



Implementation and the effects of the paperless/online consultation process in the OPD services- in ABMH

By- Dr. Himani Mudia

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IHMR university, Jaipur

Organizational details:

- Multi-specialty quaternary care hospital located at Pimpri-Chinchwad, Pune
 - Spread across 16 acres of land, has 3 building
- OPD,
--Oncology
--Mother and Child care
And Accident and Emergency Center
- 500 Beds, 152 ICU Beds, 13 Operation Theaters and a flat panel Cath Lab

ADITYA BIRLA MEMORIAL HOSPITAL





Department and Project

- Department allotted-Operations Management
- Patient services in the OPD of the hospital
- Project allotted on online/paperless consultation services in the OPD



Research Question , Aim and Objectives

What are the Implementation and the effects of the online/paperless consultation services in the Outpatient department services of the Aditya Birla Memorial Hospital, in the times of Covid-19 Pandemic?

- **Aim-** To observe the implementation and the effects of the online or paperless consultation process in the Aditya Birla Memorial Hospital OPD services during the period of COVID-19 Pandemic.
- **Objectives:**
 - a) To observe the processes that are carried out paperless/online in the hospital.
 - b) To study the implementation of these processes in the various sections of the OPD.
 - c) To study the benefits of Paperless/online consultation for doctors and patients.

Rationale of the study:



OPD is the gateway of the inside of the hospital



But Medical Profession needs Radiological and Pathological evidences as well to confirm the diagnosis and proceed with further procedures, if required.

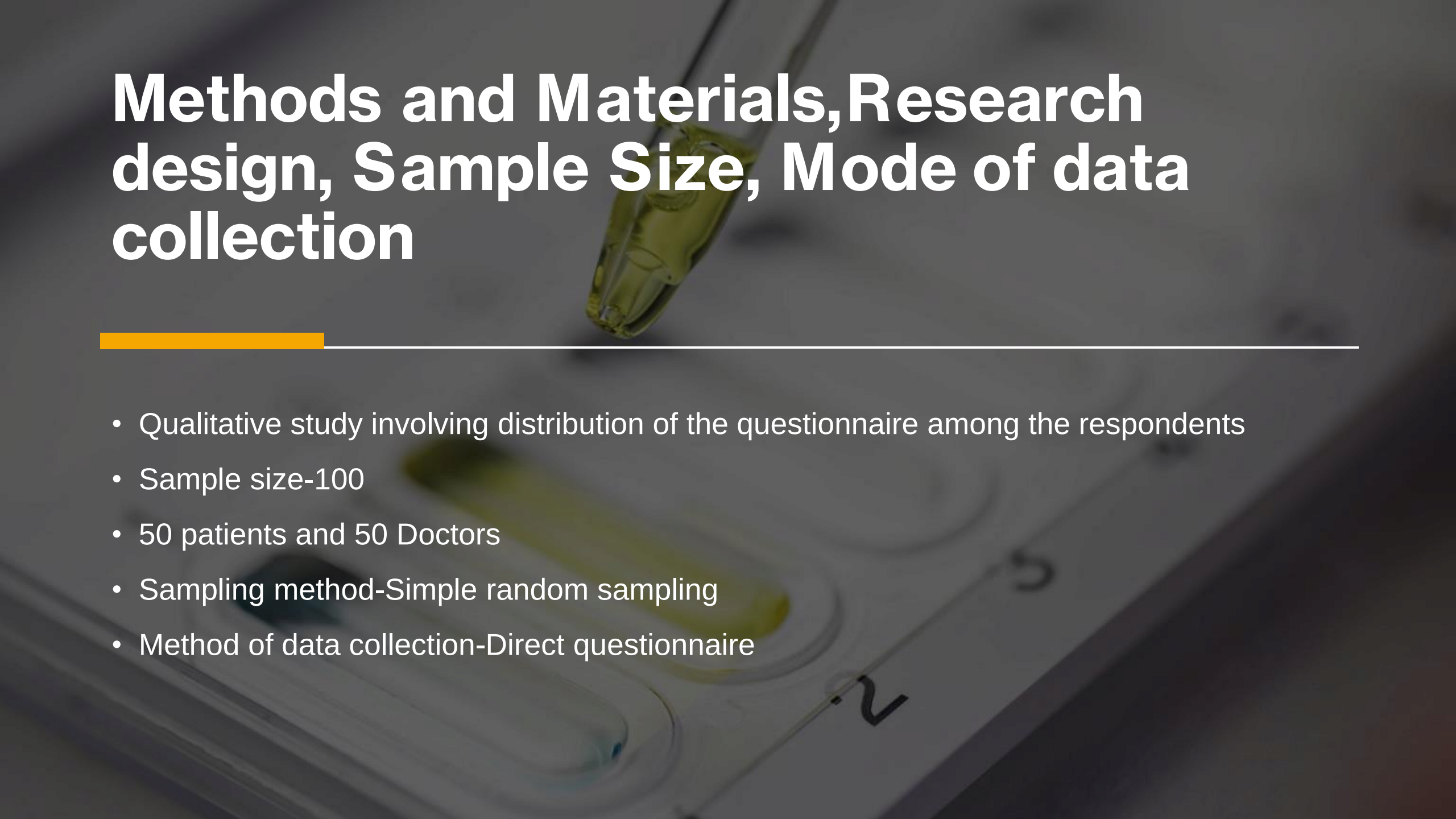


Online/paperless consultation along with the teleconsultation has been the need of the hour since the COVID-19 pandemic has started.



Hence with this study, my aim was to find the utility and benefit of this in the Aditya Birla Memorial hospital OPD services.

Methods and Materials, Research design, Sample Size, Mode of data collection

The background of the slide is a grayscale image of a laboratory setting. It features a pipette with a yellow tip dispensing liquid into a microplate. The microplate has several wells, some containing yellow liquid. The numbers '2' and '5' are visible on the plate. The overall image is slightly blurred and has a dark overlay.

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- Qualitative study involving distribution of the questionnaire among the respondents
 - Sample size-100
 - 50 patients and 50 Doctors
 - Sampling method-Simple random sampling
 - Method of data collection-Direct questionnaire

Data Interpretation and Results

A. Demographic distribution of the sample of the study among the patients-

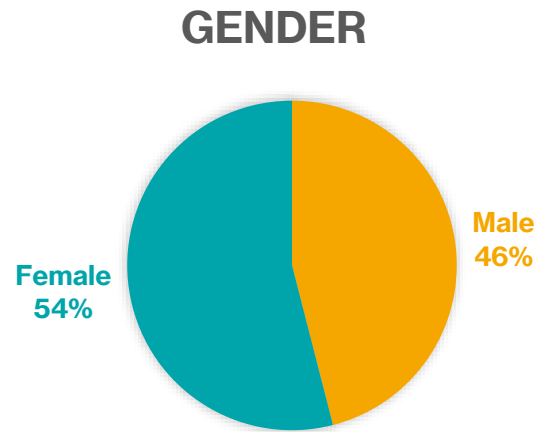


Fig. 1

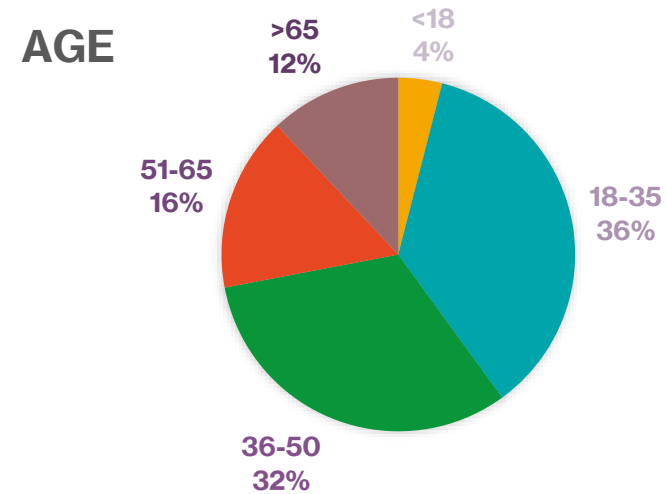


Fig. 2

B. Appointment booking services and type of appointment

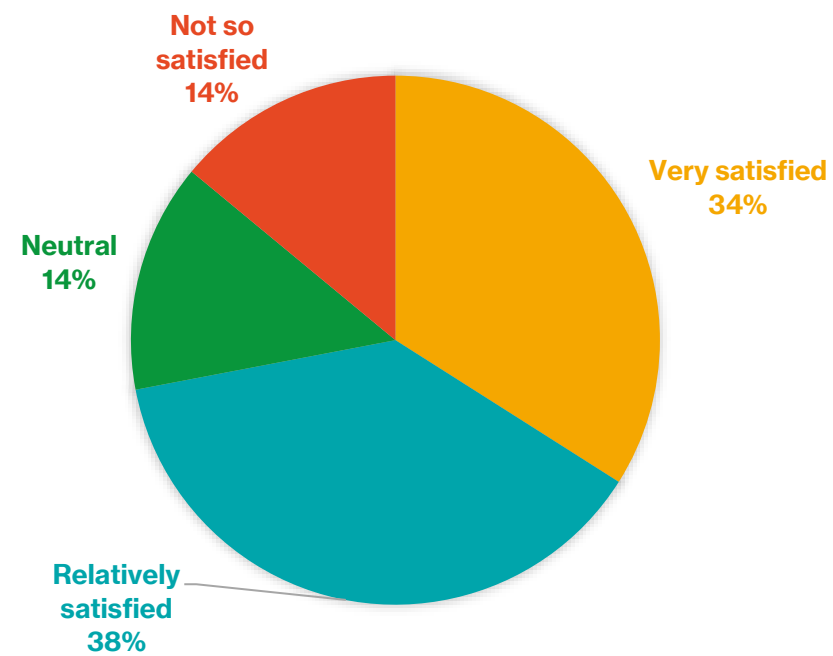


Fig. 3
Satisfaction rate of appointment booking services among patients

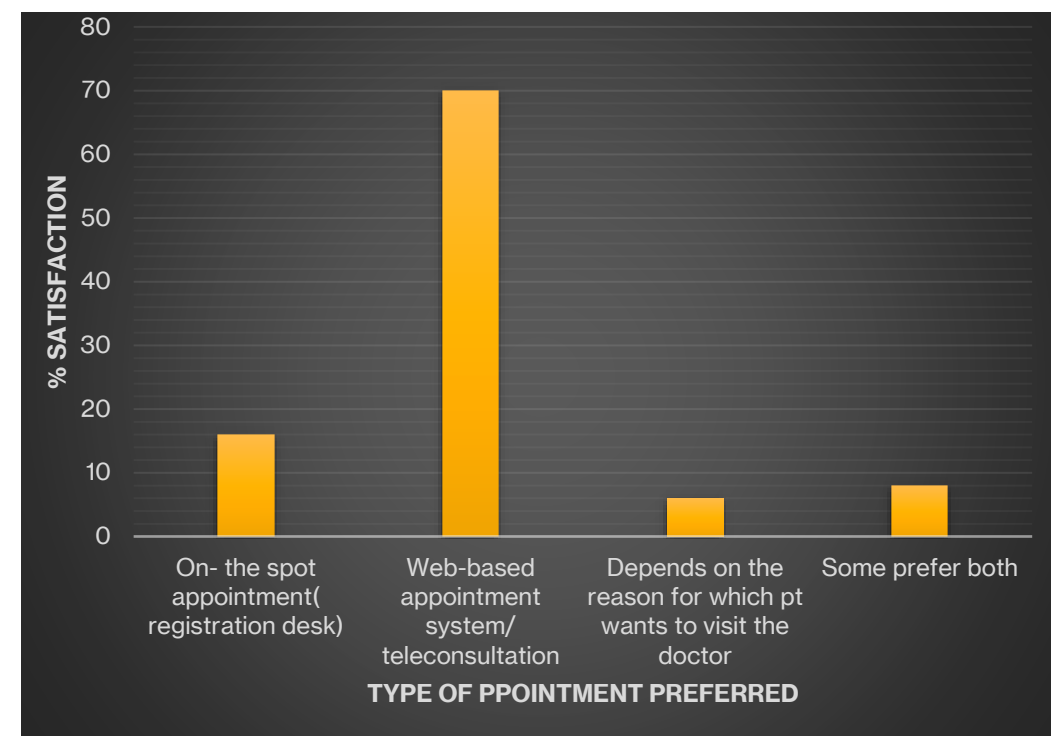
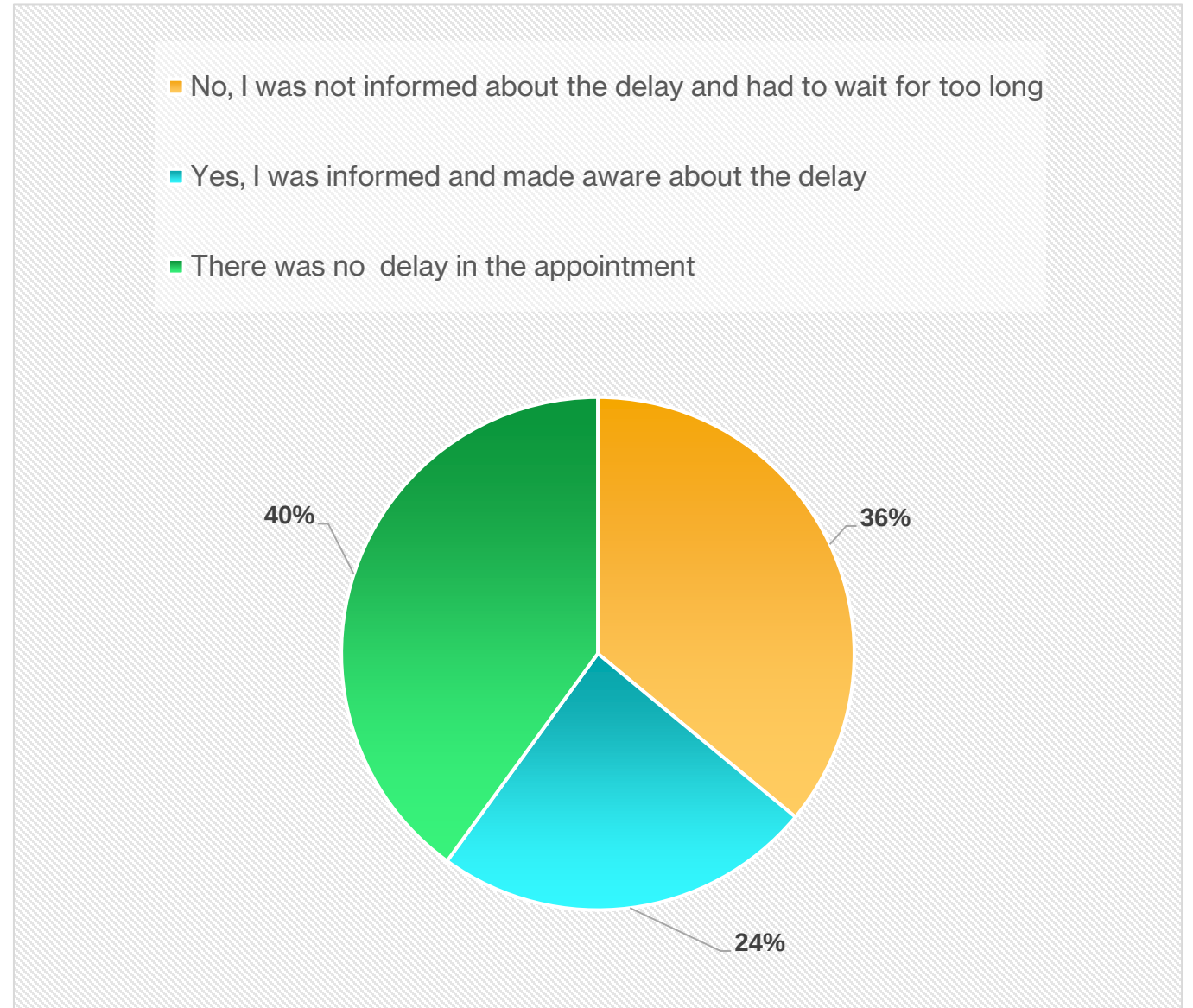


Fig. 4
Type of appointment preferred by the doctors

Fig. 5

Delay in the appointment of the patients



C. Time allotment for the consultation

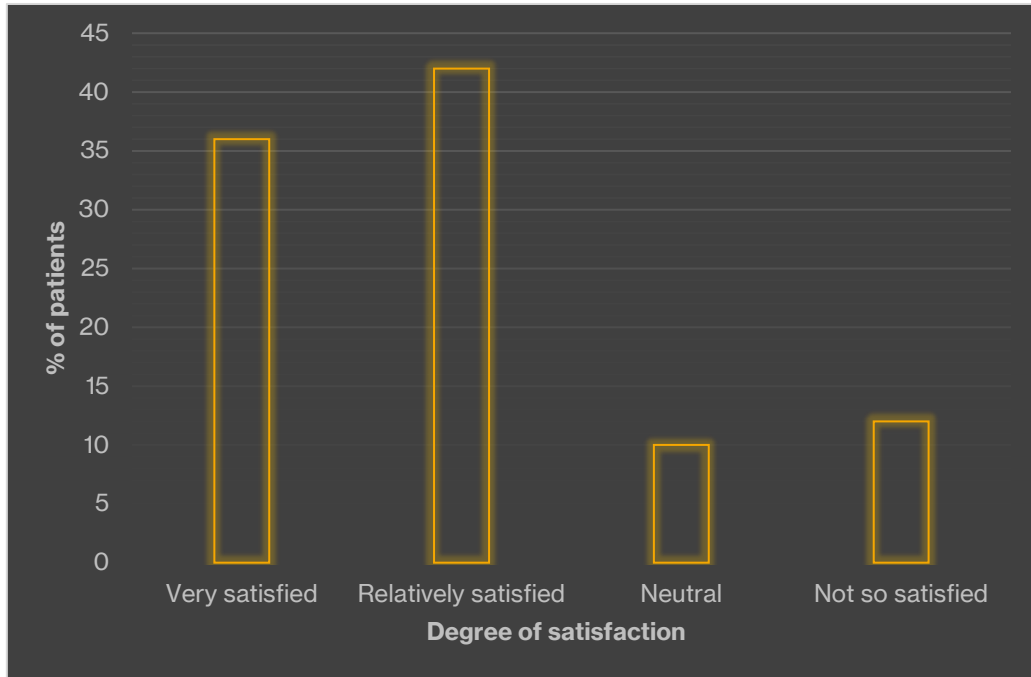


Fig. 6

Satisfactory rate of time allotted for consultation among patients

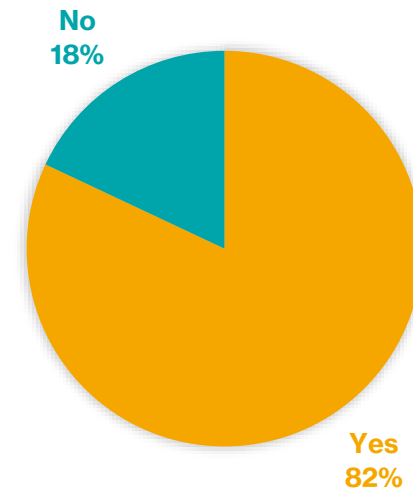


Fig. 7

Satisfaction rate of time allotment for the consultation among doctors

D. Video Consultation and the online software

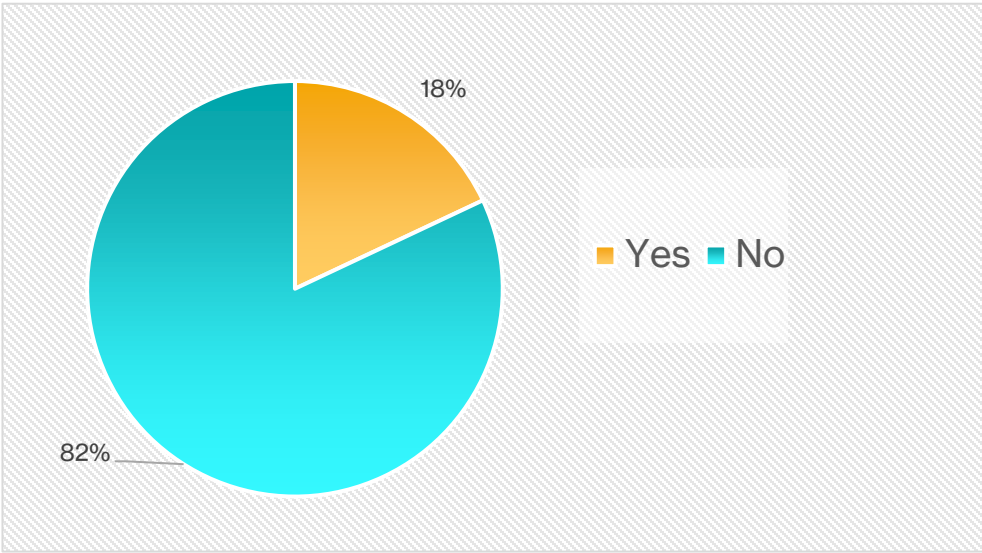


Fig. 8

Percentage of people using video-consultation

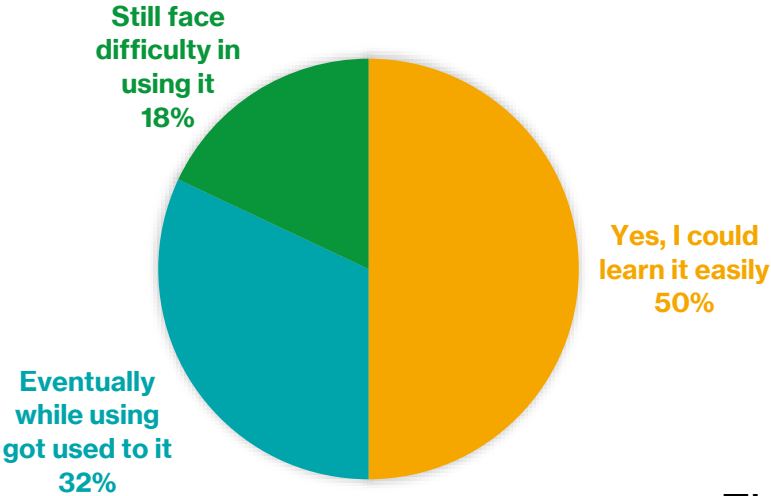


Fig. 9

Shows the Ease of online consultation software usability for doctors and 50% of the doctors have no difficulty while using the software but the 18% of them who still face difficulty in using is due to the preference of traditional method of pen and paper consultation.

E. Patient comfort and management through paperless consultation

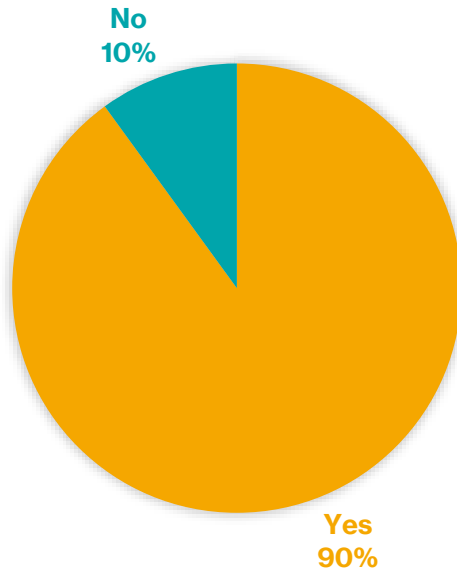


Fig . 10

Patient comfort during paperless/teleconsultation

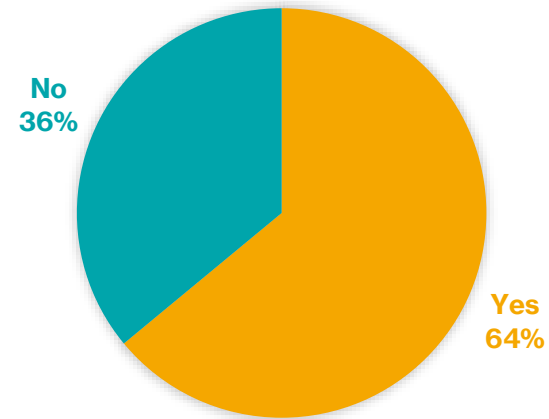


Fig. 11

Patients need to clarify any clinical information during or after the appointment

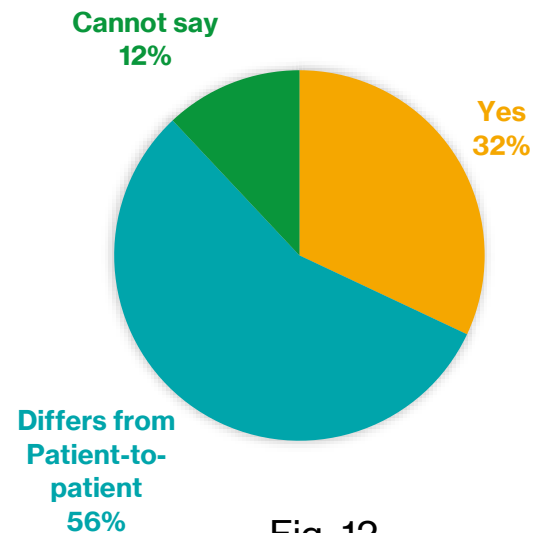


Fig. 12

Online consultation help in better managing the patients' health and access his medical needs

Correlations and Conclusion



- For Patients-Age: 36-50 and 18-35

Result-Relatively satisfied

- For Doctors-1. Major concerns were that they cannot talk to the patients face-to-face
2. They have to pay attention to the screen more

Suggestions



Patient interaction can be more helpful and empathetic.



A digital screen in every department for the patients to let them know about their timing and sequence of appointment could be placed.



An auto generated text message for the non or late availability of the doctors can be circulated for the comfort of the patient, especially geriatric group.



thank
you

A circular graphic featuring the words "thank you" in a cursive script. The text is rendered with a color gradient, transitioning from dark brown/black at the edges to a bright yellow-orange in the center. The background is a soft, out-of-focus bokeh of light blue and white circles. The entire composition is enclosed within a circular frame with a thin white border.