a	
b	
c	
d	

Issues related to Ward Secretary in your assigned areas	
a	
b	
c	
d	
e	

QUESTIONNAIRE				
MEDICAL TRANSCRIPTIONIST				
S.No		**YES**	**NO**	**COMMENTS/ SUGGESTIONS**
1	Who is the assigned MT for your floor			
2	Do you get any prior information of who would look after his/her duties during his/her absence?			
DISCHARGE RELATED ACTIVITIES				
3	Takes information regarding the next day discharges from the Duty Doctor/ Team Leader/ Ward Secretary/ Floor Manager			
4	Pepares the discharge summary of all the planned discharges a day prior to discharge and gets it approved from the doctor			
5	Follows up with the doctor from time to time to prepare the discharge summary			
6	Informs the Endocrine team in case of diabetic patients for their diabetic advices in the discharge summary			
7	Prepares the fit to fly, medical certificates and other documents required by the patient from time to time			
Other activities performed by the MT specific to your area				
a				
b				
According to you the additional activities that should be performed by the MT				
a				
b				
c				
d				
Issues related to MT in your assigned areas				
a				
b				

(Annex.D)

STANDARD ACTIVITY TIME FOR WARD SECRETARY

S.No	DESCRIPTION	ARPPROX TIME (Each activity)	TOTAL TIME TAKEN (For 10 Patients)
1	Discharge Activity Sheet (TPA/CASH), Lab reports confirmed/ cancelled	5-7 mins	70 mins
2	Door Labeling	3 mins	30 mins
3	Patient Counselling (Regarding billing+ feedback forms)	10 mins	100 mins
4	Shifting of patient from bed to discharge lounge (5 patients)	5-8 mins	40 mins
5	TPA Reports to TPA Desk	20 mins	
6	Collection of Angio CD from cath lab/ CMD Office & handed over to patient with proper receiving (Only Cardio)	4 mins	40 mins
7	IP Stat Updation	10 mins	
8	Handling Queries	20 mins	
9	OPD Waiting Data	30 mins	30 mins
10	Initial Assessment	10 min	100 mins
11	Lunch Break		35 mins
12	Tea Break		15 mins
TOTAL			**510 mins (8hrs & 30 mins)**

STANDARD ACTIVITY TIME FOR MEDICAL TRANSCRIPTIONIST

S.No	DESCRIPTION	ARPPROX TIME (Each activity)	TOTAL TIME TAKEN (For 10 Patients)
1	To take information of discharges from duty doctor/ Team Leader/ Ward Secretary / Floor Manager		20 mins
2	To prepare discharge summaries of all the discharge patients	20 mins	200 mins
3	To follow up with the concerned doctor to finalize the discharge summary	15-20 mins	200 mins
4	Prepares fit to fly, case summary, medical certificates & other documents as and when required	10 mins	20 mins
5	To inform the endocrine team in case of diabetic patients for their Diabetic advices in the discharge summary (if 2 diabetic)	10mins	20 mins
6	Lunch		35 mins
7	Tea break		15 mins
TOTAL			**510 mins (8hrs & 30 mins)**