

**Summer Training at
Columbia Asia Hospital, Palam Vihar,
Gurgaon**

- **A Cross Sectional Study to Assess the Awareness of Patient Centered NABH Standards Among Customer Care Staff of Columbia Asia Palam Vihar**
- **Study to Assess the Factors Causing Discharge Delay**

**By
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**Under the guidance of
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**MBA Hospital and Health Management
2015-2017**



**The IIHMR University, Jaipur
2016**

CERTIFICATE

This is to certify that **Dr.Aliya Anwar Thakur** student of **MBA in Hospital and Health Management, 2015-17** from the IIHMR University; Jaipur has undergone summer training at **Columbia Asia Hospital, Palam Vihar** from 1st April to 31st May, 2016.

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

The internship is in fulfilment of the course requirements.

I wish her all success in future endeavours.



Col. (Dr.) Ashok Kaushik
Dean (Academics & Student Affairs)
IIHMR University, Jaipur



Col. (Dr.) Ashok Kaushik
Dean (Academics & Student Affairs)
IIHMR University, Jaipur

24th May 2016

To Whomsoever It May Concern

This is to bring to your kind notice that Dr. Aliya Anwar Thakur has done her training with us in Operations Department from 1st April 2016 to 31st May 2016. During her tenure with us we found her to be diligent and hardworking.

We wish all the best to her in future endeavors.

Yours Sincerely,

For Columbia Asia Hospital Palam Vihar, Gurgaon



Authorized Signature

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CIN: U85110KA2003PTC033055

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Bearing this thing in my mind I am using this opportunity to express my deepest gratitude and special thanks to Mr. Mahipal Singh Bhanot (The General Manager, Columbia Asia Hospital Palam Vihar) and Ms. Annie Mathen (General Manager HR- North and Pune) for allowing me to carry out my summer training and project in their esteemed organization.

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I express my deepest thanks to Ms. Aparna Chowdhry (Customer Care Head) for taking part in useful decisions and giving necessary advices and guidance and arranging all facilities to make to make my work easier.

I choose this moment to acknowledge the contribution of Mr. Ronald Kiran May (Marketing Head) who helped me, guided me and appreciated my efforts and work also it is my radiant sentiment to place on record my best regards and deepest sense of gratitude to Mr. Ashish (HR Head).

I would also like to thank Ms. Babli (Customer Care Supervisor), Mr. Sanjeev (Customer Care Supervisor), and Mr. Tarun (Customer Care Supervisor), the entire customer care staff for their cooperation also all department heads and the entire staff of Columbia Asia Hospital Palam Vihar for their careful and precious guidance which were extremely valuable for my study both theoretically and practically. I perceive this opportunity as a big milestone in my career development. I will strive to use the skills and knowledge in the best possible way and I will continue to work on their improvement in order to gain desired career objectives.

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ABBREVIATIONS

C

Cath – Catheterization

CT- Computed Tomography

CVTS- Cardiovascular and thoracic surgery

E

ENT- Ear Nose Throat

F

FDI- Foreign Direct Investment

H

HR- Human Resource

HVAC- High Ventilation Air Conditioner

I

ICU- Intensive Care Unit

IPD- Inpatient Department

M

MRI- Magnetic Resonance Imaging

N

NABH- National Accreditation Board for Hospitals and healthcare providers

NICU- Non Invasive Cardiac Unit

O

OPD- Outpatient Department

OTC- Over the Counter

P

Pt- Patient

Pvt- Private

L

LOS- Length of Stay

Ltd- Limited

OBVERSATIONAL LEARNING

INTRODUCTION

COLUMBIA ASIA GROUP OF HOSPITALS



COMPANY PROFILE

Columbia Asia is an international healthcare group operating a chain of modern hospitals across Asia. Columbia Asia Hospitals Pvt. Ltd. is one of the first healthcare companies to enter India through 100% foreign direct investment (FDI) route. The Columbia Asia Group is owned by more than 150 private equity companies, fund management organizations and individual investors.

Columbia Asia hospitals are clean, efficient, affordable and accessible. The innovative design of the hospitals, from their manageable size to their advanced technology, is focused on creating positive experience for patients.

MISSION:

"To deliver the best clinical outcomes in the most effective, efficient and caring environment"

VISION:

"We have a passion for making people better"

VALUES:

Excellence

Team work

Integrity

Caring

Community involvement

Customer first

BRANCHES IN INDIA

Columbia Asia hospital – Ahmadabad

Columbia Asia hospital – Hebbal, Bangalore

Columbia Asia hospital – Whitefield, Bangalore

Columbia Asia Referral hospital – Yeshwanthpur, Bangalore

Columbia Asia hospital – Ghaziabad

Columbia Clinic – Doddaballpur, Bangalore

Columbia Asia Hospital – Palam Vihar, Gurgaon

Columbia Asia Hospital- Salt Lake, Kolkata

Columbia Asia Hospital - Mysore

Columbia Asia Hospital - Patiala

Columbia Asia Hospital – Pune

COLUMBIA ASIA HOSPITAL, PALAM VIHAR, GURGAON

Columbia Asia Hospital – Palam Vihar, Gurgaon, is a 90 bed multi-specialty facility situated in an upscale locality of the National Capital Region. The hospital began its services in July 2008 and has already become a preferred healthcare service provider for the residents and corporate entities of Gurgaon.

The hospital offers a wide range of clinical services such as Obstetrics & Gynecology, Internal Medicine, General Surgery, Pediatrics, Ophthalmology, Ear, Nose & Throat, Urology, Gastroenterology, Dermatology, Orthopedics, Reconstructive & Aesthetic Surgery, Smoking Session Clinic, Sleep Lab, Cardiology, Orthopedics, Neurology & spine surgery, Pulmonology. Qualified and experienced medical personnel and technicians ensure healthcare delivery of the highest standards.

It is today considered as one of the best hospitals in Gurgaon. The hospital has international standard infrastructure and follows globally benchmarked standards of medical, nursing and operating protocols and is rapidly becoming the preferred healthcare destination for International Patients.

SERVICES

24 HOUR SERVICES

Cath-lab
Emergency room
Blood bank
Laboratory
Pharmacy
Endoscopy
Radiology
Ambulance
Operation Theater

SPECIAL CLINICS

Bariatric surgery clinic
Spine clinic
Knee clinic
Asthma clinic
Cosmetic clinic
ENT clinic
8 am to 8 pm OPD clinic

Intensive care unit

Labor and delivery suite

BLOOD BANK

Blood component

Apheresis

PREVENTIVE HEALTHCARE

Comprehensive health check

-senior citizens

Cardiac screening

Cancer screening

Comprehensive health check-

below 30 years, between 30-40 years, above 40 years

OTHER SERVICES

Nutrition and dietetics

Psychology and

counseling

Audiology

Physiotherapy

CLINICAL SPECIALITIES

Bariatric surgery

Cardiology

CVTS

Critical Care Medicine

Dental

Dermatology

Emergency Medicine

Endocrinology

ENT and cochlear implant

Gastroenterology

General Surgery

Internal Medicine

Medical Oncology

Nephrology

Neurology

Nutrition and dietetics

Obstetrics and Gynecology

Ophthalmology

Orthopedics and joint replacement

Pain management

Pediatric surgery

Pediatrics

Plastic and reconstructive surgery

Psychiatry

Pulmonology

Rheumatology

Surgical Oncology

Urology

Neurosurgery

NABH ACCREDITATION



National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation programme for healthcare organizations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers, government, has full functional autonomy in its operation.

PATIENT-CENTERED CARE

We pride ourselves on our service standards, the people working with us and the clinical expertise extended to patients. Our mission is to provide effective and affordable care in a clean and caring environment.

We have a hospitality-based approach wherein our patients are treated as guests. Our processes are technology-driven, making it convenient for patients to use our services. All our medical programmes are underpinned by an uncompromising belief and practice of ethics, excellence and strict clinical governance.

INFRASTRUCTURE AND SERVICES

Columbia Asia today serves more than one million patients every year. Our hospitals offer comprehensive clinical programmes that are supported by a list of ancillary services (ICU, NICU, physiotherapy, referral lab, teleradiology/telemedicine, pharmacy and imaging facilities).

DEPARTMENT WISE VISIT

Department	Date of visit	Interacted with	Observation
Customer Care	1,2,4 April	Ms. Aparna	Pt. Registration, counseling, billing, inquiry, report collection, admission and discharge takes place.
Laboratory	5 April	Mr. Vipul	Microbiology, Hematology, Biochemistry tests, Tissue cutting and preparation, arterial blood gas analysis etc.
Support and Utility Services	5 April	Mr. Atul	Cleaning of entire hospital, waste collection and segregation, pest control, horticulture, linen management, laundry (outsourced).
Café	5 April	Mr. Chirag	Works 24*7, 6 services per day given to IPD pt's, provides food for OPD pts, Staff, outsiders and pt's

			companions
Facility	7 April	Mr. Yogender	Electricity, water supply, oxygen and gases supply, painting, polishing, maintenance, HVAC
Marketing	7 April	Mr. Ronald	Organizing health check camps, collaborating with corporate.
Pharmacy	8 March	Mr. Reddy	Opens 24*7, medicines given to OPD, IPD, and OTC Pts. OTC medicines given by pharmacists but high risk medications are given only by prescription.
Radiology	9 March	Mr. Ashish	Works 24*7 MRI, CT, ultrasound, X-Ray, Mammography is done.

PROJECT REPORT

TOPIC- A CROSS SECTIONAL STUDY TO ASSESS THE AWARENESS OF PATIENT CENTERED NABH STANDARDS AMONG CUSTOMER CARE STAFF OF COLUMBIA ASIA PALAM VIHAR

INTRODUCTION

NABH standards for hospitals have been prepared by Technical Committee of NABH and contain complete set of standards for evaluation of hospitals for grant of accreditation. The standards provide framework for quality assurance and quality improvement for hospitals

NABH Standards contains 10 chapters, 100 standards and 503 objective elements.

The NABH standards are divided into two broad categories- PATIENT CENTERED and ORGANISATION CENTERED.

PATIENT CENTERED STANDARDS

- 1) Access ,Assessment and continuity of care (AAC)**
- 2) Care of Patients (COP).**
- 3) Management of Medication (MOM).**
- 4) Patient Right and Education (PRE).**
- 5) Hospital Infection Control (HIC).**

ORGANISATION CENTERED STANDARDS

- 6) Continuous Quality Improvement(CQI)**
- 7) Responsibility of Management (ROM).**
- 8) Facility Management and Safety (FMS).**
- 9) Human Resource Management (HRM)**
- 10) Information Management System (IMS).**

This project focuses on the patient centered standards. It is an effort to see the awareness of patient centered standards among the customer care staff.

RATIONALE

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) Standards is today the highest benchmark standard for hospital quality in India. Patients are the biggest beneficiaries from the NABH Accreditation, as it results in a high quality of care and patient safety. The patient gets services by the customer care staff. All the departments are directly or indirectly linked with the customer care department. Therefore there is a high need for awareness of NABH standards among the customer care staff. As the Rights of patients are respected and protected. Patient satisfaction is regularly evaluated. Accreditation also benefits the staff of the hospital as it provides for continuous learning, good working environment, leadership and above all ownership. Customer service may not seem like a top priority when it comes to bustling emergency rooms or hospitals. But is certainly becoming more important in the wake of recent healthcare reform.

RESEARCH QUESTION

What is the level of awareness of patient centered NABH standards among customer care staff of Columbia Asia hospital, Palam Vihar

OBJECTIVES

- To assess the level of awareness of patient centered NABH standards in the customer care staff.
- To determine their level of awareness and compliance with organization policies and procedures.
- To assess the importance of NABH standards among the customer care staff.
- To categorize the standards according to the level of awareness.

RESEARCH METHODOLOGY

STUDY DESIGN- Descriptive cross sectional study

STUDY AREA- Columbia Asia Hospital, Palam Vihar

SAMPLE SIZE- 36 (entire customer care staff of Columbia Asia Hospital Palam Vihar)

STUDY PERIOD- 11th April 2016 till 31st May 2016

MODE OF DATA COLLECTION

The data is collected through survey questionnaire. The questionnaire is designed to see the general awareness of NABH patient centered standards. There are total 52 questions divided into 5 sections according to the 5 chapters of NABH standards.

- 1) SECTION-1 Access ,Assessment and continuity of care (AAC)
- 2) SECTION-2 Care of Patients (COP)
- 3) SECTION-3 Management of Medication (MOM)

4) SECTION-4 Patient Rights and Education (PRE)

5) SECTION-5 Hospital Infection Control (HIC)

DATA COMPILATION

Data was collected from a sample of 36 people. All the questions were close ended. Codes were allotted for each option.

The data is entered in excel sheet

YES	1
NO	2
DON'T KNOW	3

SECTION-1

No. of questions asked from each staff member-23

91% answers were 'YES'

3.98% answers were 'NO'

4.94% answers were 'DON'T KNOW'

SECTION-2

No. of questions asked from each staff member-16

78.12% answers were 'YES'

0.69% answers were 'NO'

21.18% answers were 'DON'T KNOW'

SECTION-3

No. of questions asked from each staff member- 7

87.30% answers were 'YES'

1.58% answers were 'NO'

11.11% answers were 'DON'T KNOW'

SECTION-4 No. of questions asked from each staff member- 3

96.42% answers were 'YES'

0% answers were 'NO'

3.57% answers were 'DON'T KNOW'

SECTION-5

No. of questions asked from each staff member- 3

97.22% answers were 'YES'

0% answers were 'NO'

2.7% answers were 'DON'T KNOW'

The data was further analyzed.

ANALYSIS AND INTERPRETATION

Answers of all questions were YES which were observed before the collection of data. The data was put in an excel sheet and pie charts were made according to the % of distribution of answers which were in YES, NO, DON'T KNOW. A scale was devised to further analyze the findings based on the % of answers which were in YES.

75%-80% - LOW LEVEL OF AWARENESS

80%-85% - MEDIUM LEVEL OF AWARENESS

85%-90% - SATISFACTORY LEVEL OF AWARENESS

90%-95% - HIGH LEVEL OF AWARENESS

ABOVE 95%- VERY HIGH LEVEL OF AWARENESS

SECTION-1

91% answers were YES - HIGH LEVEL OF AWARENESS

SECTION-2

78.12% answers were YES – LOW LEVEL OF AWARENESS

SECTION-3

87.30% answers were YES –SATISFACTORY LEVEL OF AWARENESS

SECTION-4

96.42% answers were YES –VERY HIGH LEVEL OF AWARENESS

SECTION-5

97.22% answers were YES –VERY HIGH LEVEL OF AWARENESS

SUGGESTIONS

The customer care staff members should have orientation about NABH standards.

The staff members should be asked to give random tests for NABH standards.

The staff members should organize discussions regarding the same.

GROUP PROJECT

TOPIC- A STUDY TO ASSESS THE FACTORS CAUSING DISCHARGE DELAY

Introduction

Delayed discharge or 'bed blocking' are terms used to describe the inappropriate occupancy of hospital beds. Delay in discharging surgical patients from hospital is a long-standing and common problem.

Delayed discharges have an impact on hospitals' ability to cut waiting lists and deliver healthcare effectively and efficiently. In acute care hospitals, prolonged length of stay (LOS) not only increases cost, but is also associated with increased rates of complications.

LOS is being used to analyze surgical performance as part of efficiency drives and financial pressures have emphasized the importance of expeditious hospital discharge.

Identification of the barriers to timely discharge may help direct efforts towards reducing unnecessary hospital stay. Length of stay for general surgical patients is influenced by many variables. These variables include direct and indirect medical influences such as waiting for investigations and making home arrangements.

The entire discharge process was broken down into 5 steps.

1. DOCTOR'S ROUND
2. DOCTOR PUTS DISCHARGE NOTES
3. NURSE SENDS FILE TO TPA
4. AFTER APPROVAL CLEARANCE SLIP COMES FROM TPA
5. PATIENT DISCHARGED

The timings of each and every step were observed and were put in an excel sheet.

A total sample of 145 patients were taken and observed and reasons were given for the delay.

REASONS FOR DELAY

DOCTORS ROUND TIME : Delay in putting the discharge note as the doctor on round is occupied by other works. This leads to a delay in the initiation of discharge process.

DISCHARGE SUMMARY FINALISE : Delay in processing of discharge summary by Medical Officer on Duty caused due to late approval of the summary by consulting doctor.

WORK LOAD : When there is a high bed occupancy, the staff is occupied by various important tasks. Consequently the discharge process is affected. As a result there is a delay.

NURSING STATION DELAY : Sometimes there is a delay in sending the file to TPA from nursing station due to the work overload.

DELAY IN CLEARANCE: There is a delay in clearance from Pharmacy, Laboratory, Radiology, OT etc. which further delays the discharge process.

DISCHARGE MEDICINE INDENT: Due to time taken in return and purchase of medicines at the time of discharge delay occurs.

TPA APPROVAL: In case of insurance patients delay in discharge occurs due to time taken in the TPA approval.

UNCOOPERATIVE PATIENTS: In certain cases delay in discharge occurs due to patient's refusal to pay the discharge bill and demanding discount.

UNEXPECTED AND SUDDEN DETERIORATING CONDITION: Sometimes while the discharge is in process the patient suddenly gets some health related complaints and then the doctor puts the patient under observation for some time.

AWAITED REPORTS: In certain cases doctor needs the patient's reports to see the condition before discharge. Due to delay in the reports from the respected departments the discharge is delayed.

REFERENCES

1. NABH Standards Manual 3rd Edition

2. www.columbiaasia.com

3. https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwi7g_m_1Z_NAhXENY8KHe7bAlgQFgggMAA&url=http%3A%2F%2Fna.bh.co%2Ffaq.aspx&usg=AFQjCNGg0y7c6VE70nJs0Nh0AmCHd8klIw&bvm=bv.124272578,d.c2I

ANNEXURE

Survey Questionnaire

Name

Age

Sex

Designation

Section 1

1. What are the methods used to make patients aware about the different types of services provided in the hospital?

	YES	NO	DON'T KNOW
a. Boards			
b. Brochures			
c. Video display			

2. Are patients registered in the hospital?

YES	NO	DON'T KNOW

3. If yes, who all?

	YES	NO	DON'T KNOW
a. OPD			
b. IPD			
c. Emergency			
d. OTC			

4. Is there any documentation work done while registration of patient?

YES	NO	DON'T KNOW

5. Is there any referral mechanism in the hospital for transfer of (in and out) patients?

YES	NO	DON'T KNOW

6. What is done in the initial assessment of the OPD patients?

	YES	NO	DON'T KNOW
a. Measuring weight			
b. Measuring Height			
c. Measuring B.P.			

7. What is done in the initial assessment of an emergency patient?

	YES	NO	DON'TKNOW
a. Measuring Pulse			
b. Measuring B.P.			
c. Measuring Respiratory Rate			

8. Are the lab services provided in the hospital in accordance to the hospital services?

YES	NO	DON'T KNOW

9. Is there any established laboratory quality assurance program in the hospital?

YES	NO	DON'T KNOW

10. Is there any laboratory safety program for staff in the hospital?

YES	NO	DON'T KNOW

11. Are the imaging services provided in the hospital in accordance to the hospital services?

YES	NO	DON'T KNOW

12. Is there any established quality assurance program for imaging services in the hospital?

YES

NO

DON'T KNOW

13. Is there any established radiation safety program for staff in the hospital?

YES

NO

DON'T KNOW

14. Is there any documented procedure for discharge of patient from the hospital?

YES

NO

DON'T KNOW

Section 2

15. Is uniform care provided to patients with similar care needs?

YES

NO

DON'T KNOW

16. Is there any legal documented policy for emergency services provided in the hospital?

YES

NO

DON'T KNOW

17. Are there any policies that guide the care of patients during following services -

	YES	NO	DON'T KNOW
a. Cardio pulmonary resuscitation			
b. Nursing care			
c. Rational use of blood and blood products			
d. I.C.U			

e. Vulnerable patients

f. Obstetric

g. Pediatric

h. Patients undergoing moderate sedation

i. During administration of sedation

j. Patients undergoing surgical procedure

k. Pain management

l. Rehabilitative services

m. Nutrition Therapy

n. End of life

Section 3

18. Does the hospital have a formulary?

YES	NO	DON'T KNOW

19. Does the hospital has policies to guide the following-

	YES	NO	DON'T KNOW
a. Storage of medication			
b. Safe dispensing of medication			
c. Patient monitoring after medication			
d. Use of narcotics			
e. Use of consumables			

20. Are the adverse drug events reported?

YES	NO	DON'T KNOW

SECTION 4

21. Is the patient informed about the rights during care?

YES

☐

NO

☐

DON'T KNOW

☐

22. Does the hospital involve the family members of patient to participate in decisions related to patient?

YES

☐

NO

☐

DON'T KNOW

☐

23. Is there any complaint redressal procedure in the hospital?

YES

☐

NO

☐

DON'T KNOW

☐

Section 5

24. Is there any documented infection prevention and control program in the hospital?

YES

☐

NO

☐

DON'T KNOW

☐

25. Are there any surveillance activities held to capture infection prevention and control data?

YES

☐

NO

☐

DON'T KNOW

☐

26. Is there any policy that guides appropriate handling of biomedical waste?

YES

☐

NO

☐

DON'T KNOW

☐

EXCEL SHEET OF DATA COLLECTED OF THE PROJECT - A
CROSS SECTIONAL STUDY TO ASSESS THE AWARENESS OF
PATIENT CENTERED NABH STANDARDS AMONG CUSTOMER
CARE STAFF OF COLUMBIA ASIA PALAM VIHAR

EXCEL SHEET OF DATA COLLECTED OF GROUP PROJECT-
TOPIC- A STUDY TO ASSESS THE FACTORS CAUSING DISCHARGE
DELAY

MRN NO.	PATIENT'S NAME	DOCTOR'S NAME	DOCTOR'S ROUND	DOCTOR PUTS DISCHARGE NOTE	NURSE SENDS PATIENT'S FILE TO TPA	AFTER APPROVAL CLEARENCE SLIP COMES FROM TPA	PATIENT DISCHARGED
69357	GAUTAM RAJPUT	DR. RAKESH	10:00	11:21	12:35 PM	7:50 PM	8:00 PM
133998	PREETI SWARINKAR	DR. RAKESH	10:00	11:00	12:35 PM	2:59PM	3:10 PM
180611	RAFI	DR. AMIT GUPTA	10:30	11:00	12:55 PM	4:00 PM	4:25 PM
180346	KUSUM YADAV	DR. SUNIL SINGLA	10:11	12:55	12:59 PM	4:15 PM	4:30 PM
163388	MONICA MADAN	DR. AMITA SHAH	10:30	10:40	12:50 PM	1:15 PM	1:30 PM
150228	RASHMI YADAV	DR. RITU	10:20	10:30	11:40 AM	1:20 PM	1:30 PM
3716	VEENA SINGH	D. PIYUSH	13:31	13:31	2:00 PM	6:45 PM	7:10 PM
99992	ANSHU	DR. RITU	11:00	11:14	11:57 AM	3:50 PM	4:00 PM
29984	MANOHARAN P.K.	DR.TARUN JHAMB	10:00	10:10	10:40 AM	12:35 PM	12:45 PM
178528	AJIT SINGH YADAV	DR. SUNIL SINGLA	13:12	13:15	1:30 PM	2:52 PM	3:05 PM
178513	AMAR WATI	DR.AMITABHA GHOSH	16:20	16:25	4:45 PM	6:35 PM	6:50 PM
173805	POOJA ARORA	DR. AMITA SHAH	11:27	11:30	12:10 PM	3:05 PM	3:30 PM
155560	RANI DEVI	DR.AMITABHA GHOSH	10:45	10:45	10:47 AM	11:41 PM	1:00 PM
178269	PADAM CHAND	DR. SANJAT CHIWANE	9:29	9:35	11:00 AM	11:58 AM	12:40 PM
178073	MAYA DEVI	DR.SATISH KOUL	17:49	17:55	12:30 PM	1:00 PM	1:30 PM
111839	DOLLY SHARMA	DR. AYUSH DHINGRA	11:17	11:20	1:30 PM	3:45 PM	4:15 PM
121086	GURJIT KAUR	DR. ASHISH VASHISHTH	11:17	11:25	11:12 AM	2:15 PM	2:40 PM
8402	PARVEEN MEHTA	DR. AMITABH GHOSH	8:39	8:45	10:14 AM	11:30 AM	12:00 PM
179707	MEENA YADAV	DR. AMITA SHAH	11:21	11:21	12:45 PM	12:30 PM	1:15 PM
50392	AMBIKA KUMAR	DR. AMITABH GHOSH	8:57	9:10	11:20 AM	3:10 PM	4:00 PM
179583	AKANKSHA MOSES	DR. AMITABH GHOSH	8:28	8:30	10:18 AM	3:28 PM	4:20 PM
179360	ABDULSATTAR	DR. AMITABH GHOSH	9:57	10:00	3:30 PM	6:15PM	7:53 PM
179738	AJAY KATARIA	DR. SUMIT SHARMA	17:20	17:24	7:35 PM	8:30PM	9:00 PM
32373	KISHAN LAL	DR. SATISH KOUL	9:15	9:15	12:05 PM	6:30PM	7:00 PM
178988	KHUSHI SIDHA	DR. BARKHA PANDEY	18:41	18:50	10:00 AM	11:15	11:25 AM
179020	SUKHDEV SHARMA	DR. SATISH KOUL	9:20	9:30	12:00 PM	12:30 PM	12:45 PM
76886	SHARAT CHANDRAN	DR. SATISH KOUL	9:30	9:35	11:20 AM	2:15 PM	2:30 PM
179021	RINKI	DR. SATISH KOUL	9:19	9:25	1:00 PM	2:43 PM	3:30 PM
178905	ROHIT KUMAR	DR. SATISH KOUL	9:17	9:20	11:20 AM	3:30 PM	3:40 PM
178976	SONIA DEVI	DR. TARUN JHAMB	11:00	11:10	11:55 AM	4:40 PM	4:45 PM
178213	SUNITA DEVI	DR. RITU SETHI	10:00	10:10	1:40 PM	4:55 PM	5:15 PM
127380	DEEPAK	DR. ASHISH VASHISHTH	13:37	13:40	2:00 PM	6:00 PM	6:15 PM
123988	RUCHI CHAKRABORTY	DR. RITU SETHI	10:20	10:30	11:15 AM	2:18 PM	3:00 PM
178225	ANKIT SINGLA	DR. TARUN JHAMB	10:38	10:45	12:30 PM	5:00PM	5:15 PM
174176	JITENDER SINGH	DR. RAJIV GOEL	9:28	11:17	4:30 PM	6:02 PM	6:50PM
174488	SEEMA SEHDEV	DR. AMITA SHAH	17:15	17:20	5:40 PM	6:20 PM	6:25 PM
178226	RATIRAM GUPTA	DR. TARUN JHAMB	13:25	13:30	2:00 PM	7:15 PM	7:35 PM
174880	JAMEELAH	DR.SHARAN CHOUDHARY	14:27	14:30	8:30 PM	11:45 PM	11:50 PM

179561	GINDORI	DR. PREETI YADAV	10:19	10:20	11:45 AM	12:43 PM	1:15 PM
179581	FANIL MAHATO	SATISH KOUL	10:57	11:03	11:45 AM	3:40 PM	4:40 PM
179407	SUSHMA RANI	DR. PREM CHAND	9:38	9:50	12:30 PM	4:20 PM	4:45 PM
179016	REENA TANEJA	DR. PARUL CHOPRA	15:50	15:55	5:50 PM	6:30 PM	6:45PM
178791	SURESH CHANDRA	DR. AVNEESH HASIZA	9:30	9:30	9:50 AM	10:50AM	11:20AM
131267	PHOOLSINGH	DR. AVNEESH HASIZA	8:40	8:44	10:10 AM	10:14AM	10:40AM
23901	SR DHAL	DR. SUNIL SINGLA	12:39	12:45	1:33 PM	1:53 PM	2:30 PM
179624	UMESH KATARIYA	DR. AMIT GUPTA	9:57	10:00	1:39 PM	14:29	2:45 PM
177509	SUSHILA DEVI	DR. PIYUSH GOEL	3:23PM	15:23	5:30PM	N/A	5:30 PM
72892	SANTOSH KATARIYA	SATISH KOUL	10:25	10:30	10:42 AM	3:30 PM	4:10 PM
179607	RACHNA MALIK	SATISH KOUL	12:16PM	10:23	12:25 PM	6:00 PM	6:10 PM
178051	ANUSHUMAN SHARMA	DR. AMITABH GHOSH	8:15	8:20	9:10 AM	10:45 AM	11:05 AM
150909	MEENA JAIN	DR. PREETI JAIN	9:34	9:45	11:00 AM	2:30 PM	3:00 PM
176840	NIRUPAMA PATRA	DR. DINESH KUMAR	10:02	10:08	1:30 PM	2:30 PM	3:40 PM
140085	DHARMENDRA KUMAR	DR. AAYUSH DHINGRA	9:34	9:40	1:45 PM	3:27 PM	4:00 PM
178032	SAMATOLA DEVI	DR.ASHISH PITALE	9:53	10:00	11:19	4:33 PM	4:55 PM
174667	GAURAV GUPTA	DR. RAJEEV GOEL	9:28	9:35	3:15 PM	4:45 PM	5:10 PM
178017	RAJESH KUMAR	DR SATISH KOUL	7:42	7:45	8:00 AM	9:00 AM	10:00 AM
12910	SAVITRI DEVI	DR JAYANT ARORA	11:40	11:44	12:34 PM	3:42 PM	4:30 PM
177878	SUSHILA KHATANA	DR SATISH KOUL	9:30	9:45	11:30 AM	5:45 PM	6:00 PM
66654	SHWETA DHANUKA	DR TARUN JHAMB	1:47PM	13:50	6:05 PM	6:24 PM	6:45 PM
172926	URMILA DEVI	DR RAJIV GOEL	12:12	12:12PM	12:30 PM	2:15PM	2:45PM
178307	PARVEEN CHAHAL	DR AMITABHA GHOSH	9:00	9:05	9:30 AM	10:50 AM	11:05 AM
178497	KUSUM JAIN	DR TARUN JHAMB	9:30	3:35	10:00 AM	11:10 AM	11:45 AM
178064	LOKESH MULTANI	DR PREM CHAND	10:05	10:10	11:00 AM	12:05 PM	12:30 PM
178425	AMIT REWARI	DR ASHISH PITALE	9:45	9:50	10:30 AM	12:10 PM	12:30 PM
177904	DHURV GAUTAM	DR AYUSH DHINGRA	9:30	9:30	11:30AM	12:40PM	2:00PM
172215	DILPREET DUA	DR ANIL KUMAR DHAR	11:04	11:15	2:10 PM	5:30 PM	5:35PM
168288	SAKSHI GUPTA	DR PARUL CHOPRA BUTTAN	11:07	11:20	12:00 PM	5:10PM	5:15PM
178468	LAXMI DEVI	DR AMITABHA GHOSH	10:19	10:30	2:35 PM	3:50PM	4:00PM
178397	SURESH DUREJA	DR SUNIL SINGLA	9:08	9:20	1:30 PM	5:25PM	5:45PM
178440	DIVESH RANA	DR AASHUTOSH SONIYA	18:22	18:30	6:35 PM	10:10PM	10:22PM
178452	SUDIP KUMAR	DR SATISH KOUL	9:39	9:45	11:00 AM	11:00 AM	11:15AM
178580	B/O BABITA RANI	DR MAMTA SHARMA	10:11	10:20	11:30 AM	1:41 PM	2:00PM
178042	BABITA RANI	DR AMITA SHAH	9:52	10:00	10:35 AM	2:08 PM	2:15 PM
43890	RAMYA K	DR NARENDRA SHARMA	9:18	9:25	12:00 PM	2:30PM	3:00PM
178588	TANIMA SHRIVASTAVA	DR AMITA SHAH	11:33	11:40	2:30 PM	4:36PM	4:45 PM
178408	RAKESH KUMAR	DR RAKESH KUMAR	12:41	12:45	12:53 PM	3:00PM	3:30PM
178114	P S GUPTA	DR SATISH KOUL	10:01	10:09	1:30 PM	5:56PM	6:15PM
145280	SONIA	DR SATISH KOUL	13:10	13:10	6:30 PM	7:10PM	7:20PM
179383	B/O CHAYYA BISHT	DR. RAHUL YADAV	9:53	9:53	12:45PM	2:20 PM	2:30 PM
26189	NIRMAL SINGLA	DR. MRIGANKA SHARMA	11:25	11:30	11:40 AM	3:56PM	4:10PM

177265	DAYA CHAND	DR. AMITABH GHOSH	9:36	9:36	10:13 AM	10:45 AM	11:15 AM
78526	PAWAN	DR. AMITABH GHOSH	9:15	9:15	10:13 AM	12:30 PM	1:10 PM
162474	MITILESH	DR. AAYUSH DHINGRA	9:30	9:30	11:17 AM	13:00	1:15 PM
179381	BABY OF CHAYA BISHT	DR. RAHUL YADAV	9:55	12:35	12:45 PM	2:20 PM	2:30 PM
179322	ALI ADNAN QUADAR	DR. MRIGANKA SHARMA	11:44	11:44	12:45 PM	1:00 PM	1:20 PM
54263	RANJEET TIZORI	DR. SATISH KOUL	10:38	10:38	1:35 PM	2:55 PM	3:20 PM
179271	SUNIL KUMAR	DR. SATISH KOUL	10:35	10:35	1:10 PM	3:10 PM	3:45 PM
179362	BABLI	DR. SATISH KOUL	10:41	10:41	12:30 PM	3:00 PM	3:33 PM
26189	NIRMAL SINGH	DR. MRIGANKA SHARMA	11:21	11:27	11:35 AM	3:56 PM	4:15 PM
41839	PRITI RAO	DR. SATISH KOUL	10:35	10:35	11:17 AM	3:55 PM	4:10 PM
176581	ASHWINI AWASTHI	DR. RAJEEV GOEL	8:55	8:55	9:30 AM	10:40 AM	10:45 AM
178503	POONAM	DR. AMITABH GHOSH	8:18	8:18	9:15 AM	11:30 AM	11:35 AM
178090	BABY OF MEENAKSHI	DR. MAMTA SHARMA	9:30	9:30	10:46 AM	11:40 AM	11:50 AM
136263	NAVJOT MEENA	DR. RAJEEV GOEL	8:50	8:50	9:51 AM	12:45 PM	1:00 PM
178031	SATYAPAL	DR. SANJAT CHIWANE	11:05	11:05AM	11:15AM	1:00 PM	1:15 PM
178034	MEERA GUPTA	DR. AMIT	10:35	10:55AM	11:23 AM	1:35 PM	2:00 PM
177947	B/O MEGHA VERMA	DR. BARKHA PANDEY	8:15	8:15AM	10:20 AM	1:30 PM	1:46 PM
175985	RITA GEORGE	DR. ASHISH	10:03	10:03	12:00 PM	1:00 PM	1:30 PM
17763	SUMIT	DR. AMITABH GHOSH	9:32	9:35	10:34 AM	1:30 PM	1:35 PM
171831	DV AVADHANULU	DR. SATISH KOUL	10:10	10:10AM	11:30 AM	2:30 AM	2:40 PM
177735	AMBIKA	DR. ASHISH	10:25	10:25AM	2:04 PM	2:45 PM	2:50 PM
177698	ALKA SINGH	DR. ASHISH PITALE	13:13	13:13	1:44 PM	4:00 PM	4:30 PM
41246	PRAKASH LAL	DR. SATISH KOUL	9:58	9:58	12:05 PM	5:23 PM	6:30 PM
177479	LAYTH BADR ALI AATHI	DR. ASHISH SHRIVASTAVA	10:28	10:28	11:38 AM	7:45 PM	8:40 PM
62091	SANTOSH SAXENA	DR. AMITABH GHOSH	18:01	18:01	7:10 PM	7:44 PM	8:10 PM
173342	PUNIT KUMAR	DR. AMITABH GHOSH	8:25	8:37	11:00 AM	8:23 PM	8:40 PM
82775	VINEET BHAJANKA	DR. RAJIV GOEL	9:06	9:53	12:00 PM	2:00 PM	2:30 PM
178343	JIVESH GUPTA	DR. PREM CHAND	9:40	9:45	11:23 AM	2:30 PM	2:55 PM
177436	JASHAN DEEP KAUR	DR. PARUL CHOPRA	9:53	9:55	10:45 AM	10:50 AM	11:15 AM
9600	ESTER JACOB	DR. RAKESH KUMAR	8:45	8:47	10:45	2:00 PM	2:15 PM
178274	PRAMOD KUMARI	DR. PREM CHAND	10:45	10:47	11:30 AM	11:52 AM	12:45 PM
177345	RITU	PARUL CHOPRA	9:49	9:50	11:30 AM	12:17 PM	12:50 PM
131939	BABITA	DR. SATISH KOUL	12:53	12:53	1:30 PM	4:30 PM	4:38 PM
133360	KASHISH SINGLA	DR. SATISH KOUL	10:20	10:20	1:20 PM	5:30 PM	5:45 PM
179449	BHASKAR	DR. RAHUL	8:30	10:30	11:09 AM	4:30 PM	5:00 PM
122359	HEMLATA SHARMA	DR. SWAPNIL SINGH	11:21	11:21	12:57 PM	5:45 PM	6:00 PM
179347	MOHINDER SINGH	DR.VIBHOR SINGHAL	13:21	13:22	3:40 PM	8:10 PM	8:25 PM
158212	RISHABH SHOKHANDA	DR. VIBHOR SINGHAL	9:02	9:02	12:00 PM	12:45 PM	1:15 PM
178262	B/O RITU	DR. BARKHA PANDEY	9:23	9:23	12:00 PM	12:40 PM	1:34 PM
177188	SHALINI	DR AMIT SHAH	10:02	10:02	10:15 AM	10:45 AM	11:05 AM
69231	RISHABH MARWAH	DR. AVNEESH HASIZA	9:00	9:00	10:00 AM	3:25 PM	3:45 PM
178020	SHIVAM SINGH	DR. BARKHA PANDEY	9:30	10:53	1:10 PM	4:00 PM	4:30 PM

178339	MANAN	DR. KAPIL	7:52	10:00	1:10 PM	3:00 PM	3:30 PM
178100	RAHUL SHRIVASTAVA	DR. PIYUSH GOEL	13:15	13:15	4:35 PM	5:50 PM	6:00 PM
119872	ABHIJEET KUMAR	DR. KIRAN MELKHOTE	10:34	10:44	11:40 AM	3:15 PM	3:20 PM
145280	SONIA	DR. SATISH KAUL	13:10	13:10	6:30 PM	7:10 PM	7:20 PM
162474	MITLESH	DR. AYUSH DHINGRA	9:30	9:30	11:00 AM	1:00 PM	1:00 PM
179383	B/O CHHAYA	DR. RAHUL YADAV	9:53	9:53	12:45 PM	2:15 PM	2:30 PM
26189	NIRMAL	DR. MRIGANK	11:27	11:27	11:40 AM	3:56 PM	4:14 PM
13189	BABITA	DR. TARUN	9:52	9:52	1:30 PM	4:30 PM	4:38 PM
179449	BHASKAR	DR. RAHUL	10:30	10:30	11:09 AM	4:30 PM	4:38 PM
122359	HEMLATA	DR. RICHA	9:44	11:21	12:45 PM	5:45 PM	6:00 PM
177265	DAYA	DR. AMITABH	9:36	9:36	10:13 AM	10:45 AM	11:15 AM
151465	ATERET	DR. AYUSH	17:45	17:50	10:55 AM	11:20 AM	11:40 AM
78526	PAWAN	DR. AMITABH	9:15	9:15	10:13 AM	12:30 AM	1:11 PM
71431	DHARMA PAL	DR. SATISH KAUL	9:54	9:54	10:52 AM	1:00 PM	1:20 PM
178527	DEEPENDRA	DR. SANJAT	10:05	10:05	10:20 AM	10:27 AM	10:35 AM
178607	CHAITHRA	DR. SUNIL	10:20	10:23	11:00 AM	2:25 PM	2:35 PM
178439	PARVEEN	DR. SATISH KAUL	10:01	10:01	11:34 AM	2:35 PM	3:00 PM
103193	O.P. SHARMA	DR. AMIT GUPTA	10:24	11:45	12:10 PM	12:40 PM	6:25 PM
108891	POONAM	DR. RAKESH	11:04	11:04	12:30 PM	4:15 PM	4:36 PM
178482	BAJRANG	DR. RAKESH	11:14	11:14	12:30 PM	16:45:00	4:55 PM
178050	SANJAY	DR. AMITABHA GHOSH	9:30	9:30	10:50 AM	2:30 PM	2:40 PM
174509	PARVEEN	DR. MOHIT	15:36	15:36	15:40	5:15 PM	5:18 PM

YES
NO
DON'T KNOW

NO	33	3.98%
DONT KNOW	41	4.94%
TOTAL	829	

NO	4	0.69%
DON'T KNOW	122	21.18%
TOTAL	576	

NO	4	1.58%
DON'T KNOW	28	11.11%
TOTAL	252	

NO	0	0%
DON'T KNOW	4	3.57%
TOTAL	112	

NO	0	0%
DON'T KNOW	3	2.77%
TOTAL	108	

