



## **SUMMER INTERNSHIP PROGRAMME**

**at**

**HCG CANCER HOSPITAL, JAIPUR**

from 1<sup>st</sup> May 2024 to 2<sup>nd</sup> July 2024

**A REPORT BY**

**Mahak Yadav**

**MBA (HOSPITAL AND HEALTH MANAGEMENT)**

**2023-2025**

under the mentorship of

**DR. KUNAL RAWAL**

**(ASSOCIATE PROFESSOR)**





The Spec

Date: 3<sup>rd</sup> July 2024

**TO WHOM SO EVER IT MAY CONCERN**

This is to certify that Ms. Mahak Yadav of IIMR University have completed her summer internship in our organization from 1<sup>st</sup> May 2024 to 2<sup>nd</sup> July 2024 under the supervision and guidance of our Clinical admin department

During the training her conduct and performance was found to be good

With Regards,

Yours Faithfully

For **HCG Cancer Centre-Jaipur**  
(A Unit of Healthcare Global Enterprises Ltd.)

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HCG/HH/LH/HR/S01/R1

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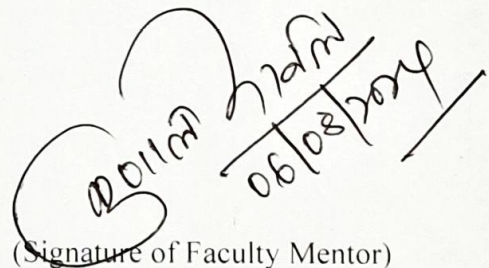
Ahmedabad | Bangalore | Bhavnagar | Chennai | Cuttack | Delhi | Hubli | Jaipur | Kalaburagi | Kerala | Kochi | Kolkata | Mangalore | Mumbai | Mysore | Nagpur | Nashik | Onit  
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## IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Mahak Yadav** of the academic year 2023-2025 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May-June 2024.

She has carried out her work as per the guidelines. Her poster is approved for presentation.

Date: 06<sup>th</sup> August 2024

A handwritten signature in black ink, followed by the date '06/08/2024' written below it. The signature is slanted and appears to be 'Dr. Kunal Rawal'.

(Signature of Faculty Mentor)

**Dr. Kunal Rawal**

**Associate Professor**

**IIHMR UNIVERSITY, JAIPUR**

# HOSPITAL LICENCES

## ABOUT THE ORGANISATION

HCG offers comprehensive cancer care solutions, including prevention, screening, second opinion, diagnosis, treatment, rehabilitation, follow-up, and palliative care. In addition, outpatient chemotherapy facilities are available to ensure convenient and efficient care delivery. This comprehensive facility houses various departments, including radiation oncology, medical oncology, surgical oncology, nuclear medicine, and radiology and imaging.

### VISION

Adding life to years by redefining healthcare through global innovation.

### MISSION

To be acclaimed healthcare institution in pursuit of medical excellence through Value based medicine.



## AIM

The aim of the study is to access hospital licencing to ensure compliance with regulation standards.

## OBJECTIVE

- To ensure the adherence of hospital to local state and central laws regarding hospital facilities.
- To access the best practice to provide high standard of care through adherence to establish healthcare guidelines.



## SWOT Analysis



### STRENGTH

- Assures the hospital meets legal standards, enhancing trust and credibility among patients and stakeholders.
- Facilitates eligibility for governmental and insurance reimbursements.
- Regular inspections and audits can lead to continuous improvement in services.

### WEAKNESS



- Renewal processes can be cumbersome and require constant attention to detail.
- Maintaining licenses can be expensive and time-consuming, involving substantial administrative effort.

### OPPORTUNITIES



- Encourages the adoption of the latest medical technologies and best practices
- Access to government funding and grants for compliant hospitals.
- Opportunities to participate in high-profile medical research and trials.

### THREAT



- Increased scrutiny from regulatory bodies may put additional pressure on maintaining standards
- Non-compliance or minor infractions can lead to severe penalties or even loss of licence

## ORGANISATION STRUCTURE

Chairman and CEO

Regional Director

Clinical services

Quality

General administration

Sales and marketing

Purchase

Committees

Human Resource

Accounts

Operations



### LICENCES REQUIRED TO ESTABLISH A HOSPITAL

#### 1. Land and Building Approvals:

- Land Use Permit
- Building Plan Approval
- Fire Safety Certificate

#### 2. Environmental Clearances:

- Environmental Impact Assessment (EIA)
- Pollution Control Board Certificate

#### 3. Registration and Legal Compliance:

- Company Registration
- Trade License
- Biomedical Waste Management Authorization

### LICENCES REQUIRED TO OPERATIONALISE A HOSPITAL

- Hospital License
- Clinical Establishment License
- Blood Bank License
- Pharmacy License
- Radiology License
- Registration of Medical Practitioners
- Nursing home registration
- License for operation of ICU and CCU
- Organ transplant licence
- NABH Accreditation
- License for ambulance service
- OSHA certification
- Medical gas pipeline system (MGPS)

### IMPORTANCE OF LICENCE TRACKER



- Licenses need to be renewed periodically. A tracker helps in monitoring expiration dates and sends reminders for renewals, preventing lapses in licensure that could interrupt hospital operations
- Hospitals are subject to regular audits by regulatory bodies. An organized license tracker system ensures that all necessary documentation is readily available, facilitating a smooth audit process.
- Keeping track of licenses helps in identifying and mitigating risks associated with expired or invalid licenses.



### USEFULNESS OF INTERNSHIP

- Learned about different types of licences required for different hospital services.
- Understood the importance of liaising.
- Learned how license tracker helps in risk management by ensuring that all staff are legally allowed to practice and protect hospital from claim of negligence.
- Understand the need for specialized licenses for certain medical procedures and equipment.

### CHALLENGES

Gathering the necessary documentation and ensuring compliance with all requirements was time-consuming and complicated.

### SUGGESTIONS

- Set up automated reminders for license renewals to prevent lapses.
- Also maintain a physical copy of the tracker with color coded folders or labels for easy identification.

Presented by : Mahak Yadav  
Batch : 28  
University mentor : Dr Kunal Rawal  
Organisation mentor: Dr Sunanda Dadhich

**Name of the Organization: HCG Cancer centre**

**Name of the Student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM**

**Week no: 1**

**From: 1<sup>st</sup> May to 8<sup>th</sup> May**

|                                                                               |                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• I was introduced to the hospital's administrative team and oriented to the hospital's operations. I familiarized myself with the hospital's organizational structure.</li></ul>                                                                                   |
| <b>Linking theory (Classroom learning) with practice at your organization</b> | <ul style="list-style-type: none"><li>• In Health Administration course, we learned about the significance of regulatory compliance and the role of various healthcare agencies.</li><li>• Understanding the regulatory environment.</li><li>• Introduction to healthcare laws and regulations.</li></ul> |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Noticed inefficiency in communication between departments.</li></ul>                                                                                                                                                                                              |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Foster better communication between the licensing team and other hospital departments.</li></ul>                                                                                                                                                                  |
| <b>Plan for the next week</b>                                                 | <ul style="list-style-type: none"><li>• Learn about different types of health departments.</li></ul>                                                                                                                                                                                                      |

Signature of the Student – Mahak Yadav

**Name of the Organization: HCG Cancer center**

**Name of the student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM**

**Week no: 2<sup>nd</sup>**

**From: 9<sup>th</sup> May to 16<sup>th</sup> May**

|                                                                               |                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Familiarization with key licensing bodies such as The Joint Commission, Centres for Medicare &amp; Medicaid Services (CMS), and state health departments.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organization</b> | <ul style="list-style-type: none"><li>• In class we have learned about the significance of regulatory compliance and the role of various healthcare agencies.</li></ul>                                     |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Staff awareness of licensing requirements and procedures needs enhancement to prevent lapses.</li></ul>                                                             |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Ensure that all departments are aware of their specific licensing requirements.</li></ul>                                                                           |
| <b>Plan for the next week</b>                                                 | <ul style="list-style-type: none"><li>• Types of licenses required in a hospital</li></ul>                                                                                                                  |

Signature of the Student Mahak Yadav

**Name of the Organization: HCG Cancer Centre**

**Name of the student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM**

**Week no: 3<sup>rd</sup>**

**From: 17<sup>th</sup> May to 23<sup>rd</sup> May**

|                                                                               |                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"> <li>• State Department of Health licenses.</li> <li>• Certificates of Need (CON), required in some states to control the establishment and expansion of healthcare facilities.</li> <li>• State-specific regulations on staffing, equipment, and patient care standards.</li> </ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>• Government's role in healthcare.</li> </ul>                                                                                                                                                                                                                                   |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>• Staff awareness of licensing requirements and procedures needs enhancement to prevent lapses.</li> </ul>                                                                                                                                                                      |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"> <li>• Foster better communication between the licensing team and other hospital departments.</li> </ul>                                                                                                                                                                             |
| <b>Plan for the next week.</b>                                                | <ul style="list-style-type: none"> <li>• Types of licenses required in a hospital</li> </ul>                                                                                                                                                                                                                           |

Signature of the Student Mahak  
Yadav

**Name of the Organisation: HCG Cancer centre**

**Name of the Student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM**

**Week no: 4<sup>th</sup>**

**From: 24<sup>th</sup> may to 30<sup>nd</sup> June**

|                                                                               |                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Radiology (including Nuclear Regulatory Commission licenses).</li><li>• Pharmacy (state pharmacy board licenses and Drug Enforcement Administration (DEA) registrations).</li><li>• Laboratory (Clinical Laboratory Improvement Amendments (CLIA) certification).</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Understanding the regulatory environment.</li></ul>                                                                                                                                                                                                                         |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Regulations vary slightly across different states in India, creating confusion for some aspiring hospital operators.</li></ul>                                                                                                                                              |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Ensure that all departments are aware of their specific licensing requirements.</li></ul>                                                                                                                                                                                   |
| <b>Plan for the next week</b>                                                 | <ul style="list-style-type: none"><li>• Working on hospital license tracker and documents required to run a hospital.</li></ul>                                                                                                                                                                                     |

**Signature of the Student – Mahak Yadav**

**Name of the Organization: HCG Cancer center**

**Name of the student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM**

**Week no: 5th**

**From: 1st June to 8<sup>th</sup> June**

|                                                                               |                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Working on hospital license tracker and documents required to run a hospital</li><li>• Environmental Protection Agency (EPA) regulations for waste management.</li><li>• Infection control and hazardous materials handling.</li><li>• Research on licenses related to workplace safety and health.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Safety regulations in healthcare settings.</li><li>• Ensuring compliance with health and safety standards.</li></ul>                                                                                                                                                                                          |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Limited resources dedicated to compliance and licensing tasks, impacting efficiency.</li></ul>                                                                                                                                                                                                                |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Ensure that all departments are aware of their specific licensing requirements.</li></ul>                                                                                                                                                                                                                     |
| <b>Plan for the next week.</b>                                                | <ul style="list-style-type: none"><li>• Training sessions for staff</li></ul>                                                                                                                                                                                                                                                                         |

Signature of the Student Mahak Yadav

**Name of the Organization: HCG Cancer center**

**Name of the student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM Week no:**

**6th**

**From: 9th June to 16<sup>th</sup> June**

|                                                                               |                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Observed training sessions for staff on regulatory requirements and licensing.</li><li>• Assisted in developing training materials related to compliance.</li><li>• Understanding of environmental regulations affecting hospitals.</li><li>• Research on building and fire safety codes.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Impact of environmental regulations on hospital operations.</li><li>• Importance of building codes and safety standards.</li></ul>                                                                                                                                                                  |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Limited resources dedicated to compliance and licensing tasks, impacting efficiency.</li></ul>                                                                                                                                                                                                      |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Conduct periodic training sessions for staff on licensing and compliance.</li></ul>                                                                                                                                                                                                                 |
| <b>Plan for the next week.</b>                                                | <ul style="list-style-type: none"><li>• Design a continuous monitoring plan for maintaining compliance with licensing requirements.</li></ul>                                                                                                                                                                                               |

Signature of the Student

Mahak Yadav

**Name of the Organisation: HCG Cancer centre**

**Name of the Student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM Week no: 7<sup>th</sup> From: 17<sup>th</sup> June to 25<sup>th</sup> July**

|                                                                               |                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Working on license tracker of the hospital</li><li>• Made a creative tracker for the hospital</li></ul>                                                                |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Data Management: Organizing and presenting information.</li></ul>                                                                                                      |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Limited resources dedicated to compliance and licensing tasks, impacting efficiency.</li></ul>                                                                         |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Utilize software tools for tracking and managing licensing requirements.</li><li>• Implement automated reminders for license renewals and compliance checks.</li></ul> |
| <b>Plan for the next week.</b>                                                | <ul style="list-style-type: none"><li>• Will understand the importance of different licenses required in hospital.</li></ul>                                                                                   |
|                                                                               |                                                                                                                                                                                                                |

**Signature of the Student**

**Mahak Yadav**

**Name of the Organisation: HCG Cancer centre**

**Name of the Student: Dr Mahak Yadav**

**Roll no: 1738**

**Stream: MBA HM**

**Week no: 8<sup>th</sup>      From: 26<sup>th</sup> June to 2<sup>nd</sup> July**

|                                                                               |                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Made project on license trail for the hospital.</li><li>• Studied types of licenses required to run a hospital.</li></ul>                                              |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• <b>Public Health Law: Licenses like Bio-medical Waste Management emphasize regulations safeguarding public health.</b></li></ul>                                       |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• <b>Uniformity: Regulations might vary slightly across different states in India, creating confusion for some aspiring hospital operators.</b></li></ul>                |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Utilize software tools for tracking and managing licensing requirements.</li><li>• Implement automated reminders for license renewals and compliance checks.</li></ul> |
| <b>Plan for the next week</b>                                                 | <ul style="list-style-type: none"><li>• Identify best practices and potential areas for improvement in the hospital.</li></ul>                                                                                 |

Signature of the Student – Mahak Yadav

# Compiled Reporting Format

**Name of the Organization:** HCG Cancer center

**Area/ Department/ Project of Summer:** Internship Program:

**Name of the student:** Mahak Yadav

**Roll no:**1738

**Stream:** MBA HM

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b> | <ul style="list-style-type: none"><li>• I was introduced to the hospital's administrative team and oriented to the hospital's operations.</li><li>• I familiarized myself with the hospital's organizational structure.</li><li>• Familiarization with key licensing bodies such as the Joint Commission, Centres for Medicare &amp; Medicaid Services (CMS), and state health departments. State Department of Health licenses.</li><li>• Certificates of Need (CON), required in some states to control the establishment and expansion of healthcare facilities.</li><li>• State-specific regulations on staffing, equipment, and patient care standards.</li><li>• Radiology (including Nuclear Regulatory Commission licenses).</li><li>• Pharmacy (state pharmacy board licenses and Drug Enforcement Administration (DEA) registrations).</li><li>• Laboratory (Clinical Laboratory Improvement Amendments (CLIA) certification).</li><li>• Working on hospital license tracker and documents required to run a hospital</li><li>• Environmental Protection Agency (EPA) regulations for waste management.</li><li>• Infection control and hazardous materials handling.</li><li>• Research on licenses related to workplace safety and health.</li><li>• Observed training sessions for staff on regulatory requirements and licensing.</li><li>• Assisted in developing training materials related to compliance.</li><li>• Understanding of environmental regulations affecting hospitals.</li></ul> |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                        | <ul style="list-style-type: none"> <li>• Research on building and fire safety codes.</li> <li>• Working on license tracker of the hospital</li> <li>• Made a creative tracker for the hospital</li> <li>• Made project on license trail for the hospital.</li> <li>• Studied types of licenses required to run a hospital</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                               |
| Linking theory (Classroom learning) with practice at your organization | <ul style="list-style-type: none"> <li>• In Health Administration course, we learned about the significance of regulatory compliance and the role of various healthcare agencies.</li> <li>• Understanding the regulatory environment.<br/>Introduction to healthcare laws and regulations</li> <li>• Government's role in healthcare.</li> <li>• Occupational Health: Safety regulations in healthcare settings.</li> <li>• Risk Management: Ensuring compliance with health and safety standards.</li> <li>• Environmental Health: Impact of environmental regulations on hospital operations.</li> <li>• Facilities Management: Importance of building codes and safety standards.</li> <li>• Organizing and presenting information.</li> </ul> |
| Gaps identified on the working area.                                   | <ul style="list-style-type: none"> <li>• Staff awareness of licensing requirements and procedures needs enhancement to prevent lapses.</li> <li>• Noticed inefficiency in communication between departments.</li> <li>• Awareness and Education: Staff awareness of licensing requirements and procedures needs enhancement to prevent lapses.</li> <li>• Regulations vary slightly across different states in India.</li> <li>• Organizing and presenting information</li> </ul>                                                                                                                                                                                                                                                                  |
| Suggestions for improvement                                            | <ul style="list-style-type: none"> <li>• Foster better communication between the licensing team and other hospital departments.</li> <li>• Ensure that all departments are aware of their specific licensing requirements</li> <li>• Utilize software tools for tracking and managing licensing requirements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                           |

- |  |                                                                                                                                    |
|--|------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"><li>• <b>Implement automated reminders for license renewals and compliance checks.</b></li></ul> |
|--|------------------------------------------------------------------------------------------------------------------------------------|

**Signature of the Student**

**Approved by the IIHMR University's Mentor**



# LICENSES REQUIRED TO ESTABLISH AND OPERATIONALISE A HOSPITAL



Setting up a hospital in India involves navigating through various regulations and procedures. Here are some of the key steps based on your description:

## **Registration under the Clinical Establishment Act, 2017:**

- This Act mandates a one-time registration for premises intended to operate as a hospital. Act is enforced by the central government and adopted by individual states.
- Hospitals need to meet the minimum requirements specified for their category (general, specialty, or multi-specialty) as defined by the state government.
- Each state has its own detailed procedure for hospital registration under this act



## **Registration under Companies Act, 2013:**

- Act is applicable when the hospital is established under corporate ownership.
- Requirements include incorporation documents like Memorandum of Association, Articles of Association, capital structure formation, securities allotment, and mandatory audits.

## Director Index Number (DIN):

- Required for each director under the Ministry of Corporate Affairs, Government of India.
- It is a one-time registration for directors who want to participate in a corporation.

## Registration under Societies Registration Act, 2001:

- It is required if the hospital is established under the ownership of a society.
- This act governs the registration of societies and the rights and obligations of society members.
- These legal frameworks ensure compliance and provide the necessary structure for operating hospitals under different ownership models in India.

## Locations of the Hospital

- **Proximity to Existing Hospitals:** Ensure the chosen location does not have too many hospitals nearby to avoid competition and ensure a steady flow of patients.
- **Transportation Access:** Choose a location with good transportation facilities, ideally close to a railway station or major roads.
- **Land Type:** Select non-agricultural land specifically designated for hospital use.
- **Utilities:** Verify the availability of reliable electricity and water supply before purchasing the land.

## Facilities Offered

- **Service Range:** Decide on the facilities based on the hospital's location and target demographic. Common services include pathology, ICU, orthopaedics, and other specialized treatments.
- **Infrastructure:** Ensure the hospital has necessary amenities like electricity, air-conditioned rooms, water, and hygiene maintenance before offering specialized services.



## Permits and Approvals

- **Land and Construction:** Obtain approvals and permissions from local authorities and the government for setting up a hospital on non-agricultural land.



- **Utilities:** Secure municipal authority permissions for water and electricity supply. Hospitals typically need about one hundred Liters of water per bed each day.

- **Sewage:** Plan a proper sanitary system for waste disposal and drainage, including tanks and pipelines, and obtain necessary local authority permissions.
- **Biomedical Waste:** Large hospitals should have incinerators for biomedical waste disposal. Smaller hospitals might need municipal corporation permissions for waste disposal, ensuring it is not harmful to nearby residents.



- **Fire and Health Licenses:** Obtain approval from the Fire Department and a health certificate from the local authority. A No Objection Certificate (NOC) from the fire department is required for both large and small hospitals, ensuring the hospital's safety measures are adequate.

### Regulations relating to Employment of Staff

- Employment of employees (Doctors, Nurses, Pharmacists) only after proper credentialing
- Prevention of sexual harassment of women employees at the workplace
- Responsibility of the employer for the safety of workforces
- Rules governing the employment of staff.
- Immunization / other measures for the protection of staff from Occupational Health hazards.

### Sign Boards

Rules for the size, contents as well as the correct place for signboards (IMC Regulations 2002)



### Important pieces of information that should be displayed at a hospital.

- **Certificate of registration of hospital with the municipal authorities:** This shows that the hospital is operating legally and meets the basic safety and sanitation standards set by the local government.
- **IMC/SMC registration certificate (IMC Regulations, 2002):** This (depending on the location, it could be IMC or SMC) verifies that the hospital is registered with the Indian Medical Council (IMC) or the State Medical Council (SMC), which ensures that they meet professional standards for medical practice.

- **Charges for consultation as well as other procedures/services (IMC Regulations 2002):** Transparency in pricing is crucial. Patients have the right to know the cost of consultations, procedures, and other services offered by the hospital beforehand. This allows them to make informed decisions about their care.
- **Clinic timings, closed days:** Knowing the hospital's operating hours and closed days helps patients plan their visits accordingly and avoid unnecessary trips.

In addition to these, hospitals should also display other relevant information such as:

- **Emergency contact details:** This could include phone numbers for the ambulance service and the emergency department.
- **List of specialists and services offered:** This helps patients understand the range of expertise available at the hospital.
- **Patient rights and responsibilities:** Informing patients about their rights and responsibilities empowers them to participate actively in their healthcare decisions.

### **FSSAI License for Kitchen Operations:**



- Issued by: Food Safety and Standards Authority of India (FSSAI)
- Applies to: Hospitals with in-house kitchens serving patients and attendants.
- Importance: Ensures food safety and hygiene standards

### **Permit to Store LPG Cylinders:**

- Issued by: Controller of Explosives under the Petroleum Act, 1934
- Applies to: Hospitals storing large quantities of LPG cylinders.
- Importance: Ensures safe storage and handling of flammable materials

### **Pharmacy Registration for Medical Shops:**

- Issued by: Office of the Drug Controller (different licenses for hospital pharmacies and standalone shops)
- Applies to: Hospital-attached medical shops.
- Importance: Regulates the sale and storage of medicines



- Additional requirements: Minimum shop size (250-300 sq. ft), air conditioning, and refrigeration.

### **Trademark Registration (Optional):**

- Issued by: Trademark Office under the Indian Trademarks Act, 1999

- Applies to: Hospitals wanting to protect their logo or name.
- Importance: Protects intellectual property rights.

### Vehicle Registration for Ambulances:

- Issued by: Regional Transport Office (RTO) under the state government's Transport Department



- Applies to: All ambulances owned by the hospital.
- Importance: Ensures proper registration and road legality.

### Arms License (if applicable):

- Issued by: Local authorities under the Arms Act, 1959
- Applies to: Hospitals or employees (security guards) possessing firearms.
- Importance: Ensures responsible and legal possession of firearms

## Planning the Hospital Infrastructure

### Staffing:

- **Doctors:** Qualifications (MBBS, MD, Specialization etc.), Registration with relevant medical councils, Valid licenses.
- **Nurses:** Qualification (Registered Nurse, Nurse Practitioner etc.), Work schedules with proper shift rotations to avoid burnout, Adequate staffing levels to ensure patient safety.
- **Maintenance Staff:** Engineers with expertise in biomedical equipment, HVAC (Heating, Ventilation, and Air Conditioning) systems, plumbing, and medical gas systems. You will also need electricians and general maintenance personnel.

### Equipment and Technology:

- **Medical Equipment:** Up-to-date equipment based on the services offered (diagnostic tools, surgical instruments, etc.). Consider a standardized equipment management system for purchase, maintenance, and inventory control.



- **Computers and Hardware:** A robust IT infrastructure with secure electronic health records (EHR) system, networking capabilities, and appropriate hardware for staff use.

#### **Additional Infrastructure Planning Considerations:**

- **Facility Design:** Patient flow, department layout for efficient workflow, accessibility for patients with disabilities, proper waste disposal systems, and infection control measures.
- **Safety and Security:** Fire safety systems, emergency backup power, security measures, and hazardous materials management.
- **Patient Amenities:** Waiting areas, comfortable rooms, clear signage, and interpreter services for diverse populations.

#### **The other important licenses required are:**

##### **Building and Safety:**

- Regulations Building Permit and Licenses (Municipal)
- No objection certificate from the Chief Fire Officer (Fire Safety)
- Bio-Medical Waste Management License (Biomedical Waste Disposal)

##### **Environmental Considerations:**



- No objection certificate under Pollution Control Act (Pollution Control)

##### **Controlled Substances:**

- Narcotics and Psychotropic Substances Act (1985) (For handling-controlled drugs)

### Vehicle Registration:

- Vehicle Registration Certificates (For ambulances)

### Department-Specific Approvals:

- **Atomic Energy Regulatory Body** (For radiology department)
- **Boilers Act** (If applicable, for boiler operations)
- **Medical Termination of Pregnancy Act (MTP Act)** (For maternity services)
- **Blood Bank License** (For blood banking services)



- **Transplantation of Human Organs Act** (If applicable, for organ transplants)



- **Preconception & Prenatal Diagnostic Techniques Act (PNDT Act)** (For radiology department)



- **Dentist Regulations** (For dental services)

### Other Acts and Regulations:

- Drugs & Cosmetics Act (For handling medications)
- Electricity Act (For electrical safety)
- Various Labor Acts (For employee rights and benefits)
- Environmental Protection Act (For environmental compliance)
- Indian Nursing Council Act (For nurse registration)
- Pharmacy Act (For pharmacy operations)
- Various Social Welfare Acts (For upholding patient rights)
- Registration of Births and Deaths Act (For birth and death reporting)
- Right to Information Act (For transparency)

## License tracker (HCG Hospital)

### Mentioned licenses in the tracker are:

1. IPD Pharmacy licenses
2. OPD Pharmacy licenses
3. CIOD
4. Blood Storage
5. Narcotics
6. FSSAI Licenses
7. Nuclear medicine licenses
8. Radiotherapy licenses
9. Clinical Establishment Act
10. Shop Act
11. Bio -Medical waste
12. Employee Provident Fund (EPF)
13. Employee State Insurance
14. FIRE-NOC
15. Building Occupancy
16. Radiography licenses
17. PC-PNDT

| License/Permit                                                         | Description                                                                                                                     | Issuing Authority                              |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>State Health Department License</b>                                 | Required to operate a hospital; ensures compliance with state health regulations.                                               | State Health Department                        |
| <b>Medicare and Medicaid Certification</b>                             | Allows hospitals to receive payments from Medicare and Medicaid programs.                                                       | Centres for Medicare & Medicaid Services (CMS) |
| <b>Clinical Laboratory Improvement Amendments (CLIA) Certification</b> | Required for any facility conducting laboratory testing on human specimens for diagnosis, prevention, or treatment of diseases. | CMS or designated state agencies               |
| <b>Pharmacy License</b>                                                | Required to operate a pharmacy within the hospital, ensuring compliance with state and federal pharmacy laws.                   | State Board of Pharmacy                        |

| License/Permit                                   | Description                                                                                                                                           | Issuing Authority                            |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <b>Radiology/Imaging License</b>                 | Permits the operation of radiology equipment and ensures safety and compliance with radiologic health regulations.                                    | State Radiation Control Program              |
| <b>Nuclear Medicine License</b>                  | Required for the use of radioactive materials for diagnosis or treatment.                                                                             | Nuclear Regulatory Commission (NRC)          |
| <b>Controlled Substances Registration</b>        | Allows the hospital to handle, dispense, and store-controlled substances.                                                                             | Drug Enforcement Administration (DEA)        |
| <b>Building Permit and Occupancy Certificate</b> | Ensures that the hospital building meets all local building codes, safety regulations, and zoning laws.                                               | Local Building Department                    |
| <b>Fire Safety Inspection Certificate</b>        | Ensures that the hospital complies with local fire safety regulations and has proper fire prevention and response measures in place.                  | Local Fire Department                        |
| <b>Environmental Permits</b>                     | Required for waste disposal, air quality management, and other environmental impacts.                                                                 | Environmental Protection Agency (EPA)        |
| <b>Business License</b>                          | General business license required to legally operate any business within a municipality.                                                              | Local City or County Government              |
| <b>Accreditation</b>                             | Not always mandatory but often required for certain reimbursements and recognition, ensuring the hospital meets certain quality and safety standards. | Joint Commission or other accrediting bodies |
| <b>Food Service Permit</b>                       | Required if the hospital provides food services, ensuring compliance with food safety and health regulations.                                         | Local Health Department                      |

| License/Permit                                                                | Description                                                                                                   | Issuing Authority                             |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| <b>Occupational Safety and Health Administration (OSHA) Compliance</b>        | Ensures the hospital complies with OSHA standards for workplace safety and health.                            | OSHA                                          |
| <b>Health Insurance Portability and Accountability Act (HIPAA) Compliance</b> | Certification or proof of compliance with HIPAA regulations for the protection of patient health information. | Department of Health and Human Services (HHS) |

These licenses and permits ensure that a hospital operates safely, meets regulatory standards, and provides quality care to patients. The specific requirements and the authorities responsible for issuing these licenses may vary by location.

