

VISION AND VALUES— The institute is governed under the guiding principles of providing affordable medical services to patients with care ,compassion and commitment.

MISSION— Our mission is to deliver world class healthcare by creating institutes of excellence in integrated medical care, teaching and research. We inspire to create an ethical and safe environment to treat all with respect and dignity.

Medanta – The Medicity is one of India's largest multi-super specialty institutes located in Gurgaon, a bustling town in the National Capital Region .Spread across 43 acres, the institute includes a research center, medical and nursing school. It has 1250 beds and over 350 critical care beds with 45 operation theatres catering to over 20 specialties.

OBJECTIVE- To determine the loss suffered by the hospital by the non billing of the various procedures in IPD and OPD.

STUDY TYPE— Analytical

STUDY AREAS

OPD

Definition— revenue loss where patient is not undertaking the prescribed procedure .

- OP investigations— MRI prescriptions

Sample size— 30 MRI prescriptions .

Methodology—

- Random selection of prescriptions for 30 MRI prescribed.
- MRI prescriptions were thenverified from the OP investigation data stored in Hospital information system.

Observation—

- 22 returned back for MRI—no revenue loss.
- 8 didn't returned back for MRI—revenue loss . 2 answered for long waiting time as the reason, 4 said due to distance , 2 didn't answer.
- Revenue loss per year—0.7– 2 crore.

IPD

Definition— revenue loss occurred to hospital due to the non billing for various procedure .

- ICU Bedside procedure (e.g.
- IP point care tests / Echo (e.g.
- ICU equipment (e.g.

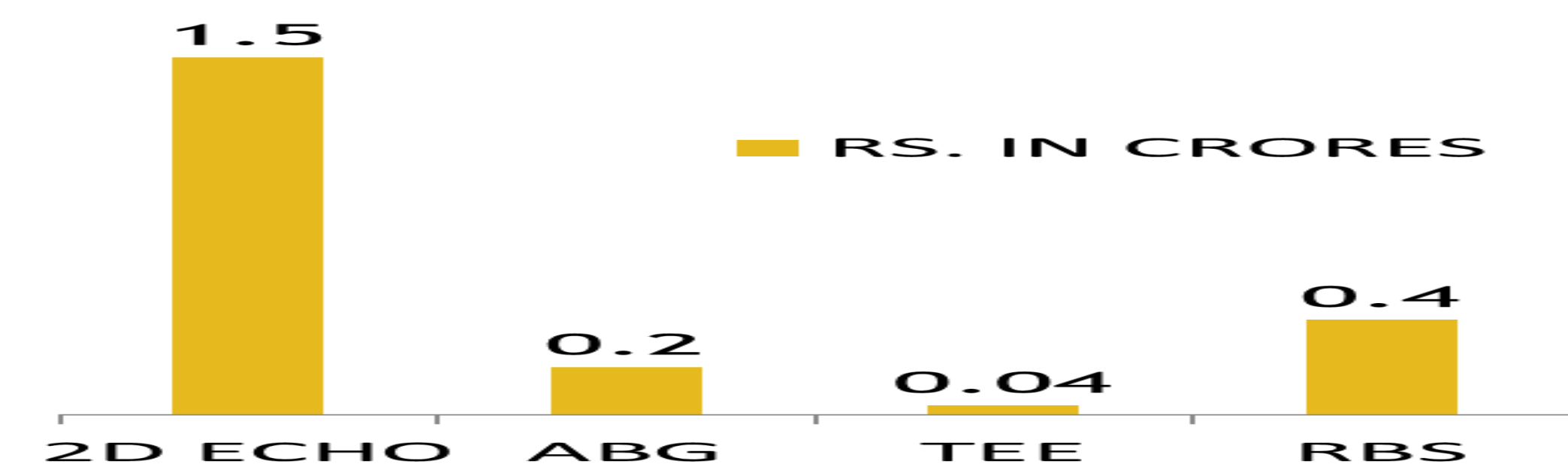
Sample size—50 discharge files .

Methodology—

- 50 discharge files audited.
- Number of procedures were recorded.
- Payment of the recorded procedures were verified with the bills.

Observation—

- Major revenue leakage was found in 2D echo , ABG , TEE , RBS.
- ICU



Recommendations—

- Redesign the process for various service providers .
- Training of the nurses.
- Consumables +services → automatic prompt in the system.
- Periodic audits, compliance daily/ weekly.

