

SUMMER INTERNSHIP PROGRAM
at
ARTEMIS HOSPITALS, GURUGRAM



From 12/05/2025 to /07/2025

A REPORT BY

SIDDHANT SINGH BANAFER

Master of Business Administration

Hospital & Health Management

Roll no: 2093

2024-26

under the Mentorship of

Dr Goutam Sadhu



IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Siddhant Singh Banafer** of academic year 2024-26 **Institute of Health Management Research** has prepared a poster with respect to his summer internship held during May-July 2025.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 30/07/2025

A handwritten signature in blue ink, appearing to read 'G. Sadhu'.

Dr. Goutam Sadhu

Professor

IIHMR University, Jaipur

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Dated: 15th July, 2025

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Siddhant Singh Banafer** has successfully completed his internship in the Department of Operations, Gurugram from **12th May 2025 till 15th July, 2025**.

During this internship, he was found to be sincere and hardworking.

We wish him all the best for future.

For Artemis Medicare Services Ltd,

Flt. Lt. Saras Malik
(Chief People Officer)

Dr. Saurabh Chopla Patle
(General Manager - Facilities and Patient Experience)



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SUMMER INTERNSHIP PROGRAM IIHMR UNIVERSITY, JAIPUR

"IPD FLOOR PATIENT DISCHARGE TURN AROUND TIME
ANALYSIS ARTEMIS HOSPITALS, GURUGRAM"



PROFILE OF ORGANISATION

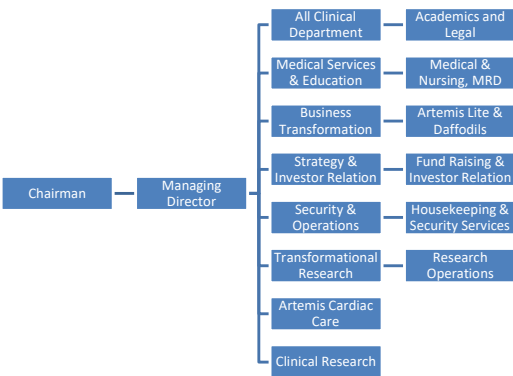
1. BRIEF HISTORY

Established in 2007, Artemis Hospitals is a premier healthcare institution delivering advanced medical care.
Pioneered excellence in Haryana by becoming the first hospital in the state to earn both JCI and NABH accreditations.
Recognized with Green OT Certification for eco-friendly surgical practices.
Holds prestigious ISO Certifications ensuring quality and safety in patient care. The hospital offers: 750+ beds, 40+ medical specialties
• A team of 400+ experienced doctors

2. VISION & MISSION

"Create an integrated, world-class healthcare system that delivers specialized, compassionate, and affordable patient care through leading medical practices, advanced research and education, cutting-edge technology, and strong community partnerships—driven by the innovations of top scientific minds and sustained by unwavering commitment to quality, empathy, and service excellence."

3. ORGANISATIONAL STRUCTURE



4. THEORETICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

Emphasizes management tools like Six Sigma, Lean, TQM, etc.	Involves practical use of HIS software, TPA, billing modules.
Involves learning about accreditation bodies like NABH, JCI, ISO.	Observing bottlenecks in discharge TAT, delays in processes.
Covers healthcare laws, ethics, budgeting, quality control.	Real application of SOPs, audits, and documentation practices.
Classroom learning includes SOPs, workflows, HR policies, etc.	Learning by watching hospital staff handle emergencies, conflicts, resource constraints.
Focuses on ideal scenarios and structured processes.	Understanding stakeholder perspectives – patients, families, doctors, nurses, admin

5. LEARNINGS DURING INTERNSHIP

- Understood the discharge process flow from announcement to actual checkout.
- Identified bottlenecks and delays in the discharge workflow.
- Gained hands-on exposure to pharmacy coordination, billing delays, TPA issues, and inter-department communication.

6. OBJECTIVES

- To analyze the Discharge patient process flow.
- To identify reasons for delays in each step of discharge.
- To provide recommendation to improve the Discharge process and reducing the delay in discharge leading to more patient satisfaction.
- Micro and macro analysis of the data in which for macro – 397 patients, micro – 50 patients
- To communicate and interact with patients and attendants.

METHODOLOGY

Study Designs	Observational study
Sample Size	397 +50 Patients
Study Tool	Histogram, Pie chart, DMAIC, bar chart and MS excel
Sample Technique	Non-Probability Convenience sampling

Discharge analysis interventions

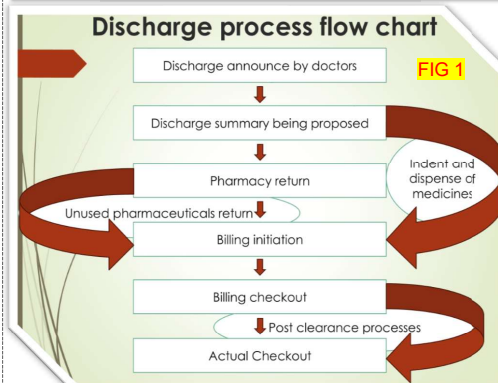


FIG-2 Macro column analysis of the discharge TAT data (13th may- June 26th)

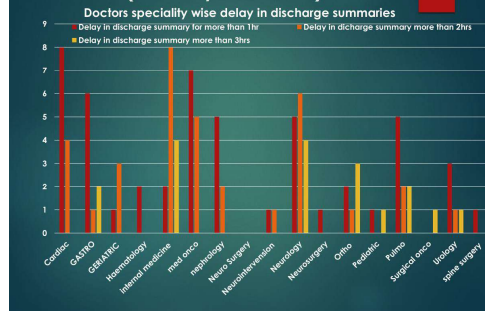
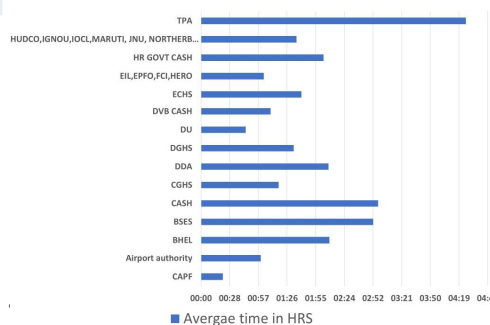


FIG-3 BILLING TAT ANALYSIS



7. SWOT ANALYSIS

STRENGTHS	WEAKNESSES
Excellent medical professionals Greatest involvement of healthcare professional Big Brand Name Well defined clinical pathways and service protocols	The rising costs of healthcare delivery makes it expensive for a normal middle-class family.
OPPORTUNITIES	THREATS
Minimizing services Turn Around Time Expansion to underserved areas	The migration of skilled nursing personnel to developed countries Rising Competitors

8. TOWS ANALYSIS

Threats (T) S-T Strategies (Use strengths to defend against threats) - Use brand credibility and quality certifications to stand strong against growing local and international competition - Invest in infection control and clinical quality to avoid negative impact from pandemics and audits	W-O Strategies (Minimize weaknesses using opportunities) Use government healthcare digitization initiatives to improve discharge and billing automation - Collaborate with health-tech startups to enhance backend efficiency
W-T Strategies (Minimize weaknesses and avoid threats) Improve training and SOPs to reduce discharge-related issues and patient dissatisfaction - Implement lean process improvement to survive in price-sensitive insurance & TPA environments	Opportunities (O) S-O Strategies (Use strengths to capitalize on opportunities) - Leverage international accreditations to boost medical tourism and attract international patients - Expand telemedicine services using existing specialist teams and IT infra

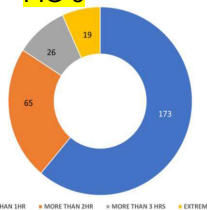
9. SUGGESTIONS

- Provide staff training to improve workflow efficiency.
- Conduct early doctor rounds to finalize planned discharges.
- Availability of GDAs with wheelchairs for patients at the time of physical moveout (if required).
- Upgrade the Hospital Information System (HIS) to:-
Notify nurses immediately when discharge summaries are published by doctors.
- Implement queue management for No Dues clearance, using a manual labeling system to track and verify each step systematically.
- Set clear SLAs with TPAs/ECHS to respond within a fixed time window.
- Pharmacy roster need to be implemented on floor as well as GDA activity register.

FIG-4

S.NO	TAT analysis	Time Taken (min)	Insights
1	Pharmacy return	00:22	For two patients around and he
2	Discharge medications	00:19	For two patients around and he
S.NO	TAT analysis	Time Taken (min)	
1	Billing approval by Corporates/panel	00:27	
2	Medications dispense to billing initiation	00:19	

FIG-5



CONCLUSION

Siddhant Singh Banafer
HM – 29 Batch B, 2093

- Discharge delays often linked to delayed medication clearance, TPA approvals, and pending doctor orders, Inconsistent communication between pharmacy, billing, and nursing staff, Delay from billing desk to check out patient even after receiving clearance.

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Compiled Report

2.1 Activity Done

On the very first day of our SIP learning we met Assistant HR head Neha Chhabra and she took us to meet Dr Sourabh Patle G.M of operations facilities and experience, he guided us to do the Discharge turnaround time data collection and analysis of the IPD floors. Then we were asked to meet our assigned mentors in the organization.

On meeting our respected mentors named Dr Deepika Sharma Divisional Head Operations facilities and patient experience and DR Yash Gautam tower 1, 3rd floor manager

Then a hospital walkaround and introduction to each and every department in the organization along with focusing on the major entities which are involved in improving patient experience in the hospital .

From the next day we started to work on the assigned floors on which we have to perform our analysis and organization mentor with whom I was working along was our alumni. He was holding a 3yr work experience as a floor manager in Medanta Medicity Hospitals

Daily tasks I have to perform was tracking down each discharge from the Artemis tower one 3rd floor, coordinating with the hospital staff to make the discharges and patient experience smooth, real time patient queries resolution, maintaining an excel sheet having multiple columns to track discharge process, dealing with patients and patient attendant queries, FLAPEX.

The total tenure from 13th of may to 26th of June includes macro column analysis in which the data I gathered was of 397 patient data to track down the delays in the processes.

Parameters analyzed

- 1.Doctors specialities wise delay in discharge summaries.
- 2.Billing TAT analysis.
- 3.Delay in actual checkouts of sample size 283.

The tenure from 26th of may to 5th of July we performed the mirco-column analysis of 50 patients.

Parameters analyzed and findings are made –

- 1.Pharmacy return turnaround time.
2. Discharge medications.
- 3.Billing approval turnaround time by panel/corporates.
- 4.Medications dispense to billing initiation.

The discharge data sheet has multiple columns including various parameters as shown in the table.

Macro column analysis columns

Date	S.NO	Tower	Bed No	Patient Name	GNID	Panel	Doctor	Speciality
------	------	-------	--------	--------------	------	-------	--------	------------

Planned/Unplanned	Discharge initiation (A)	Discharge summary ready (B)	Pharmacy Return ©	Billing initiation (E)	TPA Approval (G)	Billing check out time (H)
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Actual check out time (I)	checkout TAT	Reasons For Delay
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Micro columns analysis columns

Bed No.	Patient Name	GNID	Payor Category	Doctor	Speciality	Planned/ Unplanned
---------	--------------	------	----------------	--------	------------	--------------------

Discharge initiation by doctors (A)	Discharge summary ready (B)	No dues initiation by nursing staff	Pharmacy Return ©/ No Dues	NO dues TAT (pharmacy/nursing)	Initiation for indent of discharge medicines BY NURSES
-------------------------------------	-----------------------------	-------------------------------------	----------------------------	---------------------------------	--

Medications dispense by pharmacy	Discharge medications TAT	Billing notification (E) From nursing desk	Bill sent to TPA	Bill sent FROM TPA for approval	Bill sent to Pannel/ corporate	Bill approval by Panel/ corporate	Coporate and pannel bill ready
Bill approval time by TPA	Billing check out time (H)	DEISCHARGE MEDICATIONS TO BILLING INITIATION	Actual check out time (I)	Reasons for delay			

DEMOGRAPHICS OF Tower (1) 3RD OLD

Bed category		Single	3	
		Double	14	
		General ward	4	
1301	Single room		1325	Twin sharing
1302	Twin sharing		1326	
1303			1327	
1304	Twin sharing		1328	Single room
1305			1329	
1306	General ward		1330	Twin sharing
1307			1331	
1308			1332	Twin sharing
1309			1333	
1310			1334	Twin sharing
1311			1335	
1312			1336	Twin sharing
1313			1337	
1314			1338	Twin sharing
1315			1339	
1316			1340	Twin sharing
1317			1341	
1318			1342	Twin sharing
1319			1343	
1320			1344	Twin sharing
1321			1345	
1322			1346	Twin sharing
1323	Twin sharing		1347	Twin sharing

Bed demographics at Tower (1)3rd new

Total no. of beds – 18 (1352 – 1369)

Bed Category	Single rooms	
	Pressure maintain	
1352	Pressure maintain	
1353	Pressure maintain	
1354	Pressure maintain	
1355	Single room	
1356	Single room	
1357	Single room	
1358	Single room	
1359	Single room	
1360	Single room	
1361	Single room	
1362	Single room	
1363	Single room	
1364	Pressure maintain	
1365	Pressure maintain	
1366	Pressure maintain	
1367	Pressure maintain	
1368	Pressure maintain	
1369	Pressure maintain	

Data of discharge TAT Analysis in the given table below mainly shows findings based on total number of discharges in tower 1 3rd old and new:

Date	S. N O	To we r	Be d No	Patie nt Nam e	GNID	Pan el	Docto r	Specialit y	Planned/ Unplann ed	Disc harg e initi ation (A)	Disc harg e sum mar y read y (B)	Phar mac y Retu rn ©	Billi ng initi ation (E)	TPA App roval (G)	Bil lin g ch eck ou t tim e (H)	Ac tu al ch eck ou t tim e (I)	checkout TAT	Reason for Delay
22.0 5.20 25	5 4	3r d Old	13 26	Mr. Nave en Kumar	GN0000 847951	Hr. Gov t.	Dr. Priya	Medical Oncolog y	Day care	Day care	Day care	Day care	Day care	Day care	Da y ca re	15 :3 5	#VALUE!	Day care
27.0 5.20 28	1 4 3	3r d New	13 65	Mr. Mahavir Singh	GN0000 675585	ECH S	Dr. Sumit	Neurolo gy	Day Care	Day Care	Day Care	Day Care	Day Car e	Day Car e	Da y Ca re	Da y Ca re	#VALUE!	Day Care
28.0 5.20 26	1 5 7	3r d Old	13 45	Mrs. Raj Kumar	GN0000 825498	CGH S	Dr. Rahul	Hemato ncology	Day Care	DC	DC	DC	DC	DC	DC	DC	#VALUE!	DC
14.0 6.20 25	2 3 8	3r d Old	13 26	Ms. Geeta	GN0001 007321	Mar uti	Dr. Rakes h	General Surgery	Plan	11:5 0	12:1 6	D-1	15:2 3		17 :4 0	17 :4 0	00:00	
17.0 6.20 25	2 8 2	3r d Old	13 20	Mrs. Afaiz	GN0001 007977	TPA	Dr. Sande ep	Ortho	Plan	09:5 6	09:4 2	D-1	09:5 9		14 :1 0	14 :1 0	00:00	
17.0 6.20 25	2 8 0	3r d Old	13 08	Mrs. Nidhi Raghava	GN0001 001873	TPA	Dr. sumit	Neurolo gy	Plan	11:4 5	14:2 9	D-1	15:3 1		21 :4 1	21 :4 2	00:01	
14.0 6.20 25	2 4 6	3r d New	13 61	Mrs. Vidharba Singh	GN0000 998662	DU	Dr. Rahul	Hemat Onco	Unplan	10:4 8	11:4 2	12:4 0	13:1 2		13 :5 7	13 :5 8	00:01	
23.0 6.20 25		3r d Old	13 11	Mr Suren der Pal	GN0001 009364	ECH S	Dr summ it	Neurolo gy	Unplan	11:5 5	14:4 0	13:4 0	15:0 4		16 :3 8	16 :4 0	00:02	
26.0 6.20 25		3r d Old	13 12	Mr. Divan Ali	GN0001 010321	Cas h	Dr. Tariq	Neuroint ervensio n	Unplan	11:4 5	12:0 8	12:4 5	12:4 8		13 :5 7	14 :0 0	00:03	
03.0 6.20 25	4 0	3r d New	13 63	Mr. Jiwan Dass	GN0000 918226	Hr. Gov t.	Dr. Priya Tiwari	Medical Oncolog y	Night billing	09:3 0	07:4 0	10:1 3	10:2 7		11 :2 6	11 :3 0	00:04	
07.0 6.20 26	1 1 6	3r d Old	13 39	Mr Shrey ansh	GN0000 951121	ECH S	Dr Vipin	ORTHRO PEDICS	Unplan	10:4 7	10:3 9	10:4 7	12:2 6		13 :3 6	13 :4 0	00:04	
10.0 6.20 25	1 6 7	3r d ol d	13 44	Mr Ram Kanwar	GN0000 916785	ECH S	Dr. Priya tiwari	MED ONCO	Unplan	13:3 0	14:1 7	13:4 4	15:2 5		16 :0 6	16 :1 0	00:04	
10.0 6.20 25	1 6 1	3r d ol d	13 21	Mr. Nar Singh	GN0000 820701	ECH S	Mr. Nar Singh	Dr. Sumit	Plan	12:0 0	11:5 5	D-1	13:2 6		15 :3 5	15 :4 0	00:05	
20.0 6.20 25	3 2 9	3r d ol d	13 09	Mr. Sheesh Pal Singh	GN0001 006662	cas h	Dr Giriraj / Dr Shyam	Liver Transpla nt	Unplan	10:3 0	11:5 5	11:3 0	12:2 6		18 :5 0	18 :5 5	00:05	delay in doctors summar y 5, 59 pages bill

06.0 6.20 25	8 7	3rd Old	13 35	Mrs. Rasidan	GN0000 998075	Hr. Govt.	Dr. Mukesh	Medical oncology	Unplan	15:2 0	15:5 9	16:5 0	16:5 3		17 :5 4	18 :0 0	00:06	
10.0 6.20 25	1 7 8	3rd New	13 67	Mr Aditya Yadav	GN0001 006050	NR	Dr Arpit Jain	Internal Medicine	Unplan	12:1 0	12:3 6	12:0 4	13:1 5		17 :3 9	17 :4 5	00:06	
11.0 6.20 25	1 8 7	3rd Old	13 30	Mr. Lala Ram	GN0001 006806	ECH S	Dr. Sameer	Cardio	Night billing	D-1	D-1	D-1	05:5 4		18 :0 7	18 :1 5	00:08	
10.0 6.20 25	1 7 2	3rd New	13 55	Mr Ram Avtar	GN0000 417333	CGH S	Dr Shwet a	Pulmo	Unplan	11:4 7	11:5 0	12:5 0	13:5 8		15 :4 0	15 :4 8	00:08	
11.0 6.20 25	1 7 9	3rd Old	13 02	Mr. Ram niwas	GN0000 849743	Hr. Govt.	Dr. Priya	Medical oncology	Plan	09:5 4	12:0 3	D-1	12:5 7		14 :5 2	15 :0 0	00:08	
14.0 6.20 25	2 3 4	3rd Old	13 16	Ms. Vidhu	GN0000 096807	ECH S	Dr. Sumit	Neurology	Unplan	12:2 6	14:5 1	13:0 1	15:5 7		16 :1 7	16 :2 5	00:08	Discharge after rotoroxym ap
22.0 5.20 25	5 9	3rd Old	13 45	Mr. Shankar Singh	GN0001 002604	Mar uti	Dr. Seema	Internal Medicine	Unplan	11:4 5	11:4 3	D-1	12:2 6		13 :1 2	13 :2 0	00:08	
23.0 6.20 25		3rd Old	13 01	Mr Shri krishan	GN0001 008605	hr govt	Dr Bimal	Gastro enterology	Unplan	12:2 0	13:2 1	13:3 7	14:5 5		17 :2 1	17 :3 0	00:09	
23.0 6.20 25		3rd Old	13 46	Mrs Keshar Devi	GN0000 414105	Mar uti	Dr Aditya	Neurosurgery	Unplan	12:1 0	15:1 0	13:4 8	16:0 1		18 :0 6	18 :1 5	00:09	AFTER UITRASOUND REPORT REVIEW BY DR CHHABRA STEAM
10.0 6.20 25	1 5 8	3rd old	13 12	Mr Dharambir Singh	GN0000 324886	ECH S	Dr Bimal	Gastro	Unplan	12:1 0	12:3 5	11:0 3	14:0 8		15 :4 1	15 :5 0	00:09	
26.0 6.20 25		3rd Old	13 43	Mr. Shiv Pratap	GN0000 740299	Mar uti	Dr. Priya	Medical oncology	Unplan	12:4 5	13:1 7	12:1 5	15:5 4		16 :4 6	16 :5 5	00:09	Note pending
19.5. 2025	1 0	3rd Old	13 46	Mr. Shubh	GN0000 627888	ECH S	Dr. Tariq	Neurointervention	Unplan	11:2 0	12:4 9	12:0 1	13:0 9		15 :0 5	15 :1 5	00:10	Issue in code mapping
20.0 6.20 25	3 3 6	3rd old	13 39	Mr Maheender Singh	GN0000 861386	ech s	Dr Sumit	Neurology	Unplan	11:5 0	15:0 3	12:0 0	16:2 0		18 :2 0	18 :3 0	00:10	Cardio discharge advise pending
25.0 6.20 25		3rd Old	13 42	Mr. Satyabir Singh	GN0000 998261	Hr. Govt.	Dr. Giriraj	Liver transplant	Unplan	10:0 0	11:2 5	10:0 3	12:3 3		14 :4 0	14 :5 0	00:10	
02.0 6.20 25	1 8	3rd Old	13 16	Ms. Sunil Devi	GN0000 968981	CGH S	Dr. Rahul	Hematology	Unplan	14:0 0	13:5 4	14:5 1	15:2 8		16 :1 9	16 :3 0	00:11	
05.0 6.20 25	6 7	3rd Old	13 10	Mrs. Savita Verma	GN0000 932446	TPA	Dr. Aditya	Neurosurgery	Plan	09:4 5	D-1	10:0 7	10:3 2		15 :5 2	16 :0 5	00:13	
11.0 6.20 25	1 9 7	3rd New	13 64	Baby Navya Yadav	GN0001 006920	ON GC	Dr. Prabhat	Pediatrics	Plan	11:4 4	13:2 2	13:2 2	13:5 2		14 :5 7	15 :1 0	00:13	
20.0 6.20 25	3 4 0	3rd new	13 52	Mr Sudershan	GN0000 515779	cas h	Dr Venkat	internal medicine	Unplan	14:4 0	15:1 0	15:4 1	16:5 5		18 :0 8	18 :2 1	00:13	

07.0 6.20 28	1 2 2	3rd Ol d	13 17	Mr. Mohar Singh	GN0001 001380	TPA	Dr. Prya	Medical Oncolog y	Unplan	11:4 0	13:3 1	12:5 7	14:4 0		18 :4 6	19 :0 0	00:14	
16.0 6.20 25	2 6 7	3rd Ol d	13 33	Mr. Suran der Singh	GN0000 842432	ECH S	Dr. Muke sh	Medical oncolog y	Unplan	09:2 5	11:3 3	11:1 0	11:5 7		13 :0 6	13 :2 0	00:14	
19.5. 2025	2	3rd Ol d	13 04	Mrs. Radha	GN0000 987093	ECH S	Dr. Rahul	Hemato ncology	Unplan	11:1 5	11:2 2	12:0 3	12:0 5		13 :1 5	13 :3 0	00:15	
07.0 6.20 26	1 1 5	3rd Ol d	13 37	Ms. Anish a	GN0000 100674	Hr. Gov t	Dr. Shwet a	Pulmo	Unplan	10:1 8	12:2 3	11:4 2	13:4 2		15 :4 0	15 :5 5	00:15	
26.0 6.20 25		3rd Ol d	13 34	Mrs. Cham eli	GN0000 418827	ECH S	Dr. Biswa n	Head & Neck	Unplan	09:4 8	D-1	10:4 1	10:4 4		11 :3 0	11 :4 5	00:15	After pulmo referenc e
19.0 6.20 25	3 1 7	3rd ol d	13 20	Mrs Bimla Devi	GN0001 006450	ECH S	Dr Amit Kuma r	cardio	Unplan	10:0 5	10:2 3	11:3 8	13:2 5		15 :0 0	15 :1 6	00:16	
19.5. 2025	6	3rd Ol d	13 16	Mr. Mohi t Kuma r	GN0001 002346	Cas h	Dr. Arpit Jain	Internal Medecin e	Unplan	11:5 7	12:5 5	12:2 0	12:5 9		14 :3 4	14 :5 0	00:16	
18.0 6.20 25	3 0 7	3rd Ol d	13 41	Mr. Devi Dayal	GN0001 008357	ECH S	Dr. Kulde ep	Cardiolo gy	Plan	10:0 0	14:3 7	D-1	15:2 0		16 :0 4	16 :2 0	00:16	In Plan but the discharg e will be confirm ed after doctors round and holter removal
23.0 6.20 25		3rd Ol d	13 09	Mr Praka sh Chan d	GN0000 521129	ECH S	Dr Bimal	Gastero ntrolog y	Unplan	13:0 1	15:5 0	15:0 9	16:0 3		17 :3 9	17 :5 5	00:16	
19.0 6.20 27	3 2 4	3rd ol d	13 39	Mr Rajen der Prasa d	GN0000 994973	ech s	Dr Kapil	General Surgery	Unplan	11:0 0	09:0 4	12:3 7	13:2 4		14 :5 3	15 :1 0	00:17	After doctors round the Discxhar ge will be confirm ed
09.0 6.20 25	1 4 0	3rd ol d	13 03	Mr. Kusha gra	GN0000 995088	CGH S	Dr. Trisha	ENT	Unplan	09:1 5	09:2 2	10:1 1	10:1 3		11 :1 3	11 :3 0	00:17	
23.0 5.20 25	8 4	3rd Ne w	13 59	Mr. Vishn u Kuma r	GN0000 940049	TPA	Dr. Muke sh	Medical oncolog y	Unplan	11:0 0	11:5 2	11:4 2	12:5 9		16 :2 8	16 :4 5	00:17	
11.0 6.20 25	1 8 9	3rd Ol d	13 32	Mrs. Push pa	GN0000 748267	ECH S	Dr. Arun	Pulmo	Unplan	15:1 9	13:4 6	13:4 6	17:1 6		19 :4 3	20 :0 0	00:17	
09.0 6.20 25	1 5 3	3rd Ne w	13 53	Mrs. Omwa ti	GN0000 294816	ECH S	Dr. Muke sh	Medical Oncolog y	Unplan	14:0 6	14:0 1	14:1 1	14:4 7		15 :4 2	16 :0 0	00:18	
03.0 6.20 25	3 2	3rd Ol d	13 31	Mst. Bahu mik Jolani a	GN0000 298992	Mar uti	Dr. Rajiv	Pediatric s	Unplan	09:3 6	10:2 2	10:1 1	10:5 3		11 :1 7	11 :3 5	00:18	
11.0 6.20 25	1 9 2	3rd Ol d	13 41	Mr. Bijen der Singh	GN0000 960665	Hr. Gov t.	Dr. Hites h	Spine surgery	Unplan	09:5 9	11:4 7	10:2 3	13:0 5		15 :2 7	15 :4 5	00:18	

16.0 6.20 25	2 7 4	3rd New	13 67	Mrs. Meena Kumari	GN0001 007937	Hr. Govt.	Dr. Poonam	ENT	Unplan	10:5 9	10:5 5	D-1	12:4 2		13 :4 5	14 :0 3	00:18	
16.0 6.20 25	2 6 6	3rd Old	13 31	Mrs. Daya Verma	GN0000 327892	IOC L	Dr. Arun	Pulmo	Unplan	13:3 5	14:0 7	15:4 0	16:1 2		18 :2 6	18 :4 5	00:19	Discharge after xray
25.0 6.20 25		3rd Old	13 46	Mr. Ranbir Singh	GN0000 993273	CGH S	Dr. Rajiv	Urology	Night billing	D-1	D-1	D-1	07:1 4		09 :4 1	10 :0 0	00:19	
06.0 6.20 25	8 2	3rd Old	13 04	Mr. Priya nshu	GN0001 006139	CGH S	Dr. Rakesh	General Surgery	Plan	10:1 5	09:4 1	D-1	11:4 4		12 :5 6	13 :1 5	00:19	Wrong medicati on dose written in discharg e summar y
06.0 6.20 25	9 2	3rd Old	13 48	Mr. Birju	GN0000 796770	ECH S	Dr. Pawan	Gastro	Unplan	12:1 5	13:0 5	12:4 1	15:2 2		15 :2 1	15 :4 0	00:19	
23.0 6.20 25		3rd Old	13 23	Mrs. Mahi ndru Devi	GN0000 572304	Mar uti	Dr. Renu	Gynac	Unplan	09:5 2	D-1	10:4 9	11:2 2		13 :0 6	13 :2 5	00:19	
10.0 6.20 25	1 6 5	3rd old	13 42	Mr Tara Chand	GN0000 674330	ECH S	Dr Sumit	Neeurol ogy	Unplan	11:5 0	12:2 6	10:5 4	14:1 1		16 :1 0	16 :3 0	00:20	
11.0 6.20 25	1 9 6	3rd New	13 56	Mrs. Charu Jain	GN0000 847041	TPA	Dr. Ashu Kr. Jain	Pain Medecin e	Day Care	14:5 0	15:4 4	15:2 4	16:0 1		19 :1 5	19 :3 5	00:20	
04.0 6.20 28	4 6	3rd Old	13 27	Mrs. Lata Menon	GN0001 002050	DG HS	Dr. Rupinder	Surgical onco	Night Billing	D-1	D-1	D-1	09:1 1		14 :3 9	15 :0 0	00:21	code mapping issue
19.0 6.20 27	3 1 4	3rd old	13 05	Mrs Salen ta Devi	GN0000 876946	ECH S	Dr Sumit	Neurolo gy	Unplan	11:3 0	12:4 7	12:4 0	01:4 8		14 :3 9	15 :0 0	00:21	After Cardiac referenc e
02.0 6.20 26	2 1	3rd New	13 60	Mr Dinesh Chaudhary	GN0000 725484	ECH S	Dr Priya Tiwari	Medical onco	Unplan	12:5 0	14:3 1	14:1 7	15:5 1		16 :0 9	16 :3 0	00:21	After sample and ECG of the patient
06.0 6.20 25	9 0	3rd Old	13 43	Mrs. Krishna Devi	GN0001 006445	Hr. Govt.	Dr. Rakesh	General Surgery	Plan	11:1 1	09:4 6	11:5 5	12:0 0		13 :3 9	14 :0 0	00:21	
23.0 6.20 25		3rd Old	13 34	Mr Bishan Singh	GN0001 009194	jnu	Dr summit	Neurolo gy	Unplan	11:5 7	12:0 4	12:3 2	13:1 1		15 :1 9	15 :4 0	00:21	
24.0 6.20 25		3rd New	13 68	Mrs. Rachna Yadav	GN0000 803281	ECH S	Dr.P. Venkata Krishnan	Internal Medicine	Unplan	11:5 0	12:3 0	12:4 1	13:0 7		14 :2 0	14 :4 1	00:21	
26.0 6.20 25		3rd Old	13 37	Mr. Shivv Charan	GN0000 367832	Airport authority	Dr. Sameer	Cardiology	Unplan	10:2 2	12:5 7	10:5 3	13:4 1		15 :0 4	15 :2 5	00:21	
23.0 5.20 25	8 0	3rd Old	13 31	Mr. Rajpal Singh	GN0000 993610	CGH S	Dr. Mukesh	Medical oncology	Night billing	D-1	09:0 2	D-1	10:0 5		10 :3 3	10 :5 5	00:22	
10.0 6.20 25	1 6 4	3rd old	13 28	Mr. Aryan Rattewal	GN0000 573518	Pow er Grid	Dr. Rajiv	Urology	Plan	10:0 7	09:0 0	D-1	10:0 7		11 :4 8	12 :1 0	00:22	Histopath sample not registered

10.0 6.20 25	1 7 7	3rd New	13 63	Mrs Abhil asha	GN0001 006396	Hr. Gov t.	Dr Rakes h	General surgery	Unplan	12:1 0	12:3 9	12:1 5	13:3 0		14 :5 8	15 :2 0	00:22	
11.0 6.20 25	1 8 4	3rd Old	13 21	Mrs. Susel a Devi	GN0000 735860	ECH S	Dr. Sumit	Neurolo gy	Day Care	12:0 0	13:0 2	13:4 4	16:0 9		17 :0 8	17 :3 0	00:22	After RETOXY MAP INJECTIO N
13.0 6.20 25	2 2 9	3rd New	13 68	Mrs. Manj u Aggar wal	GN0000 855383	CGH S	Dr. Renu	Gynac	Night Billing	08:3 0	D-1	D-1	09:1 8		11 :4 5	12 :0 7	00:22	
14.0 6.20 25	2 3 7	3rd Old	13 25	Ms. Praac hi	GN0000 954511	Mar uti	Dr. Ravi	Ortho	Unplan	08:0 2	07:4 2	09:5 2	10:0 4		11 :5 3	12 :1 5	00:22	Maruti mail credit mail pending
04.0 6.20 36	6 2	3rd Old	13 39	Mrs Nisha Rani	GN000 09626 87	Hr. Gov t.	Dr Priya	Medical onco	Day Care	14:3 0	14:4 9	15:1 0	16:3 7		17 :1 7	17 :4 0	00:23	
18.0 6.20 25	3 0 2	3rd Old	13 19	Mrs. Nirm ala Devi	GN0000 244849	ECH S	Dr. Kapil	General surgery	Plan	12:1 0	14:2 1	D-1	15:1 9		16 :1 7	16 :4 0	00:23	In Plan but the discharg e will be confirm ed after doctors round
19.5. 2025	1 3	3rd New	13 60	Mrs. Pryin ka Kamr a	GN0000 534633	TPA	Dr. Sumit	Rheuma tology	Unplan	09:3 0	D-1	09:4 2	09:4 9		13 :3 2	13 :5 5	00:23	
20.0 6.20 25	3 2 8	3rd old	13 04	Mr. Nikhil Kuma r	GN0000 1008761	cgh s	Dr IPS	Ortho	Night Billing	D-1	09:2 9	D-1	11:4 9		15 :0 2	15 :2 5	00:23	X Ray was schedule d at 11:30 because it takes 2hr after drain pipe removal
21.0 6.20 25	3 4 7	3rd old	13 19	Mr Ravin der	GN0000 374834	cas h	Dr L.K. Tripat hi	Nephro	Unplan	11:1 5	11:4 7	11:3 5	01:3 9		14 :2 7	14 :5 0	00:23	After RFT report
14.0 6.20 25	2 4 4	3rd New	13 55	Mr. Sidha rth	GN0000 985822	CGH S	Dr. Rajiv	Urology	Plan	08:5 0	07:4 7	D-1	09:3 1		10 :3 3	10 :5 7	00:24	
16.0 6.20 25	2 6 4	3rd Old	13 23	Mrs. Angur i Devi	GN000 09265 93	ECH S	Dr. Arun	Pulmo	Unplan	12:2 0	13:3 9	13:0 4	14:5 9		16 :4 6	17 :1 0	00:24	
09.0 6.20 26	1 4 6	3rd old	13 16	Mr. Vinay Chau dhary	GN0001 006246	Cas h	Dr. Sumit	Neurolo gy	Unplan	11:5 0	12:2 1	12:2 2	12:5 1		13 :5 0	14 :1 5	00:25	
21.0 5.20 25	4 8	3rd New	13 68	Mr. Jitend er Kuma r	GN0001 002553	IGN OU	Dr. Sumit	Neurolo gy	unplan	12:0 0	13:4 2	13:0 4	14:4 0		16 :0 5	16 :3 0	00:25	
04.0 6.20 34	5 8	3rd Old	13 48	Mr Rajen der Singh	GN0001 003726	Hr. Gov t.	Dr Rajiv	Urology	Unplan	11:0 8	14:1 0	12:3 8	15:0 4		16 :4 5	17 :1 0	00:25	
04.0 6.20 33	5 4	3rd Old	13 43	Mrs. Shush ila	GN0000 888177	ECH S	Dr. Bimal	Gastro	Unplan	10:3 0	10:3 4	11:1 1	15:0 7		17 :0 4	17 :3 0	00:26	After Cardio, Pulmo & Dermat referenc e

20.0 6.20 25	3 3 3	3rd old	13 21	Ms Madhu	GN0000 978480	cgh s	Dr Rupinder	Gynac onco	Unplan	12:5 0	13:1 8	16:1 5	15:5 1		19 :1 9	19 :4 5	00:26	Went to IR departm ent
13.0 6.20 25	2 1 7	3rd Old	13 14	Mr. Naresh Kumar	GN0000 705138	CGH S	Dr. Kuldeep Arora	Cardiolo gy	Unplan	10:0 2	12:0 8	10:5 2	13:0 8		13 :2 9	13 :5 5	00:26	
18.0 6.20 25	3 0 3	3rd old	13 20	Mr Piyush Gupta	GN0001 008015	Cas h	Dr sameer	cardiolo gy	Unplan	11:4 0	11:0 2	11:5 7	14:2 6		16 :2 4	16 :5 0	00:26	
23.0 6.20 25		3rd Old	13 07	Mrs. Kela Devi	GN0001 003134	Hr. Govt.	Dr. Ram	Ortho	Unplan	D-1	D-1	10:4 8	11:4 5		13 :2 9	13 :5 5	00:26	epidural
19.5. 2025	1	3rd Old	13 02	Mrs. Sunita Saxena	GN0000 844398	CGH S	Dr. Amit Kumar	Cradilog y	Unplan	09:0 0	11:4 1	10:3 1	12:0 5		13 :1 9	13 :4 6	00:27	
09.0 6.20 25	1 4 9	3rd old	13 31	Mrs. Savita Devina	GN0000 908757	ECH S	Dr. Seema	Internal Medecine	Unplan	10:4 8	13:3 0	11:2 7	14:2 3		14 :4 8	15 :1 5	00:27	
26.0 6.20 25		3rd Old	13 07	Mr. Dungar Singh	GN0000 156427	ECH S	Dr. Anuvrat	Neurosurgery	Plan	10:2 2	10:5 6	D-1	12:3 5		13 :0 3	13 :3 0	00:27	
10.0 6.20 25	1 5 9	3rd old	13 16	Mr. Dinesh	GN0000 996637	Cas h	Dr. Arun	Pulmo	Unplan	10:3 7	11:4 2	11:1 4	11:5 9		12 :4 3	13 :1 0	00:27	Discharg e after chest xray
23.0 6.20 25		3rd Old	13 48	Mrs. Pooja	GN0000 680358	CGH S	Dr. Seema	Internal medecine	Unplan	10:3 0	13:3 1	10:3 1	13:5 6		15 :4 3	16 :1 0	00:27	
06.0 6.20 25	7 9	3rd Old	13 16	Mr. Bharat Kumar	GN0001 006360	TPA	Dr. Parotish	General Surgery	Plan	11:4 5	11:4 7	D-1	12:0 1		16 :3 6	17 :0 5	00:29	
22.0 5.20 25	6 3	3rd New	13 56	Mrs. Shashi Nara	GN0001 000533	ECH S	Dr. Sumit	Neurology	Unplan	10:4 3	13:0 6	10:4 1	14:0 6		15 :3 0	16 :0 0	00:30	
05.0 6.20 25	6 8	3rd Old	13 17	Mr. Vishnu Poddar	GN0001 005046	Cas h	Dr. Hitesh	Spine surgery	Plan	09:0 0	08:0 0	D-1	11:3 7		12 :2 0	12 :5 0	00:30	
06.0 6.20 25	8 0	3rd New	13 52	Mrs. Nidhi Verma	GN0000 125638	TPA	Dr. Shweta	Pulo	Unplan	12:0 1	15:2 3	12:2 6	16:2 9		18 :2 1	18 :5 1	00:30	
24.0 6.20 25		3rd Old	13 04	Mr. Dakshit	GN0001 004753	Mar uti	Dr. Dilpreet Bajwa	ENT	Night billing	D-1	D-1	D-1	07:3 2		10 :3 5	11 :0 5	00:30	
19.5. 2025	4	3rd Old	13 09	Mrs Ramesh DEVI	GN0001 001218	CGH S	Dr praveen	Surgical onco	Unplan	14:3 0	14:1 7	14:4 5	15:0 9		15 :5 0	16 :2 0	00:30	
19.5. 2025	1 5	3rd New	13 69	Mrs. Sudesh Gargh	GN0000 630402	Hr. Govt.	Dr. IPS	Ortho	Plan	08:5 0	09:0 5	D-1	09:3 4		12 :0 0	12 :3 0	00:30	The time taken by the bill clearanc e instituti on was higher then the usual time taken to clear the bill.

06.0 6.20 25	9 4	3rd New	13 53	Mrs. Usha Gandhi	GN0000 838332	TPA	Dr. Arpit	Internal medecin e	Plan	D-1	D-1	D-1	11:0 3		17 :1 5	17 :4 5	00:30	
10.0 6.20 25	1 5 5	3rd old	13 01	Col. Phalg uni Mukh erjee	GN0001 006849	ECH S	Dr Sem ma	Internal Medicin e	Plan	10:0 8	D-1	D-1	11:0 6		12 :0 0	12 :3 0	00:30	Discharg e after caroted doppler,
19.5. 2025	7	3rd Old	13 21	Mrs. Bimla	GN0001 001541	ECH S	Dr. Shwet a	Pulmo	Unplan	11:3 8	11:3 2	12:1 1	13:0 5		13 :5 9	14 :3 0	00:31	
13.0 6.20 25	2 2 2	3rd Old	13 33	Mrs. Tarab ati	GN0000 999127	ECH S	Dr. Prave en	Surgical onco	Unplan	09:2 9	10:0 6	10:1 4	10:4 7		11 :0 9	11 :4 0	00:31	
23.0 6.20 25		3rd Old	13 02	Mrs Dhan pati Devi	GN0001 008868	ECH S	Dr Ravi	Ortho	Unplan	12:4 5	10:5 6	14:4 6	14:5 3		17 :1 4	17 :4 5	00:31	
24.0 6.20 25		3rd Old	13 43	Mr. Asho k Kuma r	GN0000 805747	ECH S	Dr. Rakes h	General surgery	Plan	09:5 3	09:3 1	D-1	10:1 2		11 :2 9	12 :0 0	00:31	
25.0 6.20 25		3rd Old	13 10	Mr. Pram od Khilla r	GN0001 010156	TPA	Dr. Bimal	Gastro	Unplan	15:1 0	16:0 0	16:0 1	17:2 8		22 :3 9	23 :1 0	00:31	
19.0 6.20 25	3 2 1	3rd Old	13 31	Mr. Jaipal Shar ma	GN0001 007139	ECH S	Dr. Bimal	Gastro	Unplan	10:0 0	D-1	10:4 0	10:5 6		11 :2 8	12 :0 0	00:32	
23.0 5.20 25	7 6	3rd Old	13 20	Mrs. Beem ati	GN0001 001689	Cas h	Dr. Seem a	Internal Medecin e	Unplan	10:4 5	14:4 1	11:0 0	15:0 9		18 :2 8	19 :0 0	00:32	
04.0 6.20 33	5 2	3rd New	13 52	Mrs. Neela m	GN0001 004640	TPA	Dr. Shash idhar	ENT	Unplan	09:3 0	D-1	D-1	09:0 5		13 :2 3	13 :5 5	00:32	Delay in TPA clearanc e
13.0 6.20 25	2 1 6	3rd Old	13 04	Ms. Swar upa Saha	GN0001 005305	CGH S	Drs. IPS	Orthope dics	Night Billing	D-1	08:4 7	D-1	07:4 2		09 :3 8	10 :1 0	00:32	
19.0 6.20 27	3 1 9	3rd old	13 27	Mr Mohi nder Singh	GN0001 008592	hr govt	Dr Sumit	Neurolo gy	Unplan	11:3 5	11:4 5	12:2 0	12:4 9		15 :0 8	15 :4 0	00:32	
23.0 6.20 25		3rd Old	13 26	Mr Ram Avtar	GN0001 008877	ECH S	Dr Prras un	Nursing	Unplan	14:4 0	14:2 6	15:3 3	15:3 3		16 :3 8	17 :1 0	00:32	
26.0 6.20 25		3rd Old	13 20	Mr. Haris h	GN0000 648821	ECH S	Dr. Sumit	Neurolo gy	Unplan	11:4 8	12:5 7	12:0 9	14:2 4		15 :0 8	15 :4 0	00:32	
14.0 6.20 25	2 3 9	3rd Old	13 27	Mrs. Sures h	GN0001 006428	Hr. Gov t.	Dr. Rupin der	Gynac	Unplan	10:3 0	D-1	11:1 5	13:1 2		14 :3 7	15 :1 0	00:33	
12.0 6.20 25	2 0 1	3rd Old	13 09	Mrs. Bimla Devi	GN0001 007729	ECH S	Dr. Tariq	Neuroint ervensio n	Unplan	11:4 0	13:2 1	11:0 5	14:0 3		14 :5 7	15 :3 0	00:33	
18.0 6.20 25	3 0 1	3rd Old	13 18	Mrs. Krish na Devi	GN0000 945841	CGH S	Dr. Mukl esh	Medical Oncolog y	Night billing	D-1	D-1	D-1	07:2 1		09 :2 7	10 :0 0	00:33	
20.0 5.20 26	2 3	3rd Old	13 20	Mrs Navit a	GN0000 984296	Hr. Gov t.	Dr. Seem a Dhir	Internal Medecin e	unplan	11:0 5	13:3 8	11:3 3	14:4 2		15 :4 6	16 :2 0	00:34	Delay in discharg e summar y
03.0 6.20 25	2 7	3rd d	13 07	Mr. Parm od	GN0001 005663	TPA	Dr.<											

		Old		Chauhan													
04.0 6.20 33	5 3	3rd Old	13 40	Ms. Muskan Grover	GN0001 004863	DG HS	Dr. Ravi	Ortho	Night Billing	D-1	D-1	D-1	11:0 2	11:5 6	12:3 0	00:34	
06.0 6.20 25	8 5	3rd Old	13 30	Mrs. Manju Kumari	GN0001 006332	Hr. Govt.	Dr. Shweta	Pulmo	Unplan	12:0 4	12:5 5	12:3 8	13:4 3	15:3 6	16:1 0	00:34	
09.0 6.20 25	1 4 8	3rd old	13 25	Mrs. Rakhee	GN0001 006669	ECHS	Dr. Arpit Jain	Internal Medecine	Unplan	11:0 0	13:0 6	11:2 5	13:5 8	14:3 6	15:1 0	00:34	After neuro discharge advice
18.0 6.20 25	2 9 9	3rd old	13 15	Mr Jagdish Prasad	GN0000 998710	FCI	Dr P. Venkat	Internal Medicine	Unplan	10:1 0	10:1 9	11:1 3	12:3 2	13:4 1	14:1 5	00:34	
20.0 5.20 25	1 8	3rd Old	13 03	Mrs. Santosh Singhal	GN0000 029650	Hero	Dr. Sumit	Neurology	Unplan	13:3 6	13:3 9	14:5 9	15:1 2	16:1 0	16:4 5	00:35	Delay because of the insurance company named heromoto corporation
23.0 5.20 25	8 2	3rd Old	13 47	Ms. Deepika Dahiyaa	GN0000 953577	Hr. Govt.	Dr. Poonam	ENT	Unplan	09:2 1	10:2 3	10:0 0	10:0 7	10:5 5	11:3 0	00:35	
10.0 6.20 25	1 5 7	3rd old	13 10	Mr. Kulwant Yadav	GN0001 004987	TPA	Dr. Giriraj	Liver transplant	Plan	10:0 2	09:5 5	D-1	10:0 2	12:4 0	13:1 5	00:35	
11.0 6.20 25	1 8 5	3rd Old	13 26	Mr. Suresh	GN0000 990871	Hr. Govt.	Dr. Sumit	Neurology	Day Care	12:0 0	15:0 2	15:0 2	17:0 2	18:1 5	18:5 0	00:35	After RETOXY MAP INJECTION
06.0 6.20 25	9 6	3rd New	13 60	Mr. Suender Singh	GN0001 005799	Hr. Govt.	Dr. Rakesh	General Surgery	Unplan	13:4 5	14:3 3	15:0 0	15:4 2	16:5 5	17:3 1	00:36	
07.0 6.20 25	1 1 0	3rd New	13 63	Mrs. Shashi Khanna	GN0001 003097	DU	Dr. IPS	Ortho	Plan	09:2 4	08:1 8	09:5 0	11:3 9	12:2 4	13:0 0	00:36	Notification removed as discharge medication exceed rupees 2,000/- earlier notification done at 10:20
13.0 6.20 25	2 2 8	3rd New	13 65	Mr. Dr. Suresh Kumar	GN0001 007401	Hr. Govt.	Dr. Ravi	Ortho	Plan	09:2 5	14:4 6	D-1	11:4 9	13:4 6	14:2 2	00:36	The X ray of the patient was pending
12.0 6.20 25	2 0 0	3rd Old	13 08	Mrs. Nirmal	AB00011 3078	TPA	Dr. Priya	Medical Oncology	Plan	11:0 1	11:0 0	D-1	11:4 5	14:2 4	15:0 0	00:36	
16.0 6.20 25	2 6 9	3rd New	13 54	Mr. Faquir Chand	GN0000 903335	Hr. Govt.	Dr. Rajiv	Urology	Unplan	09:1 8	10:3 2	11:1 0	11:0 6	11:5 9	12:3 5	00:36	

24.0 6.20 25		3rd Old	13 20	Mr. Mang ey Ram	GN0000 901714	ECH S	Dr. Pawa n	Neurosurgery	Plan	09:0 0	D-1	D-1	10:1 1		11 :4 3	12 :2 0	00:37	
22.0 5.20 25	6 8	3rd New	13 63	Mr. Sube Singh	GN0000 502973	ECH S	Dr. Seem a Dhir	Internal Medicine	Unplan	12:3 0	12:2 4	12:4 1	13:2 5		14 :0 8	14 :4 5	00:37	
07.0 6.20 25	1 1 1	3rd New	13 65	Mrs. Mano j Kuma ri	GN0000 941210	Hr. Gov t	Dr. Rupe nder	Gyane. Oncolog y	Night Billing	D-1	D-1	D-1	08:0 5		10 :5 3	11 :3 0	00:37	
17.0 6.20 25	2 7 8	3rd Old	13 04	Mrs. Suma n Lata	GN0000 790901	ECH S	Dr. Rahul	Hemat oncolog y	Unplan	13:2 6	13:4 3	15:0 1	15:2 4		16 :4 3	17 :2 0	00:37	
07.0 6.20 27	1 2 1	3rd old	13 06	Ms Chhot i Devi	GN0001 005776	TPA	Dr Arpit Jain	Internal Medicine	Unplan	14:3 0	14:3 5	14:3 0	14:5 7		19 :0 7	19 :4 5	00:38	
21.0 5.20 25	4 6	3rd New	13 64	Mrs. Savita Kadian	GN0000 183968	Hr. Gov t.	Dr. Seem a	Internal Medicine	Unplan	11:0 0	13:1 5	12:1 0	13:5 7		15 :2 7	16 :0 5	00:38	
06.0 6.20 26	1 0 0	3rd Old	13 15	Mr Ranbi r Singh	GN0001 005078	Hr. Gov t.	Dr Rakes h	General Surgery	Plan	10:3 0	14:0 7	D-1	14:3 0		16 :1 2	16 :5 0	00:38	Implant pending , Discharg e summar y date change and rreview
24.0 6.20 25		3rd Old	13 29	Mr. Kama l Sharna	GN0001 005901	Hr. Gov t.	Dr. Rajiv	Urology	Plan	11:0 4	09:3 7	D-1	13:5 9		16 :2 2	17 :0 0	00:38	
17.0 6.20 25	2 8 1	3rd Old	13 10	Mr. Bhup ender Kuma r	GN0001 007338	Cas h	Dr. Adity a	Neurosurgery	Night billing	D-1	D-1	D-1	08:0 8		11 :5 7	12 :3 5	00:38	
05.0 6.20 25	7 4	3rd Old	13 36	Mrs. Mam muna	GN0000 667199	ECH S	Dr. IPS	Ortho	Night billing	D-1	D-1	D-1	07:3 0		10 :0 1	10 :4 0	00:39	
14.0 6.20 25	2 4 0	3rd Old	13 29	Mr. Ram Paul	GN0001 006739	ECH S	Dr. Rajiv	Urology	Plan	09:4 0	09:0 0	09:4 5	09:5 6		11 :2 6	12 :0 5	00:39	
19.0 6.20 25	3 1 6	3rd Old	13 17	Mrs. Rajku mari Mishr a	GN0001 006181	Cas h	Dr. IPS	Ortho	Plan	09:0 0	D-1	D-1	09:0 1		14 :4 5	15 :2 5	00:40	
22.0 5.20 25	4 9	3rd Old	13 01	Mast. Dhari ya	GN0000 469540	CGH S	Dr. Pada m	Pediatric	Unplan	08:4 5	11:3 7	09:3 1	13:2 3		13 :2 5	14 :0 5	00:40	
11.0 6.20 25	1 8 6	3rd Old	13 28	Ms. Anou shka Kuma r	GN0001 006607	ECH S	Dr. Sumit	Neurology	Day Care	11:5 6	13:0 1	13:5 0	15:0 0		15 :4 5	16 :2 5	00:40	After RETOXY MAP INJECTIO N
26.0 6.20 25		3rd Old	13 28	Mrs. Sumit ra Aggar wal	GN0000 692629	CGH S	Dr. Prasu n	Geriatric	Unplan	13:4 2	15:2 2	15:3 0	16:2 7		17 :1 4	17 :5 5	00:41	Billing notificati on was cancelle d once to add a medicati on to be indented
07.0 6.20 25	1 0 6	3rd d	13 34	Mrs. Malti	GN0000 390737	HU DC O	Dr. Priya	Medical Oncolog y	Night Billing	D-1	D-1	D-1	15:5 2		17 :0 9	17 :5 0	00:41	Decreased

		Old		Chauhan														pottasium (8:29)
20.0 6.20 25	3 2 7	3rd old	13 01	Mr Ranveer Singh	GN0000 0772930	dghs	Dr Poonam	ENT	Night Billing	D-1	D-1	D-1	07:18		10:18	11:00	00:42	
22.0 5.20 25	5 8	3rd Old	13 41	Mr. Raghuraj	GN0000 736406	Hr. Govt.	Dr. Poonam Gautam	ENT	Plan	09:55	10:14	D-1	10:48		11:23	12:05	00:42	
20.0 6.20 25	3 3 9	3rd old	13 48	Mr Lal Singh	GN0001 008203	CGH S	Dr Sumit	Neurology	Unplan	12:00	13:06	16:00	16:08		18:08	18:50	00:42	
18.0 6.20 25	2 9 5	3rd old	13 07	Mr Mohar Singh	GN0001 001380	TPA	Dr Sumit	Neurology	Unplan	11:25	12:03	12:35	15:49		18:02	18:45	00:43	
20.0 6.20 25	3 4 1	3rd new	13 57	Mr Tarif singh	GN0000 397091	echs	Dr Rahul	HAEMATOLOGY	Unplan	12:00	16:13	12:07	16:40		16:47	17:30	00:43	
14.0 6.20 25	2 4 3	3rd New	13 53	Mr. Talha	GN0001 006718	TPA	Dr. Priya	Medical oncology	Night billing	D-1	D-1	D-1	07:34		11:22	12:05	00:43	
20.0 6.20 25	3 3 4	3rd old	13 25	Mrs Shanti Devi	GN0000 463664	echs	Dr Prasun	Geriatric Medic	Unplan	11:45	13:41	11:45	15:23		15:32	16:15	00:43	
19.5. 2025	9	3rd Old	13 35	Mrs. Daya Verma	GN0000 327892	IOCL	Dr. Arun	Pulmo	Unplan	11:51	13:24	14:30	14:34		16:01	16:45	00:44	
20.0 5.20 25	2 2	3rd Old	13 16	Mr. Bijander Singh	GN0000 650644	ECHS	Dr. Sumit	Neurology	Unplan	10:02	12:15	10:16	12:43		13:36	14:20	00:44	
05.0 6.20 25	7 7	3rd New	13 66	Mrs. Parwati Devi	GN0000 423058	Hr. Govt.	Dr. Renu	Gynac	Night billing	D-1	D-1	D-1	08:09		09:41	10:25	00:44	
14.0 6.20 25	2 3 6	3rd Old	13 24	Mrs. Phoolwati Devi	GN0001 006412	ECHS	Dr. L.K.	Nephrology	Plan	10:01	12:22	D-1	14:17		15:26	16:10	00:44	
03.0 6.20 25	3 5	3rd Old	13 41	Mr Aas Mohd	GN0000 924694	Hr. Govt.	Dr. Mukesh	Medical Oncology	Unplan	13:59	14:26	14:52	14:54		15:45	16:30	00:45	
07.0 6.20 25	1 0 8	3rd New	13 54	Mrs. Rajbati	GN0001 002196	TPA	Dr. Praveen	Surgical Onco	Unplan	10:34	10:41	11:11	11:19		16:10	16:55	00:45	
13.0 6.20 25	2 2 6	3rd Old	13 46	Mr. Vijay Kumar	GN0000 0659032	Hr. Govt.	Dr. Kuldeep Arora	Cardiology	Unplan	09:54	11:55	10:51	12:29		14:10	14:55	00:45	After blood sample
20.0 6.20 25	3 4 3	3rd new	13 66	Mr Aditya	GN0000 636376	hrgovt	Dr Priya	Med Onco	Unplan	10:15	10:09	12:00	16:12		16:15	17:00	00:45	AFTER CHEMO
23.0 5.20 25	7 8	3rd Old	13 24	Mr. Pratap Singh Mair	GN0000 046699	Hr. Govt.	Dr. Praveen	Surgical onco	Unplan	10:25	14:49	10:48	11:30		14:04	14:50	00:46	Delay because of summary needs to be modified
04.0 6.20 35	6 1	3rd Old	13 25	Mr Ravinder Kumar	GN0000 532881	cghs	Dr Rajesh	General Surgery	Plan	02:00	14:28	D-1	13:04		16:34	17:20	00:46	
21.0 5.20 25	4 7	3rd New	13 65	Mr. Deveder Singh	GN0000 8605	Hr. Govt.	Dr. Ram	Ortho	Night billing	D-1	D-1	D-1	10:33		11:34	12:20	00:46	Night Billing

22.0 5.20 25	5 1	3rd Old	13 06	Mr. Ram Kishan	GN0000 307470	ECH S	Dr. Sumit	Neurology	Unplan	10:3 0	14:0 8	11:0 0	15:0 8		15 :3 3	16 :2 0	00:47	
04.0 6.20 25	4 4	3rd Old	13 15	Mr. Sanjeev Kumar	GN0001 003455	DD A Cash	Dr. Mukesh	Medical onco	Night Billing	D-1	D-1	D-1	06:4 6		10 :2 8	11 :1 5	00:47	
07.0 6.20 25	1 0 3	3rd Old	13 20	Mrs. Nisha Jain	GN0001 006320	Cash	Dr. Rupender	Gyane. Oncology	Unplan	08:2 4	09:0 9	09:5 5	10:0 1		12 :1 3	13 :0 0	00:47	
19.0 6.20 27	3 1 2	3rd old	13 02	Mrs Indu Sharma	GN0000 754857	ECH S	Dr Sumit	Neurology	Unplan	11:3 5	12:1 8	13:1 5	13:3 1		14 :1 5	15 :0 2	00:47	
21.0 6.20 25	3 5 8	3rd old	13 46	Mrs Kitab	GN0001 001338	hr gov	Dr IPS	Ortho	Night Billing	09:4 5	09:1 4	D-1	10:4 0		11 :5 3	12 :4 0	00:47	
22.0 5.20 25	6 5	3rd New	13 62	Mr. Jitender	GN0000 502973	CGH S	Dr. Suren da Nath	CTVS	Unplan	09:0 0	09:1 1	D-1	11:0 1		12 :1 2	13 :0 0	00:48	
05.0 6.20 25	7 2	3rd Old	13 32	Ms. Deepika	GN0000 953577	Hr. Govt.	Dr. Poonam	ENT	Night billing	D-1	D-1	D-1	07:2 7		10 :1 7	11 :0 5	00:48	
11.0 6.20 25	1 8 3	3rd Old	13 20	Mr. Maheender	GN0001 007118	Hr. Govt.	Dr. Manju	Nephrology	Unplan	11:5 1	13:0 0	13:3 8	13:5 3		15 :2 7	16 :1 5	00:48	
24.0 6.20 25		3rd New	13 53	Mr. Ravindra Kumar	GN0001 009072	FCI	Dr. Venkat	Internal Medicine	Unplan	11:0 0	10:5 9	11:4 7	11:5 7		14 :3 1	15 :2 0	00:49	
09.0 6.20 26	1 4 7	3rd old	13 19	Mr Balram Yadav	GN0000 984751	ECH S	Dr Sandeep	Ortho	Unplan	15:3 0	14:2 7	16:1 8	16:4 0		17 :2 6	18 :1 5	00:49	
17.0 6.20 25	2 8 3	3rd Old	13 23	Mrs. Kamlesh Devi	GN0000 419630	ECH S	Dr. L.K. Tripathi	Nephrology	Unplan	12:0 3	13:4 5	12:0 0	14:4 2		15 :0 1	15 :5 0	00:49	
17.0 6.20 25	2 8 9	3rd Old	13 46	Mrs. Anita Yadav	GN0001 001949	CGH S	Dr. Trisha	ENT	Night billing	D-1	D-1	D-1	06:2 4		10 :1 6	11 :0 5	00:49	
04.0 6.20 27	4 5	3rd Old	13 20	Mrs. Dhanpati	GN0000 998500	ECH S	Dr. Arpit	Internal Medicine	Plan	09:0 0	08:4 4	D-1	09:4 2		11 :0 6	11 :5 5	00:49	
11.0 6.20 25	1 8 1	3rd Old	13 11	Mrs. Raj Mani	GN0000 997969	ECH S	Dr. Ravi	Ortho	Plan	08:4 0	09:0 5	D-1	09:5 6		11 :5 1	12 :4 0	00:49	
12.0 6.20 25	2 1 2	3rd New	13 55	Ms. Daksh Kapoor	GN0001 005656	TPA	Dr. Shashidhar	ENT	Night billing	D-1	D-1	D-1	07:0 1		13 :3 0	14 :2 0	00:50	TPA 24 hrs.
20.0 5.20 25	3 3	3rd New	13 64	Mrs. Nirmala Devi	GN0000 999494	CGH S	Dr. Sandeep	Ortho	Night billing	D-1	D-1	D-1	08:0 9		10 :5 4	11 :4 5	00:51	Night billing
10.0 6.20 25	1 6 0	3rd old	13 18	Mr. Sahab Singh	GN0000 866194	CGH S	Dr Kapil	General surgery	Night Billing	D-1	D-1	D-1	04:2 7		10 :0 9	11 :0 0	00:51	
20.0 6.20 25	3 3 0	3rd old	13 10	Ms Krishna Devi	GN0000 977199	ech s	Dr Sandeep	Ortho	Unplan	14:0 4	09:5 4	16:0 8	16:4 9		17 :1 9	18 :1 0	00:51	
26.0 6.20 25		3rd Old	13 40	Mrs. Shiv Kumari	GN0000 820582	TPA	Dr. Mukesh	Medical oncology	Unplan	09:0 6	08:3 7	11:3 1	11:4 4		15 :0 4	15 :5 5	00:51	Discharge after ultrasound

12.0 6.20 25	2 1 5	3rd New	13 60	Mr. Dhar mender	GN0000 622746	TPA	Dr. Priya	Medical Oncolog y	Night billing	D-1	D-1	D-1	07:1 3		11 :4 9	12 :4 0	00:51	
21.0 5.20 25	4 1	3rd Old	13 26	Mr. Ompr akash	GN0000 999833	ECH S	Dr. Shwet a	Pulmo	Unplan	10:2 1	12:3 0	D-1	13:2 8		13 :3 3	14 :2 5	00:52	
03.0 6.20 25	3 7	3rd Old	13 47	Mr. Asho k Kuma r	GN0000 980529	CGH S	Dr. Sures h Kuma r	General Surgery	Plan	10:4 0	10:3 9	D-1	12:1 0		13 :0 3	13 :5 5	00:52	
21.0 5.20 25	3 7	3rd Old	13 18	Mr. Kama l Singh	GN0000 999456	Cas h	Dr. Sande ep	Ortho	Unplan	08:3 5	D-1	09:4 0	10:0 5		14 :2 2	15 :1 5	00:53	
03.0 6.20 25	2 9	3rd Old	13 23	Mrs. Saroj	GN0001 005512	ECH S	Dr. P. Venk et	Internal medecin e	Unplan	09:0 0	10:4 9	13:0 4	15:0 2		16 :0 7	17 :0 0	00:53	Discharg e after gynac referral
05.0 6.20 25	7 5	3rd Old	13 44	Mr. Shya m Shar ma	GN0000 987681	ECH S	Dr. Poon am	ENT	Night billing	D-1	D-1	D-1	07:2 5		10 :2 2	11 :1 5	00:53	
21.0 6.20 25	3 5 6	3rd old	13 41	Mr Ginni Devi	GN0000 859677	hr gov	Dr Sures h Kuma r	General Surgery	Plan	D-1	10:1 5	D-1	11:2 4		12 :0 7	13 :0 0	00:53	
16.0 6.20 25	2 7 5	3rd New	13 68	Mr. Parm od Kuma r	GN0000 872815	CGH S	Dr. Arun	Pulmo	Unplan	13:0 0	13:5 8	13:0 1	14:4 2		14 :4 2	15 :3 5	00:53	
22.0 5.20 25	5 0	3rd Old	13 03	Ms. Saroj Chaur asiya	GN0001 003024	CGH S	Dr. Suran der	Cradilog y	Unplan	09:3 0	09:1 3	10:3 4	10:3 7		11 :5 6	12 :5 0	00:54	Implant issue esclated to Mr. Sneha case of verico vain perform ed in night 10PM
13.0 6.20 25	2 2 1	3rd Old	13 28	Mr. Vijan der Singh Yadav	GN0001 007399	DG HS	Dr. Kulde ep Arora	Cardiolo gy	Unplan	10:2 1	11:3 7	10:5 0	12:2 8		12 :5 1	13 :4 5	00:54	
23.0 5.20 25	7 4	3rd Old	13 10	Mr. Dhar mand er	GN0001 002584	TPA	Dr. Rohit	Ortho	Unplan	09:2 5	10:1 5	10:4 5	11:0 1		18 :1 6	19 :1 0	00:54	Implant issue informe d to Mr. Ashutos h as well
20.0 6.20 25	3 3 2	3rd old	13 16	Mrs Sunit a Devi	GN0001 008758	hr govt	Dr Prave en	Surgical onco	Unplan	15:2 5	15:3 0	15:1 1	15:4 8		16 :3 5	17 :3 0	00:55	
07.0 6.20 26	1 1 7	3rd Old	13 44	Mr Suren der Singh	GN0000 842432	ECH S	Dr Muke sh	Medical Oncolog y	Unplan	09:4 0	09:4 0	09:5 5	10:2 5		11 :3 5	12 :3 0	00:55	
12.0 6.20 25	2 0 6	3rd Old	13 25	Mrs. Uma Grove r	GN0001 007471	CGH S	Dr. Arpit	Internal medecin e	Plan	11:0 3	10:5 2	D-1	11:3 0		11 :5 5	12 :5 0	00:55	
22.0 5.20 25	6 7	3rd New	13 65	Mrs. Resh mi Kuma ri	GN0001 001691	TPA	Dr. Shwet a	Pulmo	Unplan	10:3 0	12:2 1	11:5 4	13:1 0		17 :3 5	18 :3 0	00:55	
13.0 6.20 25	2 2 3	3rd Old	13 37	Mr. Ishwa r Singh	GN0000 738378	Mar uti	Dr Rajiv	urology	Unplan	12:3 0	15:3 9	13:0 0	16:0 7		17 :4 4	18 :4 0	00:56	PET CT Scan was pending

20.0 6.20 25	3 3 5	3rd ol d	13 31	Mr Muke sh Yadav	GN0000 276432	ech s	Dr Priya	Med Onco	Unplan	11:1 5	12:5 2	D-1	13:4 5		14 :3 9	15 :3 5	00:56	
23.0 5.20 25	8 5	3rd Ne w	13 60	Ms. Deepi ka Dahiy a	GN0000 953577	Hr. Gov t.	Dr. Poon am	ENT	Night billing	08:5 0	D-1	09:5 0	11:3 4		14 :3 4	15 :3 0	00:56	Require medicati on after till decemb er
23.0 5.20 25	7 7	3rd Ol d	13 21	Ms. Mano rama Devi	GN0000 516631	ECH S	Dr. Kulde ep	Cradilog y	Unplan	09:4 9	14:2 4	D-1	14:1 5		15 :1 8	16 :1 5	00:57	After Gastro Opinion
25.0 6.20 25		3rd Ol d	13 34	Mrs. Rajwa ti	GN0001 009506	ECH S	Dr. Sumit	Neurolo gy	Unplan	10:5 9	13:1 0	11:1 9	14:0 1		15 :4 8	16 :4 5	00:57	Discharg e after Dr. Dheeraj Kappor advice
07.0 6.20 25	1 0 4	3rd Ol d	13 24	Mrs. Krish na Devi	GN0001 005219	ECH S	Dr. IPS	Ortho	Plan	09:2 5	11:0 8	D-1	10:1 8		11 :2 8	12 :2 5	00:57	Floyes remove d
23.0 5.20 25	7 3	3rd Ol d	13 06	Mr. Krish an Dev Shar ma	GN0000 985532	CGH S	Dr. Seem a	Internal Medecin e	Unplan	10:4 5	14:1 8	12:2 7	14:5 1		17 :5 8	18 :5 5	00:57	
22.0 5.20 25	6 1	3rd Ol d	13 48	Ms. Milan Singh Dhillon	GN0001 002663	CGH S	Dr. Poon am Gauta m	ENT	Night billing	D-1	D-1	D-1	06:2 6		09 :5 7	10 :5 5	00:58	
10.0 6.20 25	1 6 8	3rd ol d	13 46	Mr. Shri Bhag wan	GN0001 002728	ECH S	Dr. D.K. Jham b	Cardiolo gy	Night Billing	D-1	D-1	D-1	04:2 8		10 :3 2	11 :3 0	00:58	
13.0 6.20 25	2 1 9	3rd Ol d	13 19	Mr. Krish anb Kuma r	GN0001 006065	TPA	Dr. Rohit	Ortho	Plan	09:1 9	13:3 9	D-1	13:4 5		17 :0 6	18 :0 5	00:59	
10.0 6.20 25	1 6 3	3rd ol d	13 24	Mrs. Krish na Devi	GN0001 006601	Hr. Gov t.	Dr. Irfan	Ortho	Unplan	10:2 4	08:4 2	10:5 4	10:5 9		13 :0 6	14 :0 5	00:59	
11.0 6.20 25	1 9 3	3rd Ol d	13 42	Mr. Vijen dra Singh	GN0000 992376	ECH S	Dr. Pawa n	Gastro	Unplan	10:2 2	12:0 1	10:3 8	12:5 8		14 :1 0	15 :1 0	01:00	
12.0 6.20 25	2 0 9	3rd Ol d	13 33	Mr. Ratan Singh	GN0000 942076	CGH S	Dr. Muke sh	Medical Oncolog y	Unplan	10:3 5	11:3 0	10:4 8	12:1 0		12 :4 0	13 :4 0	01:00	Discharg e after Infectiou s disease referenc e
19.0 6.20 25	3 1 8	3rd ol d	13 21	Mr Karta singh	GN0000 172812	ECH S	Dr Kulde ep	Cardio	Unplan	10:0 9	11:0 7	11:1 2	12:2 4		13 :3 9	14 :4 0	01:01	
21.0 5.20 25	4 5	3rd Ne w	13 57	Mrs. Nikita Prabh u	GN0000 569123	TPA	Dr. Sures h	General Surgery	Unplan	10:5 0	09:4 8	D-1	12:1 1		15 :4 8	16 :5 0	01:02	
09.0 6.20 25	1 5 2	3rd ol d	13 46	Mrs. Kanta Devi	GN0001 004851	CGH S	Dr. Sande ep	Ortho	Unplan	11:2 4	11:5 4	11:3 1	12:5 3		13 :5 8	15 :0 0	01:02	
17.0 6.20 25	2 7 6	3rd Ol d	13 02	Mr. Om Praka sh	GN0000 189027	ECH S	Dr. Prasu n	Geriatric	Plan	10:3 0	12:4 0	D-1	13:2 4		14 :5 8	16 :0 0	01:02	
25.0 6.20 25		3rd Ol d	13 47	Mrs. Kama l Shar ma	GN0000 653083	ECH S	Dr. Prasu n	Geriatric medecin e	Plan	11:4 5	13:5 2	D-1	14:4 9		15 :2 8	16 :3 0	01:02	

26.0 6.20 25		3rd Old	13 08	Mr. Dev Datt Nara ng	GN0000 992983	Hr. Gov t.	Dr. Rajiv	Urology	Night billing	D-1	D-1	D-1	08:1 4	09 :1 8	10 :2 0	01:02	
02.0 6.20 25	1 6	3rd Old	13 09	Mr. Suran der Kuma r	GN0001 004275	TPA	Dr. MA Mir	Gastro	Unplan	13:1 0	14:2 2	14:5 1	15:2 1	18 :1 7	19 :2 0	01:03	
06.0 6.20 25	8 6	3rd Old	13 33	Baby Vidhi	GN0000 994258	ECH S	Dr. Sarup	Ortho	Unplan	11:4 3	11:4 8	12:1 9	13:2 8	14 :5 7	16 :0 0	01:03	
03.0 6.20 25	3 6	3rd Old	13 45	Mrs. Shaku ntla	GN0000 827579	ECH S	Dr. Sande ep	Ortho	Unplan	10:4 0	11:1 0	12:0 0	12:2 9	16 :3 7	17 :4 0	01:03	
12.0 6.20 25	1 9 9	3rd Old	13 07	Mr. Tej Ram	GN0000 576486	Hr. Gov t.	Dr. Arun	Pulmo	Unplan	11:5 0	11:5 5	12:4 0	13:3 5	14 :4 2	15 :4 5	01:03	
17.0 6.20 25	2 7 7	3rd Old	13 03	Ms. Suma n Shar ma	GN0000 676775	ECH S	Dr. Sumit	Neurolo gy	Night billing	D-1	D-1	D-1	06:0 9	10 :2 7	11 :3 0	01:03	
07.0 6.20 25	1 0 2	3rd Old	13 14	Mrs. Balbir i Devi	GN0000 316131	ECH S	Dr. Ravi	Ortho	Unplan	08:1 9	08:5 9	10:1 2	10:1 5	11 :4 1	12 :4 5	01:04	
07.0 6.20 25	1 1 2	3rd New	13 68	Mr. Kalpe sh Uttar kar	GN0000 898044	Cas h	Dr. Priya	Medical Oncolog y	Night Billing	D-1	D-1	D-1	08:0 3	11 :2 6	12 :3 0	01:04	
24.0 6.20 25		3rd Old	13 24	Mrs. Kiaml a Devi	GN0001 004950	ECH S	Dr. Sumit	Neurolo gy	Unplan	11:5 0	15:2 7	13:2 0	17:4 0	18 :4 5	19 :5 0	01:05	
20.0 5.20 26	2 0	3rd Old	13 12	Ms. Oshe en Bishn oi	GN0000 812697	Cas h	Dr. Seem a	Internal Medecin e	unplan	10:5 5	11:1 7	11:4 0	12:2 8	12 :5 5	14 :0 0	01:05	
13.0 6.20 25	2 1 8	3rd Old	13 17	Mrs. Lali Devi	GN0000 937727	ECH S	Dr. Priya	Medical oncolog y	Unplan	11:3 7	12:5 8	12:3 4	13:3 3	15 :1 5	16 :2 0	01:05	
02.0 6.20 27	2 2	3rd New	13 64	Mr Anil Kuma r	GN0000 328120	Hr govt	Dr Pawa n	Gastro	Unplan	12:5 5	12:2 2	14:2 0	15:2 0	17 :1 3	18 :2 0	01:07	ENT & Dental referenc e
12.0 6.20 25	2 1 0	3rd Old	13 39	Mr. Laksh ay	GN0000 989080	j	Dr. Pawa n	Neuro Surgery	Night billing	D-1	D-1	D-1	08:3 2	10 :2 3	11 :3 0	01:07	
22.0 5.20 25	6 9	3rd New	13 69	Mrs. Meen a Zsehd ev	GN0000 493411	CGH S	Dr. Amit	Cradilog y	Unplan	12:3 0	14:1 7	12:5 2	15:5 0	17 :5 2	19 :0 0	01:08	
09.0 6.20 25	1 4 4	3rd old	13 14	Mr. Anil Kum ar	GN0001 006909	Cas h	Dr. Shash idhar	ENT	Unplan	09:1 5	09:4 8	10:1 5	10:1 4	11 :1 2	12 :2 0	01:08	
23.0 5.20 25	7 9	3rd Old	13 27	Mrs Ginni Devi	GN0000 859677	Hr Gov t	Dr Pawa n	Gastro	Unplan	13:0 9	13:3 7	15:1 1	15:3 4	17 :0 2	18 :1 0	01:08	
09.0 6.20 25	1 5 4	3rd New	13 61	Mr. Vijayi Singh	GN0001 006931	ECH S	Dr. Seem a	Internal Medecin e	Unplan	11:0 0	13:1 8	D-1	13:4 9	14 :3 2	15 :4 0	01:08	
11.0 6.20 25	1 9 4	3rd Old	13 46	Mr. Rajen der Prasa d	GN0000 988949	ECH S	Dr. Kapil	General surgery	Plan	12:0 0	11:4 4	D-1	12:5 9	14 :5 6	16 :0 5	01:09	

14.0 6.20 25	2 3 3	3rd Ol d	13 15	Mr. Bir Singh	GN0001 005742	CGH S	Dr. Sumit	Neurolo gy	Unplan	12:2 6	14:4 4	13:1 4	16:3 9		17 :3 0	18 :4 0	01:10	
04.0 6.20 31	4 8	3rd Ol d	13 38	Mr. Chan dan Singh	GN0000 961041	cgh s	Dr. Ravi	Ortho	Plan	08:3 6	08:0 3	10:1 0	10:2 4		11 :3 4	12 :4 5	01:11	
21.0 6.20 25	3 4 6	3rd ol d	13 17	Mr Shya m Vir	GN0000 357595	ech s	Dr Sumit	neurolo gy	Unplan	11:2 0	12:2 2	14:1 3	15:2 5		16 :0 9	17 :2 0	01:11	
21.0 6.20 25	3 8	3rd ol d	13 22	Mr Nares h Kuma r	GN0000 913989	hr gov	Dr Rajee v	Urology	Night Billing	D-1	D-1	D-1	07:5 5		10 :2 9	11 :4 0	01:11	
20.0 5.20 26	3 0	3rd Ol d	13 48	Mrs Krisg hana Devi	GN0001 001874	Hr. Gov t.	DR Shwet a	Pulmo	unplan	10:4 0	11:4 8	11:2 8	14:0 0		15 :2 9	16 :4 0	01:11	Discharg e after PECT
09.0 6.20 25	1 4 1	3rd ol d	13 05	Mr. Balwa n Singh	GN0001 006929	ECH S	Dr. D.K. Jham b	CTVS	Unplan	10:4 4	15:2 2	11:3 0	15:5 1		16 :1 8	17 :3 0	01:12	summar y was pending because of a neuro referral note
14.0 6.20 25	2 3 5	3rd Ol d	13 18	Mr. Adrija Sanka r	GN0001 007871	Cas h	Dr. Parito sh	General surgery	Plan	09:4 2	09:3 5	D-1	12:0 1		13 :0 8	14 :2 0	01:12	Discharg e after Halter, Notificat ion done 2 time at 9:57 & 10:44 but remove d by Dr. coordina tor with out any informat ion and notificati on placed again at 10:44, again at 12:01
20.0 5.20 25	3 2	3rd Ne w	13 63	Mr. Rajen der Sood	GN0000 945260	CGH S	Dr. IPS	Ortho	Night billing	D-1	D-1	D-1	06:1 5		10 :1 0	11 :2 3	01:13	Night billing
06.0 6.20 25	8 4	3rd Ol d	13 28	Dr. Pryin ka	GN0000 787410	Hr. Gov t.	Dr. Manj u Dagar	Reprodu ctive medecin e	Unplan	09:4 8	09:1 7	11:2 1	11:5 2		13 :1 1	14 :2 5	01:14	After epidural removal
12.0 6.20 25	2 0 2	3rd Ol d	13 10	Ms. Dipee ka	GN0001 007543	ECH S	Dr. Vishal	ENT	Night billing	D-1	D-1	D-1	07:3 2		10 :5 6	12 :1 0	01:14	
20.0 6.20 25	3 3 1	3rd ol d	13 11	Ms Kavit a	GN0001 007777	ech s	Dr Rohit Lamb a	ortho	Unplan	10:1 2	12:4 9	10:2 3	13:4 5		14 :3 6	15 :5 0	01:14	
20.0 5.20 25	2 8	3rd Ol d	13 39	Mr. Lekhr aj	GN0000 887772	CGH S	Dr. Arpita Jain	Internal Medecin e	Night billing	D-1	09:1 3	D-1	09:3 9		10 :2 5	11 :4 0	01:15	Night billing
04.0 6.20 32	5 1	3rd Ol d	13 47	Mr. Ved Praka sh	GN0000 735288	ECH S	Dr. Priya	D-1	Unplan	09:5 5	12:3 9	11:1 8	14:0 3		15 :0 2	16 :1 7	01:15	
23.0 6.20 25		3rd Ol d	13 37	Mrs. Kiran wati	GN0001 004385	ECH S	Dr. Rupin der	Gynac Oncolog y	Night billing	D-1	D-1	D-1	08:0 8		11 :3 4	12 :5 0	01:16	update and foleys pending

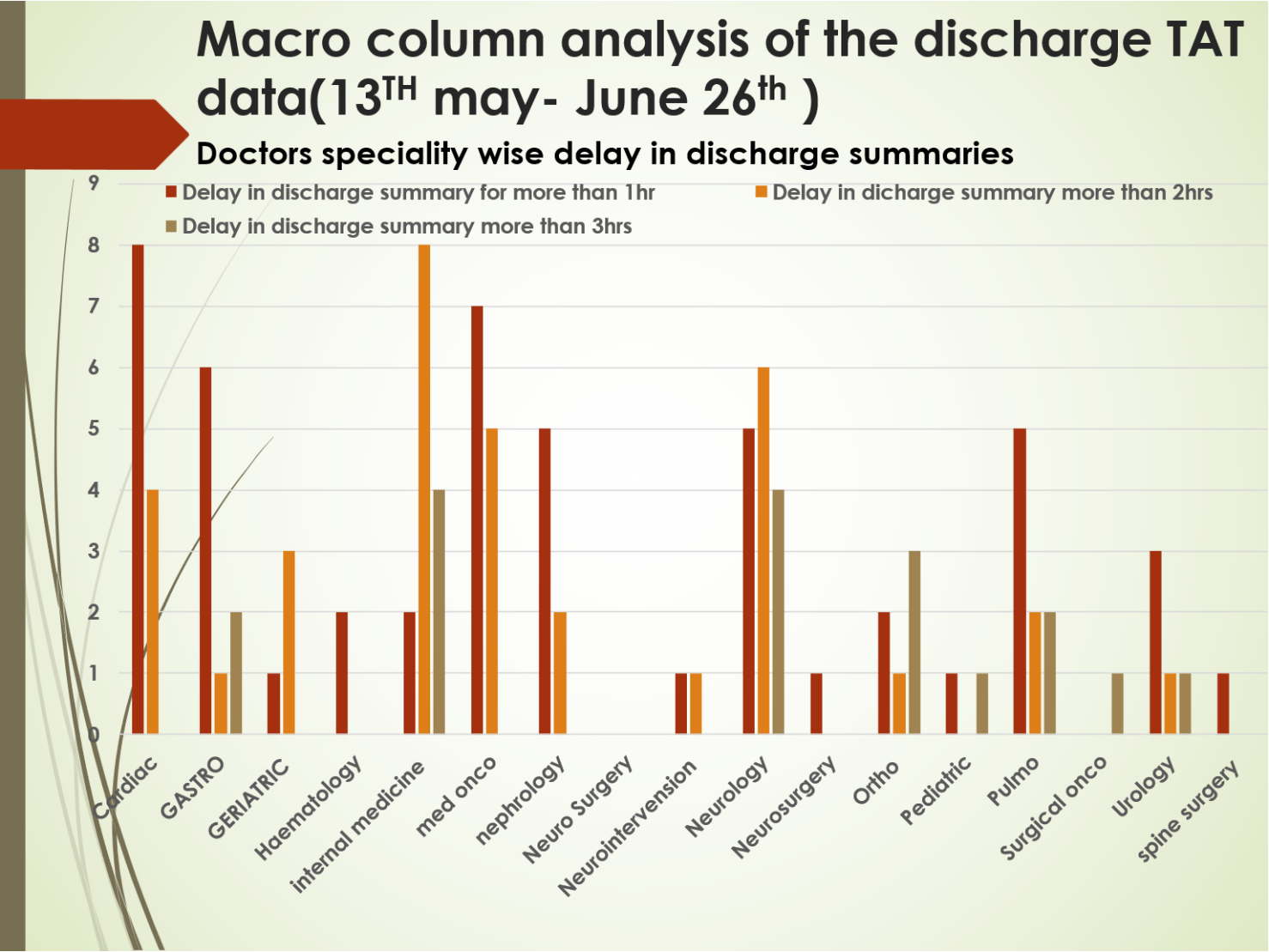
06.0 6.20 25	8 9	3rd Old	13 42	Mr. Sant Kumar Sharma	GN0000 997095	ECH S	Dr. Manj u Aggar wal	Nephrol ogy	Unplan	10:2 9	13:0 5	12:1 1	15:0 1		16 :0 3	17 :2 0	01:17	
20.0 5.20 25	1 9	3rd Old	13 05	Ms. Jyoti Upad hay	GN0001 002036	ECH S	Dr. Sumit	Neurolo gy	Unplan	10:0 2	11	10:2 4	15:0 5		16 :0 2	17 :2 0	01:18	Discharg e after LFT
11.0 6.20 25	1 8 0	3rd Old	13 07	Mr. Jagdo e	GN0001 001635	ECH S	Dr. Prave en	Surgical onco	Unplan	09:4 1	10:1 4	10:4 9	10:5 8		12 :3 2	13 :5 0	01:18	
14.0 6.20 25	2 3 0	3rd Old	13 01	Mr. Bagh wan Singh	GN0000 673906	CGH S	Dr. Rajiv	Urology	Plan	08:3 7	07:4 2	D-1	09:1 2		09 :5 2	11 :1 0	01:18	
03.0 6.20 25	3 1	3rd Old	13 29	Mr. Om praka sh	GN0000 999833	ECH S	Dr. Priya	Medical Oncolog y	Plan	10:1 1	11:3 7	D-1	12:2 9		12 :5 2	14 :1 0	01:18	
25.0 6.20 25		3rd Old	13 01	Mrs. Amita Chopra	GN0000 992935	Rail way s	Dr. Priya	Medical oncolog y	Plan	10:1 5	12:2 4	D-1	13:0 9		15 :1 7	16 :3 5	01:18	
11.0 6.20 25	1 8 2	3rd Old	13 17	Mr. Pulkit Singh al	GN0001 003860	Cas h	Dr. Shahi dhar	ENT	Plan	10:3 6	10:3 4	D-1	10:3 6		11 :3 1	12 :5 0	01:19	
21.0 6.20 25	3 5 0	3rd old	13 29	Mrs Santo sh	GN0000 134985	ech s	Dr Ravi	Ortho	Night Billing	D-1	08:3 4	10:0 2	11:3 0		12 :4 0	14 :0 0	01:20	
06.0 6.20 25	8 1	3rd Old	13 02	Mrs. Ramb ati	GN0001 006057	Hr. Gov t.	Dr. Suren dra	CTVS	Unplan	11:0 0	11:1 9	11:2 0	11:5 7		14 :2 4	15 :4 5	01:21	
14.0 6.20 25	2 3 1	3rd Old	13 03	Mr. Meer Singh	GN0001 0067555	DG HS	Dr. Sande ep	Ortho	Night billing	D-1	D-1	D-1	08:2 9		10 :1 8	11 :4 0	01:22	
07.0 6.20 26	1 1 8	3rd Old	13 47	Mr Sand eep	GN0001 002640	HR GO VT	Dr Raji	Urology	Unplan	10:3 0	13:5 4	D-1	12:5 7		14 :4 8	16 :1 0	01:22	
25.0 6.20 25		3rd Old	13 33	Mrs. Krish na	GN0001 006445	Hr. Gov t.	Dr. Rakes h	General surgery	Unplan	13:0 0	12:0 3	13:4 4	14:0 0		16 :1 3	17 :3 5	01:22	
05.0 6.20 25	7 6	3rd New	13 56	Mrs. Nalini Goyal	GN0000 845010	DU	Dr. IPS	Ortho	Night billing	D-1	D-1	D-1	08:2 1		10 :1 2	11 :3 5	01:23	
10.0 6.20 25	1 6 9	3rd New	13 52	Mr. Daks h Yadav	GN0001 005347	TPA	Dr. Shash idhar	ENT	Night Billing	D-1	D-1	D-1	07:3 2		11 :0 7	12 :3 0	01:23	
09.0 6.20 25	1 5 0	3rd old	13 32	Mrs. Sunit a Devi	GN0000 908757	Hr. Gov t.	Dr. Pawa n	Neurosu rgery	Unplan	14:1 3	15:4 2	16:0 0	16:2 6		17 :0 6	18 :3 0	01:24	
07.0 6.20 26	1 1 3	3rd Old	13 01	Mrs. Savitr i Devi	GN0000 991274	Hr. Gov t	Dr. Priya	Medical Oncolog y	Unplan	10:1 8	12:2 9	11:1 6	12:5 5		14 :1 3	15 :4 0	01:27	
22.0 5.20 25	5 6	3rd Old	13 36	Mrs. Om Patti	GN0000 920978	ECH S	Dr. Muke sh Patek ar	Medical Oncolog y	Night billing	D-1	D-1	D-1	18:2 8		09 :0 2	10 :3 0	01:28	
24.0 6.20 25		3rd New	13 57	Ms. Varan ya Rastogi	GN0001 008407	Cas h	Dr Sarup	Ortho	Night billing	D-1	D-1	D-1	07:5 2		09 :2 6	10 :5 4	01:28	
24.0 6.20 25		3rd	13 66	Dr. Dines h	GN0000 777653	CHH	Dr. Kapil	General surgery	Plan	11:0 0	09:0 0	D-1	11:4 5		12 :1 7	13 :4 5	01:28	

		New		Kumar														
14.0 6.20 25	2 4 2	3rd Old	13 45	Mr. Gobinda Jena	GN0000 997516	BHEL	Dr. IPS	Ortho	Night billing	D-1	D-1	D-1	08:03		09:01	10:30	01:29	
12.0 6.20 25	2 0 3	3rd Old	13 14	Mr. Pawan Kumar Goyal	GN0000 875317	Cash	Dr. Suresh	General Surgery	Unplan	12:45	13:25	13:11	13:39		14:36	16:05	01:29	
21.0 6.20 25	3 4 5	3rd old	13 15	Mr Ashok kumar	GN0000 678639	cghs	Dr Sameer	cardio	Unplan	11:24	07:41	11:42	13:01		15:01	16:30	01:29	
21.0 5.20 25	3 6	3rd Old	13 06	Mrs. Chandakala	GN0000 457239	ECHS	Dr. Ravi	Ortho	Unplan	09:00	07:24	10:22	10:43		13:15	14:45	01:30	Implant issue in tariff
24.0 6.20 25		3rd Old	13 40	Mrs. Roshni Devi	GN0000 805747	CGHS	Dr. Ram	Ortho	Plan	10:23	10:09	D-1	10:35		11:40	13:10	01:30	
19.0 6.20 25	3 1 3	3rd Old	13 03	Mr. Surander Singh	GN0000 842432	ECHS	Dr. Mukesh	Medical oncology	Unplan	09:58	09:43	10:46	10:55		11:14	12:45	01:31	
18.0 6.20 25	2 9 8	3rd Old	13 14	Mr. Tarachand	GN0000 943212	CGHS	Dr. Biswa	Head & Neck	Plan	D-1	D-1	D-1	09:05		10:18	11:50	01:32	
19.0 6.20 25	3 2 3	3rd Old	13 38	Mrs. Lali Devi Urf	GN0001 006543	Cash	Dr. IPS	Ortho	Plan	09:00	D-1	D-1	09:02		12:38	14:10	01:32	
09.0 6.20 27	1 4 5	3rd old	13 15	Mr. Lakshmi Chand	GN0000 989080	ECHS	Dr Sumit	Neurology	Unplan	11:55	14:38	15:52	16:27		17:22	18:55	01:33	Summary was pending because they were waiting for the patient family concern on discharge
22.0 5.20 25	5 7	3rd Old	13 37	Mrs. Sweety Raghav	GN0001 002789	Cash	Dr. Kuldeep	Cradilogy	Unplan	10:16	13:43	14:43	15:07		16:11	17:45	01:34	Discharge after Halter that is 2PM
23.0 5.20 25	7 0	3rd Old	13 03	Mrs. Malti Chauhan	GN0000 390737	HU DCO	Dr. Priya	Medical oncology	Unplan	11:32	11:24	12:10	12:26		15:46	17:20	01:34	
05.0 6.20 25	6 9	3rd Old	13 19	Mrs. Indrawati	GN0001 004539	CGHS	Dr. Suresh	General surgery	Plan	09:15	10:11	09:52	11:15		11:20	12:55	01:35	
16.0 6.20 25	2 7 0	3rd New	13 57	Mrs. Ranjana Garg	GN0001 008167	Hr. Govt.	Dr. Bimal	Gastro	Unplan	12:45	13:49	12:01	16:12		16:25	18:00	01:35	
16.0 6.20 25	2 7 1	3rd New	13 58	Mr. Ranvir singh	GN0000 905157	TPA	Dr. Mukesh	Medical oncology	Day care	12:30	12:32	13:04	13:25		13:25	15:00	01:35	
25.0 6.20 25		3rd Old	13 28	Mr. R P Rajesh	GN0001 008232	CGHS	Dr. Prasun	Geriatric medecine	Unplan	12:06	14:47	D-1	15:45		17:19	18:55	01:36	
24.0 6.20 25		3rd	13 25	Mr. Sudesh	GN0001 001962	CGHS	Dr. Rakesh	General Surgery	Night billing	D-1	D-1	D-1	07:33		10:33	12:10	01:37	

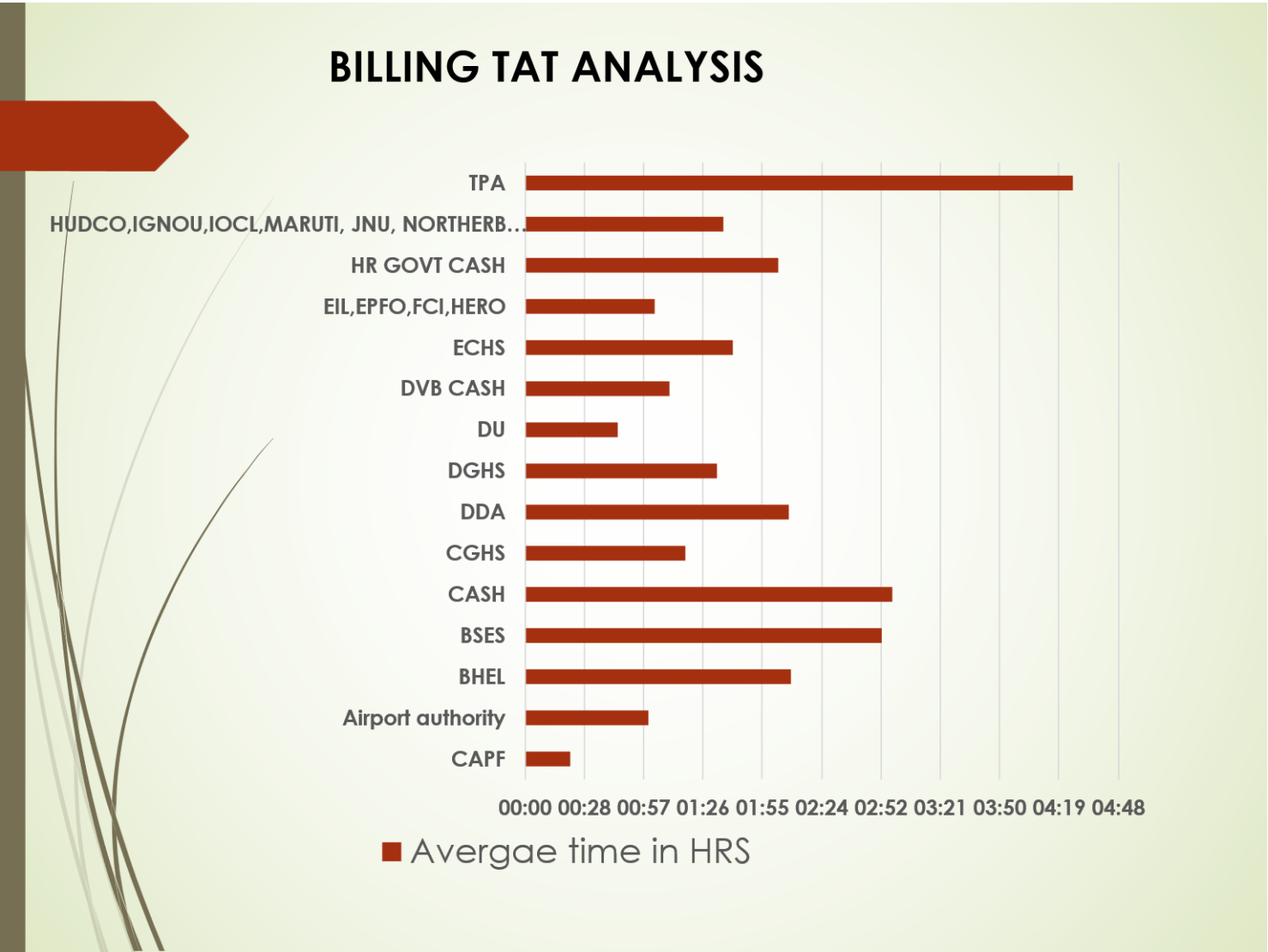
		Old		Kumar			Durkhure											
13.0 6.20 25	2 2 7	3rd New	13 52	Mr. Vijay Kumar	GN0001 007414	ECH S	Dr. Sameer	Cardiac	Night Billing	08:3 0	D-1	D-1	08:5 2		10 :0 4	11 :4 1	01:37	
19.0 6.20 25	3 1 5	3rd Old	13 12	Mr. Surander Singh	GN0000 998307	CGH S	Dr. IPS	Ortho	Plan	09:0 0	D-1	D-1	09:0 0		09 :5 3	11 :3 0	01:37	
03.0 6.20 25	3 3 3	3rd Old	13 34	Mrs. Indra Wati	GN0001 001854	ECH S	Dr. Shashidhar	ENT	Night billing	D-1	D-1	D-1	11:1 4		11 :5 2	13 :3 0	01:38	Nose bleed,
07.0 6.20 27	1 2 0	3rd Old	13 04	Mr Ajay Pal	GN0000 863937	ECH S	Dr. Sumit	Neurology	Unplan	11:3 0	11:5 6	12:1 1	12:4 7		13 :4 2	15 :2 0	01:38	NEW SUMMARY
10.0 6.20 25	1 7 1	3rd New	13 54	Mr. Ishwin Chandna	GN0000 998107	TPA	Dr. Shashidhar	ENT	Night Billing	D-1	D-1	D-1	07:3 5		10 :4 2	12 :2 0	01:38	
05.0 6.20 25	6 5 5	3rd Old	13 03	Mr Jitender Kumar	GN0000 968677	CGH S	Dr. IPS	Ortho	Night billing	D-1	D-1	D-1	11:3 3		12 :5 6	14 :3 5	01:39	Test dose meropenem Addition of referral notes
20.0 6.20 25	3 3 8	3rd old	13 45	Mr Raghur Chauhan	GN0001 007650	cgh s	Dr IPS	Ortho	Unplan	11:0 0	13:3 7	13:5 9	15:3 0		16 :0 0	17 :4 0	01:40	Cardio reference pending
09.0 6.20 25	1 5 1	3rd old	13 40	Mrs. Savitri Devi	GN0001 002955	ECH S	Dr. IPS	Ortho	Unplan	13:1 0	08:3 5	14:2 6	15:2 8		15 :3 9	17 :2 0	01:41	
12.0 6.20 25	2 0 7	3rd Old	13 29	Mr. Mithil esh	GN0001 005292	ECH S	Dr. Ravi	Ortho	Plan	09:5 0	09:4 0	D-1	10:2 6		11 :2 3	13 :0 5	01:42	
22.0 5.20 25	5 3 3	3rd Old	13 16	Mr. Hans Raj	GN0000 976945	ECH S	Dr. Mukesh Patekar	Medical Oncology	Unplan	10:3 1	12:3 1	10:5 1	13:0 7		14 :1 7	16 :0 0	01:43	
12.0 6.20 25	2 1 1	3rd Old	13 47	Mrs. Raj Bala	GN0000 988949	ECH S	Dr. Mukesh	Medical Oncology	Unplan	14:1 5	14:1 7	14:5 0	16:0 5		17 :5 7	19 :4 0	01:43	
21.0 6.20 25	3 5 7	3rd old	13 42	Mr Ramdhari	GN0001 008919	hr gov	Dr Rahul	HEMATOLOGY	Plan	11:0 0	12:0 8	D-1	12:5 9		13 :1 5	15 :0 0	01:45	
19.5. 2025	3	3rd Old	13 08	Mrs. Sidhanti	GN0001 002063	ECH S	Dr. Arpit Jain	Internal Medicine	Unplan	13:1 2	14:5 9	14:4 4	15:1 9		16 :1 5	18 :0 0	01:45	Delayed financial clearance by attendant
07.0 6.20 25	1 0 7	3rd New	13 53	Mr. GK Nayyar	GN0000 987662	DG HS	Dr. Rajiv	Urology	Unplan	10:1 5	11:5 3	11:1 1	12:1 6		12 :3 0	14 :1 5	01:45	
21.0 5.20 25	4 0 0	3rd Old	13 24	Mrs. Jagwati Sharma	GN0000 944466	ECH S	Dr. Mukesh	Oncology	Unplan	10:2 2	11:4 8	10:5 6	12:5 0		13 :0 3	14 :5 0	01:47	After Chemotherapy & Pulmo discharge advice
02.0 6.20 25	1 7 7	3rd Old	13 15	Mrs. Salma	GN0000 963144	ECH S	Dr. IPS	Ortho	Unplan	08:4 8	10:2 1	10:1 0	10:3 6		12 :1 8	14 :0 5	01:47	Implant issue
24.0 6.20 25		3rd d	13 21	Mr. Sahil Rathi	GN0000 921004	ECH S	Dr. IPS	Ortho	Plan	10:2 1	09:3 1	D-1	12:0 8		12 :5 7	14 :4 5	01:48	

		Old																
17.0 6.20 25	2 8 4	3rd Old	13 36	Mr. Man Mohan Singh Yadav	GN0000 485919	ECHS	Dr. Rakesh	General surgery	Night billing		D-1	D-1	D-1	06:15		10:31	12:20	01:49
24.0 6.20 25		3rd Old	13 33	Mr. Naipal Singh	GN0000 461670	ECHS	Dr. Rakesh Durkhure	General Surgery	Night billing	D-1	D-1	D-1	07:37		09:51	11:40	01:49	
18.0 6.20 25	3 0 5	3rd old	13 34	Mr Chan der Bhan	GN0000 463320	ech s	Dr kuldeep	Cardiology	Unplan	10:00	10:56	11:10	11:45		12:21	14:10	01:49	
18.0 6.20 25	2 9 7	3rd Old	13 11	Mrs. Usha Panwar	GN0001 008581	ECHS	Dr. Rajiv	Urology	Night billing	D-1	D-1	D-1	05:23		09:53	11:45	01:52	
20.0 5.20 26	2 9	3rd Old	13 47	Mrs. Rameshwar i Devi	GN0000 983945	ECHS	Dr. Manju	Nephrology	unplan	11:00	11:48	11:36	14:19		15:11	17:05	01:54	
10.0 6.20 25	1 7 3	3rd New	13 56	Mrs. Ekta Rani	GN0000 977024	TPA	Dr Praveen	Surgical onco	Night Billing	D-1	D-1	D-1	07:23		10:40	12:36	01:56	
22.0 5.20 25	6 4	3rd New	13 58	Mr. GK Nayar	GN0000 987662	CGHS	Dr. S.V. Kotwal	Urology	Unplan	10:30	10:06	10:43	12:04		13:02	15:00	01:58	
23.0 6.20 25		3rd New	13 59	Mrs. Nirmala	GN0000 793892	Hr. Govt.	Dr. Renu	Gynac	Unplan	10:09	D-1	10:43	11:06		13:46	15:45	01:59	
03.0 6.20 25	2 8	3rd Old	13 10	Mr. Ayush Bansal	GN0001 001325	TPA	Dr. IPS	Ortho	Plan	09:27	09:03	D-1	10:01		14:30	16:30	02:00	
13.0 6.20 25	2 5	3rd Old	13 40	Mr. Nand Kumar	GN0000 999507	ECHS	Dr. Sandeep	Ortho	Plan	08:56	08:56	D-1	09:22		11:01	13:05	02:04	
21.0 5.20 25	3 9	3rd Old	13 23	Mrs. Hemlata	GN0000 850124	CAPF	Dr. Suresh	General Surgery	Unplan	10:48	10:49	D-1	11:15		11:36	13:40	02:04	
07.0 6.20 25	1 0 9	3rd New	13 62	Mrs. Sohni Devi	GN0001 004222	Hr. Govt	Dr. Rakesh	General surgery	Night Billing	D-1	D-1	D-1	09:24		11:23	13:27	02:04	
05.0 6.20 25	7 1	3rd Old	13 28	Mrs. Renu Girdhar	GN0000 829501	CGHS	Dr. Arpit Jain	Internal medicine	Unplan	10:16	10:32	10:58	11:29		11:43	13:50	02:07	
13.0 6.20 25	2 4	3rd Old	13 38	Mrs. Sabita Devi	GN0001 006220	CGHS	Dr Arun	CTVS	Plan	11:12	11:14	D-1	11:48		12:38	14:45	02:07	
21.0 5.20 25	4 3	3rd Old	13 46	Mr. Basant Lal	GN0000 902619	ECHS	Dr. Pawan	Neurosurgery	Unplan	09:50	15:15	10:36	15:18		16:22	18:30	02:08	After IV Conformation from NCC
23.0 5.20 25	7 5	3rd Old	13 18	Mr. Devindra Kumar	GN0001 001878	ECHS	Dr. P. Venket.	Internal Medicine	Unplan	11:07	11:38	D-1	11:39		12:07	14:15	02:08	
20.0 5.20 26	1 7	3rd Old	13 02	Mrs Lali	GN0001 001117	ECHS	DR Mukeh Patekar	oncology	unplan	11:25	12:09	12:32	14:18		14:18	16:30	02:12	Discharge after cardiac advice
06.0 6.20 25	8 8	3rd	13 37	Ms. Rajbala	GN0001 004339	Hr. Govt.	Dr. IPS	Ortho	Night billing	D-1	D-1	D-1	08:53		10:18	12:30	02:12	

The data shows the specialities wise delays observed in discharge summaries;

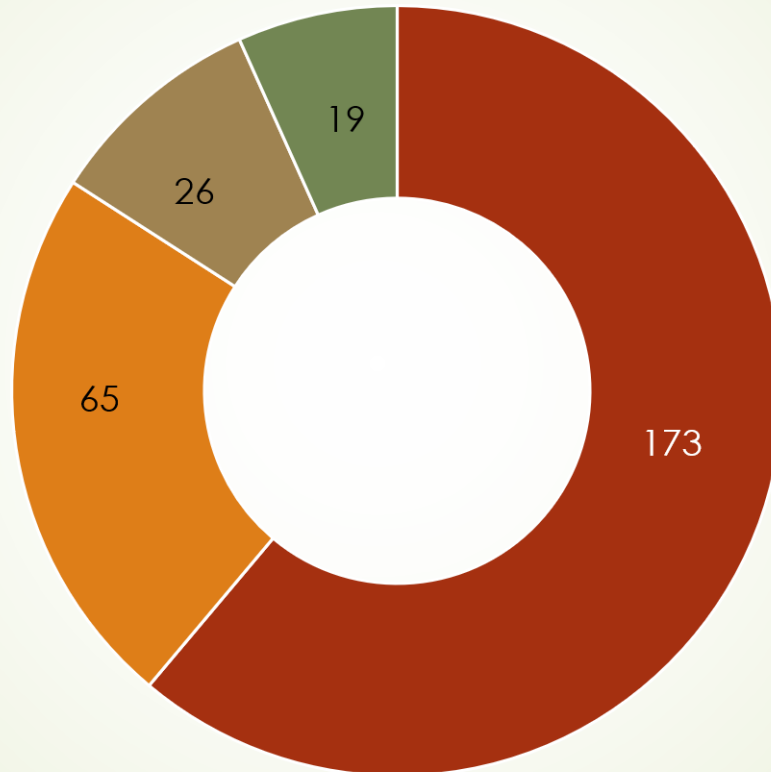


The data shows the time needed to discharge the patients of different pay methods;



This data shows the time required by the patients to physically vacate the hospital beds is actual checkouts.

Delay in actual checkouts sample size 283



■ MORE THAN 1 HR ■ MORE THAN 2 HR ■ MORE THAN 3 HRS ■ EXTREME CASES

This data shows the micro observations that are gathered –

Micro column analysis of the discharge TAT data(June 26th -July 5th)

S.NO	TAT analysis	Time Taken (min)	Insights
1	Pharmacy return	00:22	For two patients it took around and hour
2	Discharge medications	00:19	For two patients it took around and hour
S.NO	TAT analysis	Time Taken (min)	
1	Billing approval by Corporates/panel	00:27	
2	Medications dispense to billing initiation	00:19	

After the data analysis we were asked to present the key factors that are hampering the speed of the discharge process and suggestions to improve the turn around time

Our presentation was firstly scheduled with Dr Deepika Sharma in between 8th July to 12th of July

Then we were asked to present it to the Dr Saurabh Patle in between 12th to 15th of July

Along side we have to ensure the smooth working of the IPD floors and patients issues resolution with other managerial tasks.

2.2 Linking theory:

Patient Satisfaction:

Measures patient experience and satisfaction with various aspects of care, often through surveys.

Patient Safety:

Focuses on preventing adverse events like falls, medication errors, and infections.

Medication Errors:

Monitors the frequency of medication errors, including errors in prescribing, dispensing, and administration.

Patient Wait Times:

Measures the time patients spend waiting for various services, such as emergency care, appointments, or procedures.

Bed Occupancy Rate:

Measures the percentage of hospital beds occupied at any given time, indicating resource utilization.

Length of Stay:

Tracks the average duration of patient stays, which can be an indicator of efficiency and effectiveness of care.

Six Sigma (DMAIC Framework)

- **Theory Focus:** Reducing variation and defects in processes.
- **Link to Hospital Ops:**
 - Used in analyzing discharge delays.
 - Identifies root causes of long TAT.

Queuing Theory

- **Theory Focus:** Managing lines, service points, and waiting time.

Total Quality Management (TQM)

- **Theory Focus:** Continuous quality improvement across departments.

Fishbone (Ishikawa) Diagram

- **Theory Focus:** Root cause analysis.

◦

2.3 Gaps identified on the working area.

- Mismatch between ideal vs actual timelines
- Coordination delays between departments
- Medications dispense is not visible in the HIS
- Summaries notification on the dash board
- Codes pending
- Implant orders pending from the OT and catheterization labs
- Unmarked orders from the HISTO PATH
- Medications availability in stock
- Pending referral notes
- Delau because of no direct notifications of discharge summaries, referral notes, dates missing on orders.
- Chair commode, wheels chairs and morning kits shortage.
- Discharge summary modification by doctors after discharge being initiated

2.4 Suggestions for improvement

IMPROVE

Proposed Interventions:

Delay Cause	Solution
Pharmacy Clearance	Enable electronic "No Due" certification, automate medicine returns
Discharge Summary Delay	Pre-fill and doctor validate summaries a day before planned discharge
Coordination Issues	Appoint discharge coordinators for every 20 beds
Code Mapping/Daycare Issues	Setup auto-verification in EMR + routine audits
Implant and processes delays	SOP for exceptional discharge cases with escalation matrix

CONTROL

- KPI Dashboards: Live dashboards for average TAT per unit
- Weekly Audits: Check SLA adherence for Pharmacy, Billing, and Nursing
- Training: Weekly process briefings and SOP reinforcement
- Technology Integration: Automate status tracking from EMR to Billing & Pharmacy
- Leadership Review: Weekly TAT review meetings with HOD and Operations

- Robust system driven process
- Pre-discharge intimation system
- Department SLA adherence training

Key Learnings:

1. Multiple real time case studies review and resolution
 - We have got a wonderful exposure of real time floor handling in which we are allowed to interact with patients and training of how to handle problems, negotiation, facility insights, allowed to coordinate with hospital staff and instructing them on the priorities along with their regular work.
2. Billing and approval processes
 - We were allowed to sit and monitor the billing process along with how the billing is carried out for, TPAS, Corporates and PSUs
3. Data Analysis & Visualization:
 - We have learned how to track the micro and macro processes of the discharges.
 - How to analyze the data what are the key insights needs to be evaluated from the data.
4. Professional Communication & Team Collaboration:
 - Improved interpersonal and professional communication through regular interaction with industry mentors and peers.
 - Learned how to incorporate feedback constructively to improve both projects and presentations.
 - Understood the importance of communications and used the different concepts of softs skills in business.
 - The making of the requirements list for the floors and dealing with the vendors

Workplace Learning & Adaptability:

- Developed the ability to adapt to challenges like limited software access and coordination issues.
- Learned to work independently and take initiative, including working on weekends to complete assigned tasks

Signature of the Student:

Approved by the IIHMR University's Mentor

3. WEEKLY REPORT

Name of the Organisation: Artemis Hospitals Gurugram

Area/ Department/ Project of Summer Internship Program: Hospital operations

Name of the Student: Siddhant Singh Banafer

Roll no:2093

Stream: Hospital and Health management

Week no: 1 From:...12th mayto...17 may.....

Activity Done	Learning about the hospital lay out , equipment to be used, workforce required (staff), different departments and their work, about different hierarchy of managerial roles offered in hospitals. And the discharge process from the IPD department.
Linking theory (Classroom learning) with practice at your organisation	Lean six sigma theories , HVAC systems , HEPA filters SWOT analysis , Porters five forces, NABL and JCI accreditations.
Gaps identified on the working area.	Discharge TAT at hospitals 1 Lack of qualified work force. 2 Lack of coordination and heated arguments in between staff. 3 reviewing of discharge summary after being proposed. 4 workforce and staff shortage
Suggestions for improvement	1 Systems to track turn around time. 2 Experienced and emotionally strong staff that can respect others role and kindly cooperate with handling the patients concerns
Plan for the next week	1 Tracking turn around time of the discharge process at IPD 2 learning about the total hospital working with the knowledge of each and every equipment, services, schemes, process , staff requirement , doctors team

Signature of the Student – Siddhant Singh Banafer

3Reporting Format (Weekly)**Name of the Organisation:**Artemis Hospitals Gurugram**Area/ Department/ Project of Summer Internship Program:****Name of the Student:** Siddhant Singh Banafer**Roll no:**2093**Stream:** Hospital and Health Mangement**Week no:** From:.....19 may to.....24may.....

Activity Done	Recording of the Discharge TAT data for a whole week
Linking theory (Classroom learning) with practice at your organisation	Process Mapping AND Bottle Neck Theories Queing theory Plan do check act theory Donabedian Theory
Gaps identified on the working area.	Doctor review of the summary after being published. TPA clearance and insufficient documents, expiration of health cards from the patient side. Delay in the sample supply Lack of knowledge about hospital working by the hospital coordinators.
Suggestions for improvement	To make the system more robust the patient review should be compulsory to focus on and needs to be implemented according to patient upto a great extent so that patient must be willing to come again for further treatment procedures.
Plan for the next week	Handling the operations processes of the floor on my own Presentation of the previously collected data to the General Manager of the operations.

Signature of the Student – Siddhant

Reporting Format (Weekly)**Name of the Organisation: Artermis Hospitals Gurugram****Area/ Department/ Project of Summer Internship Program: Operations Intern****Name of the Student: Siddhaant Singh Banafer****Roll no: 2093****Stream: HHM****Week no: From:.....26 may.....to.....31 May 2025.....**

Activity Done	1 . Understanding the medical terminologies, tests and procedures 2. Medical and hospital hierarchy. 3 Disinfection of all medical equipment.
Linking theory (Classroom learning) with practice at your organisation	1 HAI's concepts 2. Hospital hierarchy. 2 Disinfection Protocols.
Gaps identified on the working area.	Limited availability of updated standard operating procedures SOP's for some equipment disinfection . Communication barriers between administrative and clinical staff regarding hierarchical roles. Lack of refresher training sessions on medical terminology for non clinical staff
Suggestions for improvement	Regular training sessions on medical terminology and infection control for both clinical and non clinical staff . Implementation of clearly defined and accessible SOPs in all departments. Encourage interdepartmental meetings to foster better understanding of the hospital hierarchy and improve coordination
Plan for the next week	Participation in patient admission and discharge process to understand workflow and documentation Attend hospital administration meetings to observe decision making process.

Signature of the Student

Reporting Format (Weekly)**Name of the Organisation: Artemis hospitals gurugram****Area/ Department/ Project of Summer Internship Program: Operations Intern****Name of the Student: Siddhant Singh Banafer****Roll no:2093****Stream: HHM****Week no: From:.....2 june.....to.....7 june.....**

Activity Done	LEARNED - Documentation and procedure of different type of discharge cases like RTA,LAMA etc Hospital supplies and meeting with vendors. Handling of covid cases and protocols to be followed in the premises. Codes, FRTS ,buffer stock of pharmacy to be used
Linking theory (Classroom learning) with practice at your organisation	1. Standard operating procedures (sop's) 2. Process mapping and workflow optimizing. 3. 2 supply chain management. 4. Cost benefit analysis. 5. Business continuity planning .
Gaps identified on the working area.	Lack of working staff in the most busy floors Lack of existing supplies in the hospital for patient care Overburdened nursing staff Floor doctors are not very much occupied
Suggestions for improvement	The availability of doctors in the floor should be only one The nursing staff should be more than existing. Bill clearance candidate should be there to deal with issues like code mapping problems , tpa approval issues, and medications only prescribed upto a certain price limit like 2000 for panel patients and other major iusses
Plan for the next week	Full fledged handling of 3 floors. Coordinating with a newly appointed floor manager Ensuring the smooth discharge of the allocated floors

Signature of the Student – SID

Reporting Format (Weekly)**Name of the Organisation: Artemis Hospitals Gurugram****Area/ Department/ Project of Summer Internship Program: Hospital operations****Name of the Student: Siddhant Singh Banafer****Roll no:2093 Stream: Hospital and Health Management****Week no: From:...9 juneto15 june**

Activity Done	1.Implementation of the discharge TAT project on ground and evaluation'. 2. Ferrying team utilities and their task efficiency improvement. 3. Hospital supplies purchase. 4 . CAHO(Computer on wheels) proposal to artemis. 5. Carbon pricing of the hospitals
Linking theory (Classroom learning) with practice at your organisation	1. Humann resource management theories 2. O.B of the organisation 3. Material management , inventory control, decision making models for procurement 4. Health IT management theories 5. Policy and regulatory environment.
Gaps identified on the working area.	1 Lack of coordination between different departments because of the work prioritization. 2 .Ferrying teams are very much occupied and the works force is also comparative less than the required. 3. Doctors are only focussing on patient care delivery but that does not coordinates with hospital management goals.
Suggestions for improvement	1 . A more detailed HIS software should be present. 2. Cross functional trainings. 3 Shift based optimization. 4. Assigning the task based on patient interests as well as hospital savings.
Plan for the next week	Recording of discharge TAT data and communicating with doctor teams to improve their performance on proposing discharge summary.

Signature of the Student - SIDDHANT

Reporting Format (Weekly)**Name of the Organisation: Artermis Hospitals Gurugram****Area/ Department/ Project of Summer Internship Program: Operations Intern****Name of the Student: Siddhant Singh Banafer****Roll no: 2093****Stream: HHM****Week no: From:.....16 may.....to.....21 May 2025.....**

Activity Done	1 . Soulfully handling the busiest floor of the artemis hospitals 3 rd old and new with in total of 65 beds and average 18 discharges a day. 2. Tracking each and every process discharge initiation, discharge summary, pharmacy return, medications indent, medication dispense , billing initiation , billing checkout, TPA approval and actual check out. 3 Following up and coordinating the processes mentioned.
Linking theory (Classroom learning) with practice at your organisation	1 Process flow mapping. 2.Capacity and process flow optimization. 3.Turnaround time reduction strategies. 4. Teamwork and conflict resolution.
Gaps identified on the working area.	1. After the discharge announcement the delay in summary proposal time creates a time lag that affects the discharge process. 2. The time taken to review and revise the discharge summary according to patient concern creates a time lag. 3. The OT scheduling time lag by the ferrying team. 4. The unavailability of the pharmacy staff at the desk creates a time lag
Suggestions for improvement	1. The summary proposal can be more quicker than usual or to assign a team doctor to propose summary on time . 2. The prescheduling of the discharges planned for tomorrow .
Plan for the next week	The discharge process monitoring and documentation. The TAT time and process tracking along with the presentation of the data to the general manager of operations in artemis hospitals gurugram.

Signature of the Student – Siddhant Singh Banafer

Reporting Format (Weekly)**Name of the Organisation: Artemis Hospitals Gurugram****Area/ Department/ Project of Summer Internship Program: Hospital operations****Name of the Student: Siddhant Singh Banafer****Roll no:2093****Stream: Hospital and Health management****Week no: From:...23 juneto 28 june**

Activity Done	1. APEX and OPEX systems working and order planning 2. Conducted a board meeting in which the TAT analysis of a month was shared with each team of doctors and the delays in the discharge due to the extra time taken by the teams. 3. ICP (Indoor Case Papers)
Linking theory (Classroom learning) with practice at your organisation	1. Lean management six sigma theories. 2. Total quality management 3. Organizational theories 4. EMR records analysis
Gaps identified on the working area.	1. The semi automated HIS that causes a delay in the operations process like discharge staff tracking speed dial numbers 2. The project FLAPEX is newly introduced to tackle the unresolved issues within the hospital . 3. The lack of nursing and GDA staff leads to impact the overall patient experience in a bad way.
Suggestions for improvement	1. Staff recruitment in the 3rd old floor of artemis. 2. The automated HIS to improve operational efficiency 3. The data analysis of every department to improve the operational efficiency.
Plan for the next week	1 Managing the 3rd old for two days as a team member of primary medical operations team. 2. The microcolumn data tracking of each and every process and the gap analysis.

Siddhant**Signature of the Student**

Reporting Format (Weekly)**Name of the Organisation: Artemis hospitals gurugram****Area/ Department/ Project of Summer Internship Program: Operations Intern****Name of the Student: Siddhant Singh Banafer****Roll no:2093****Stream: HHM****Week no:8th From:.....5th june.....to.....10th june.....**

Activity Done	1. Discharge TAT data collection 2. Analysis Format and parameters are finalised 3. Scheduled PPT presentation on 7th of July to the respective divisional head of operations. 4.
Linking theory (Classroom learning) with practice at your organisation	1. Root cause analysis theory 2. DMAIC model for research.
Gaps identified on the working area.	The analysis on the 3rd floor of Tower 1 identifies key areas for improvement: 1. Integration of Electronic Medical Records (EMR) with billing, pharmacy returns, and medication dispensing to streamline processes. 2. Optimization of guard register checkouts to reduce lag and enhance efficiency. 3. Revision and modification of post-discharge clearance processes to improve turnaround times and patient satisfaction.
Suggestions for improvement	The analysis conducted on the 3rd floor of Tower 1 highlights the need for: 1. Additional General Duty Assistants (GDA) staff 2. Increased nursing staff 3. Service Level Agreement (SLA) with nursing staff to prioritize discharge processes 4. Integration of Electronic Medical Records (EMR) with billing and pharmacy systems for seamless medication management, including returns and indents
Plan for the next week	Presentation scheduled with GM of operations .

Signature of the Student

Reporting Format (Weekly)**Name of the Organisation: Artemis hospitals Gurugram****Area/ Department/ Project of Summer Internship Program: Operations Intern****Name of the Student: Siddhant Singh Banafer****Roll no:2093****Stream: HHM****Week no:9th From:.....7th june.....to.....12th june.....**

Activity Done	5. The discharge TAT analysis has been enhanced to track the following metrics: 6. Billing processing time 7. No-dues clearance time 8. Time taken to dispense discharge medications These parameters will help identify areas for improvement and streamline the discharge process..
Linking theory (Classroom learning) with practice at your organisation	3. Root cause analysis theory 4. DMAIC model for research.
Gaps identified on the working area.	The analysis on the 3rd floor of Tower 1 identifies key areas for improvement: The 3rd floor, Tower 1 analysis confirms that existing process gaps remain a priority, with no new gaps identified. Next steps include discussing observations with the General Manager of Operations and developing an implementation plan.
Suggestions for improvement	The 3rd floor Tower 1 analysis reveals no new improvement opportunities, instead highlighting the need to discuss and implement existing observations with the GM of Operations.
Plan for the next week	Presentation scheduled with GM of operations on 14th

Signature of the Student – Siddhant Singh