

	POLICY	DELIVERY OF DIGITAL RECORDS TO PATIENTS		
	NABH Reference:	AAC		
	Issue Date :	Jun 2022	Review Date:	As req
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POLICY ON DELIVERY OF DIGITAL RECORDS

1. PURPOSE

To ensure that the process for providing Digital Information to patients especially Discharge summaries is defined and standardised.

2. DEFINITIONS AND ABBREVIATIONS

IPD – In Patient Department

3. RESPONSIBILITY

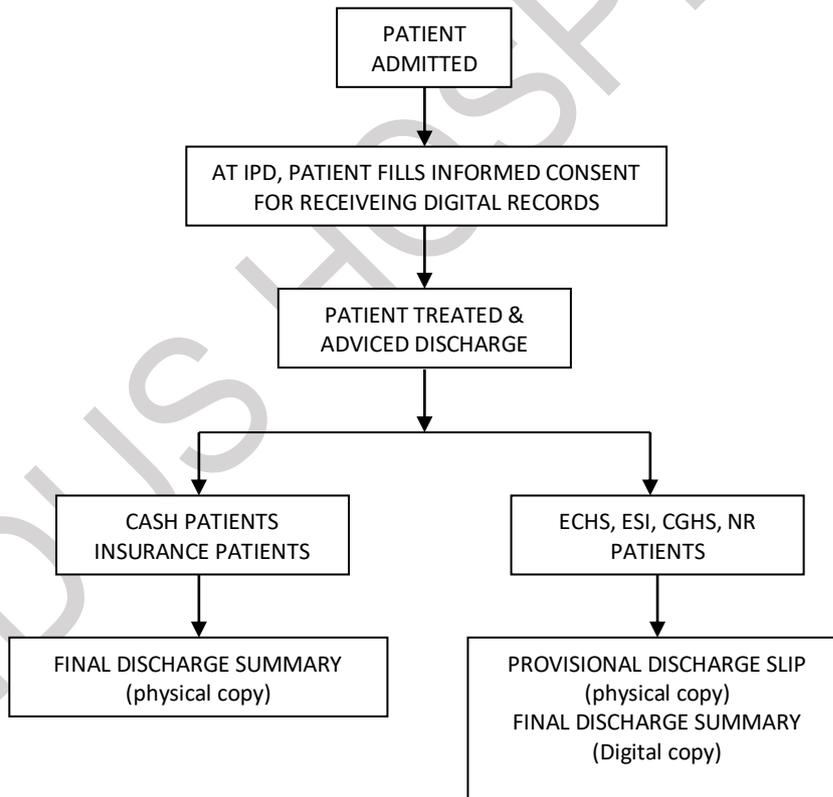
Medical Officers, MRD & Billing

4. SCOPE

All Inpatients

5. POLICY

Indus Hospital has a defined policy on Digital Data dissemination to patients



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6. PROCEDURE(S)

INDUS Hospital has a standardised policy enabling patients to receive Digital Records, the endeavour being moving towards a paperless Organisation.

As part of the initiative towards Digitisation of Hospital, various procedures are being streamlined.

- Providing Diagnostic Reports to OPD patients through WhatsApp
- Hospital has also developed provision for accessing the patient records from our websites, depending on whether the patient has opted/consented for the same.
- Providing the patient with a Provisional Discharge Slip at the time of Discharge followed by a Final Digital Discharge Summary to decrease the Discharge time and to fast track the Discharge process reducing patient waiting time.

The Provisional Discharge Slip at the time of Discharge is a brief summary mainly stating the post discharge medications, care, important contact numbers and drug-drug reactions etc and Final Detailed Discharge summary which is detailed Summary will be sent through Digital Platform. As an additional benefit, the patient can comfortably take out prints or refer to the summary at any time as per his/her ease without fear of losing the same.

6.1 To implement this, the following has been standardised

6.1.1 Categories receiving only the Final Discharge Summary (PHYSICAL HARD COPY) since they might need to present the final hard copy for re-imburement etc.

- **ALL CASH PATIENTS**
- **INSURANCE PATIENTS**

These patients are also given choice to request for a Digital Copy

6.1.2 Categories receiving both the Provisional Discharge Slip (PHYSICAL HARD COPY) and the Final Discharge Summary (DIGITAL THROUGH WHATSAPP)

- **REST OF THE CATEGORIES**

6.1.3 INFORMED CONSENT endorsed by patient / relatives – ANNEXURE 1

6.1.4 PROVISIONAL DISCHARGE SLIP FORMAT - ANNEXURE 2

6.1.5 PERSONS AUTHORISED to send the DIGITAL DISCHARGE SUMMARY -- ANNEXURE 3

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ANNEXURE 1- Informed Consent form for Delivery of Digital Records to Patients

PATIENT LABEL



INFORMED CONSENT FOR DELIVERY OF DIGITAL RECORDS TO PATIENTS

Date:	Diagnosis:	Room /Ward No:	Bed NO:
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I _____ (PATIENT NAME), give my full consent to receive digital records, data and information as listed below to the extent permitted by law.

Digital copies can include:

- Diagnostic Reports
- Discharge Summary
- Disease specific Literature
- Other information ,that may be beneficial for Patient

I have been explained in the language known and understood by me the BENEFITS of providing data in digital format.

- Reduce turnaround time for discharge of patient
- Digital documents are more permanent than paper documents
- Move towards increased paperless documentation
- Digital discharges summaries and Diagnostic reports can also be accessed from the website

I have also been explained that it is my Obligation to provide a Valid Whatsapp Number and also immediately notify the hospital of any change in the Whatsapp Number on # >>>>

Patient/Substitute Decision Maker :	Witness:	Interpreter(If applicable)
Name:	Name:	
Signature:	Signature:	
Date:	Date:	

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ANNEXURE 2 – PROVISIONAL DISCHARGE SLIP FORMAT

The Provisional Discharge Slip will include the following heads

- Patient Information
- Admission Details
- Discharge Details
- Primary Diagnosis
- Discharge Diagnosis
- Co morbidities
- Chief Complaints
- History of Present Illness
- On examination (At Admission)
- Condition at Discharge
- Discharge Instructions and Medications
- Interactions
- Advised
- Follow Up Appointments
- Special Needs
- Instructions

ANNEXURE 3 – PERSONS AUTHORISED to send the DIGITAL DISCHARGE SUMMARY

Following Employees from Billing are authorised to forward the Digital Final Discharge Summary to the patient.

INDUS INTERNATIONA HOSPITAL

- ECHS -- Dr. Queen (AGM) /Mr. Rahul Goyal (Billing Executive.)
- ESI/NR -- Ms. Sukhwinder Kaur (Billing Executive)
- TPA -- Mr.Rakesh Kumar (TPA coordinator)

INDUS Super Speciality Hospital

- ESI/TPA -- Dr. Mandeep singh (ESI & INSURANCE Billing Manager – Medical Officer)
Dr. Vinish Narula (GM)
- ECHS -- Dr.Rahul (ECHS Billing Manager – Medical Officer)
Ms.Divender (Billing Ex.)

INDUS HOSPITAL (3B2)

- CGHS/TPA/SCL - Dr. Haram khan(ESI & INSURANCE Billing Manager-Medical officer)
- CGHS/TPA/SCL - Ms. Bhupinder Singh (Billing Executive IH)

INDUS Mehndiratta Hospital

- ESI/ECHS - Dr. Rajan Sharma (AGM)

INDUS FATEHGARH SAHIB HOSPITAL

- ESI – Dr. Mandeep Singh (ESI & INSURANCE Billing Manager – Medical Officer)
Dr. Vinish Narula (GM).
- ECHS – Dr.Rahul (ECHS Billing Manager-Medical ISSH)
Ms.Divender (Billing Ex.)

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HEALTHSURE HOSPITAL:

- ESI/ECHS- Dr. Aarti sharma (Corporate billing manager –Medical officer)

In addition to the Digital Final Discharge Summary (DFDS), the following two documents will also be sent to the Patient .

- Disease related Information.
- Re-visit Information and appointment scheduling.

7. IMPLEMENTATION

Medical Officers and Billing

8. POLICY CROSSLINKAGES

Nil

9. ATTACHMENTS

Nil

INDUS HOSPITAL

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