

**OFFICE OF THE MEDICAL
SUPERINTENDENT ACHARYASHREE
BHIKSHU GOVERNMENT HOSPITAL
MOTI NAGAR, NEW DELHI – 110015.**

Particulars of Organization,
functions and duties(Section
4(1)(b)(i))

Manual – 4

Norms set for discharge of functions :-

1. Patient examination, investigation and treatment in Casualty, indoor and Medico-legal/ Medical Board as per standard protocols laid down in medical text books.
2. MRD- as per annexure enclosed.
3. Purchase Section : As per the Rules laid down in GFR
4. Planning Section : As per the requirements.
5. Audit Section : As per the requirements
6. Clinical meetings : CME/ Seminars/ Conferences/ Training Sessions are organized at regular intervals and rare and interesting cases are discussed among faculty members including resident doctors.

The norms set for various departments of Lok Nayak Hospital are as under :

OPD			
S. No.	Activity	Time frame/Norm	Standard/Remarks
1.	OPD activities a) Medical OPD b) Surgery OPD c) Orthopedics OPD d) Pediatric Medicine OPD e) Dental OPD f) E.N.T. OPD g) Skin OPD h) Gynae OPD i) Aayurvedic OPD j) P.A.C. k) Special Clinic l) Homeopathic OPD m) Unani OPD n) *Sunday Clinic (Senior citizens)	All OPD run from Monday to Friday between 8.00 AM to 1.00 PM except on Saturday 8.00 AM to 12.00 AM The registration run from Monday to Friday 7.30 AM to 12.00 PM except on Saturday 7.30 AM to 11.00 AM Special clinics run between 1.30 PM to 2.30 PM *9.00 AM to 12.00 AM	
2.	Pharmacy	5 minutes for each	

3.	Centralized Blood Collection For Pathology dept. For Bio chemistry dept.	patient	350 to 450 samples are taken each day.
4.	Grievances redressal officer/Nodal Officer (OPD)		Grievances are looked into and addressed immediately

BIRTH AND DEATH CERTIFICATE

All the Births & Deaths occurring in ABG Hospital are duly registered with the Sub Registrar, Birth & Death, MCD, City Zone.

Procedure

The Birth & Death report forms are filled in the Ward/Nursery/OT by the doctor of the case. These forms are forwarded to the MRD, where all the forms are compiled and information is sent ONLINE (through Internet) to MCD.

Reference Numbers:

Reference numbers are generated by the computer and are unique for each Birth/Death registered.

The patient/authorized attendant are required to get their reference numbers for obtaining the corresponding certificate from MCD.

Please Note: The certificates are issued by Sub Registrar, Birth & Death, MCD City Zone and has to be collected from them only.

Time Frame: The forms are sent within 21 days of the event and at the earliest possible.

Contact:

For collection of reference Number/verifying of details of particulars/ attestation of report sent.
Medical Record Officer
IIIrd floor, Room No.-305,
Medical Record Department,
PH: 011-25423011

FAQ: -

Q. What are the errors in Birth & Death certificate and how can they be prevented?

Ans. There can be errors in spelling of name, Age, Sex, Date of Birth/Death.
To avoid these errors;

- Please give all your particulars correctly (specially spell out the name) at the time of registration
- Patient/Authorized attendant must verify from the doctor/Ward Staff the particulars recorded on their case sheet/Birth & Death form and any error, if observed, should be brought to the notice of doctor for necessary correction.
- Patient can also visit Medical Record Department and contact Medical Record Officer to check the details being sent/already sent.

Q. What is the process for corrections?

Ans. Please see CORRECTION of Birth & Death Certificate.

CORRECTIONS IN BIRTH & DEATH CERTIFICATE/ MEDICAL RECORDS

For the corrections in the medical records of any errors in the particulars recorded like errors in spelling of the names of the Patient/Father/Husband/Mother, Sex or Date of Birth/Death, which may occur, at the time of registration or at the time of filling up of form.

Procedure: - for correcting errors in certificate/ medical records, the application is to be submitted by the applicant in MRD.

Documents to be enclosed with application: -

1. Affidavit in favor of the desired correction duly sworn in by the applicant & attested by the NOTARY.
2. Two Proof of residence from any of the following: -
 - a. Ration Card.
 - b. Voter's I Card.
 - c. Driving License.
 - d. Service I Card.
 - e. Passport
3. Copy of Birth & Death certificate issued by MCD.
4. In case of MLC Death, NO OBJECTION CERTIFICATE from the police, the report of handing over the dead body to the attendant and affidavit from the SDM.

Fee: - No fee is charged.

Time frame: - The correction is done after scrutiny of documents within 7-10 days and the letter is sent to MCD. The final corrected certificate of Birth & Death is issued by MCD.

Contact/Status Inquiry: - IIIrd floor, Room No.-305,
Medical Record Department,
PH: 011-25423011

FAQ

Q. Can these error be prevented?

Ans. Yes, the patient/Attendant should provide correct particulars and spell out the names correctly at the time of registration and subsequently should verify the same on the case sheet of Admission Summary and also at the time of filling up of forms by doctors.

REIMBURSEMENT OF MEDICAL CLAIM FOR DGEHS BENEFICIARIES

This claim is towards re-imbursement of the expenses, on indoor/outdoor treatment, on medicines, diagnostic tests, room charges etc. incurred by the claimant, on the prescription of the AMA.

Procedure: -

The application form along with following documents are to be submitted directly by the applicant in R&I Branch of Room No. 304 :-

1. Revised Medical form for reimbursement.
2. Modified check list.
3. Bill summary.
4. Treatment summary form.
5. Dependency Certificate.
6. Copy of DGEHS card.

Time frame:

The bills are processed for counter signature & are sent back to the applicant within 7-10 days.

Shortcomings observed in scrutiny and processing, are communicated to the applicant for the needful.

Contact/Status Inquiry: - Dealing Assistant (DGEHS)
Establishment Branch,
IIIrd floor, Room No.-304

For Suggestions/Grievance: - Please contact any of the following officers.
Dr. Diwakar, CMO(SAG)
(Nodal Officer DGEHS),
IIInd floor, Room No.-212,

FAQ

Q. Can there be any deduction in my Medical claim?

Ans. Yes, as per the essentiality of the medicine / tests and the ceilings thereupon if any, as per relevant acts & rules & various orders issued from time to time.

APPLICATION UNDER RIGHT TO INFORMATION ACT.

Patients or other members of public can seek various types of information, like, copy of case record, copy of discharge slip, death form etc under RIGHT TO INFORMATION ACT.

Procedure: - The Application, in the prescribed format is to be submitted to the PRO, available in the OPD Enquiry. The application should carry the reference numbers – CR number etc & should also be duly signed by the applicant seeking the information. PRO offers all the possible assistance in filing up of the application form.

Fee :- Rs. 10/- is charged for the first page and Rs. 2/- per page for additional pages.

Time frame: - Requisite information is provided within maximum of 30 days.

Contact/Status Inquiry: - Public Information Officer
Dr. Diwakar, CMO(SAG)

FAQ

Q. Can I get the copy of Medical record?

Ans. Can be given to patient's own request.

Q. Can I get the copy of MLC record?

Ans. Can be given to patient only.

Q. Can I get records of any other person?

Ans. No, the records of patients are confidential and provided only to the patient or his /her duly authorized attendant.

Q. Can the information be denied?

Ans. Yes, if the competent authority decides so. The reasons for not providing the information are duly communicated in writing.

Correction in Birth& Death/any wrong entry in the certificate/Admission summary sheets of the hospital.

1.	Application for correction received in MRD, diary the case by diarist and Dak Pad put up to MO I/C for marking then hand over to the dealing assistant.	One day	Remarks
2.	Necessary documents required from applicants.	Two days	Time may vary for supply of documents
3.	PUC along with complete papers entered in the register and sent it to record keeper for retrieval of the case sheet both MLC and Non-MLC.	Two days	
4.	Record keeper hands over the case sheet to the Dealing Asstt with complete papers.	Two days	
5.	Dealing Asstt puts up case to MO I/C for perusal and signature.	Four days	
6.	Correction letter dispatched to Sub-Registrar Birth & Death City Zone,(MCD) with a copy to applicant.	One Week	
7.	The case sheet along with papers returned back to the record keeper	One day	Case sheet deposited back to record room

Photocopy of Case-Sheet/any other document under RTI.

1.	Application on prescribed proforma Received by PRO and deposition of application fee (PRO sends the file to MRD.)	1 day		Remarks
2.	Diary the file and MRO marks it to DA	3 hrs-day	Diary No. issued with date of receipt.	
3.	DA after scrutiny gives particulars of the desired document to concerned official for retrieval	1 day	Duly entered in register.	
4.	MRO issues instructions to DA for photocopying the desired document.	Next-day	In case of MLC cases, the opinion of Director (Admn) is taken if the applicant is not the patient himself/her self or any authorized person. It may take additional 1-3 days.	
5.	Photocopying of desired document and places it before	Same day		

	MRO.			
6.	MRO issues instructions to DA to send papers to PRO with photocopy of the document.	Next-day	The original document is returned back to concerned official for placing it in record room.	
7.	PRO Counts the no of photocopied papers and gets its fee per page deposited.	2 hr.	Time depends on the deposition of fee by applicant.	
8.	The photocopy of the desired document is collected by applicant.	2-3 hours	Delivery time depends when the applicant comes for collection of photocopied documents.	

Department of Pharmacy

S.No.	Activity	Time frame/Norm	Standard/Remarks
1.	Make/prepare the weekly indent on separate indent books (General/special Medicines) and enter in stock register which are received.	1 hour	
2.	Distribute the indented medicines to the patients against OPD card and special Drug form.	4 hours	
3.	The special drug forms are tagged and marked serial numbers on the SDF.	1 hour	
4.	The General medicines are distributed against OPD cards and registration no of the cards noted against the medicine issued.	4 hours	
5.	The special drug forms are tagged and maintain the accounts of medicines issued against the same.	1½ hours	
6.	After maintaining the accounts of medicines (General-Special), the issued medicines are deducted from the stock register.	1 hour	
7.	Stock verification.	½ hour	

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TIME LIMIT

OPD			Emergency		
1	Registration	3-5 minutes	1	The patient comes in casualty	
2	Doctor will attend to the patient	5-10 minutes	2	He is either treated by the CMO on duty and disposed off or is referred to the concerned Specialist on Duty.	5 – 10 minutes
3	Will either give a prescription or advice investigations to confirm the diagnosis	5-10 minutes	3	The patient is thereafter examined by the concerned specialist and is provided the requisite treatment.	10-15 minutes
4	If the patient needs to be admitted, he/she admitted, he/she is sent to indoor/emergency unit, otherwise he is sent back and is asked to return with the investigation report for further treatment	10-15 minutes	4	If the patient is serious and requires admission he is admitted accordingly. In case the patient needs to be operated, he/she is sent to the Emergency OT for Operation.	10-30 minutes
5	Pharmacy counter	10-15 minutes	5	Referred to higher center if facility for treatment not available after stabilizing the patients	10-15 minutes