

In-patient Process

▼ Registration & Admission

- ▼ Same form for registration & admission
 - If referral source, get the details from Prospects data
 - Can admit with delay of max 24 hours. No future admission.
- ▼ Use pre-numbered case sheets
 - Change from Daycare to Case sheet & vice versa as per the need
- Tariff: Cash (self-pay), Insurance, Finance
- ▼ Ward & Bed - Upgrade allowed & Downgrade with approval; with automatic change of service prices with change of ward
 - Transfers between hospitals
 - Impacts - changes status as Admitted for Prospects and Birth Cohort Tracker reports
- ▼ If delivery, services provided to baby also to be available
 - Time of delivery of baby can't be before time of admission

▼ Booking doctors

- ▼ Forcing user to book required minimum doctors for each procedure
 - Subject to doctor specialisation and attached to hospitals
 - Book doctors; for services that are not procedures, admitting doctor can be default but can be changed by users
- ▼ If non-delivery, payment to doctors based on booking here
 - If delivery, payment divided among doctors. Exceptions exist
- Doctor payment at hospital only up on the booking of doctor for procedure
- Post payment to doctor by hospital, changes not allowed

▼ Credit / Finance

- Credit approval by CO
- Service cost based on Credit agency, ward, & hospital
- If total service cost is over credit approval, taking cash advance possible
- If credit approval not received, change from credit to cash

▼ Taking Advances

- Take advance & provide receipt
- Advance can be taken only by user who has opened counter.
- ▼ Cash / Card / Online / UPI allowed.
 - Card integration with billing system - should be possible at future date.
 - Generation of QR code for receiving required payment should be possible at future date.
- Advance is only cash and not revenue
- **CO user having facility to transfer advance of one customer to another (due to wrong entry by branch)**
- Report on low advance collection (below 40%)

▼ Birth Registration Details

- Required details
- Baby details also needed

▼ Services booking

- Easy selection of customer for booking services
- ▼ Service booking possible only after customer paid advance
 - Delivery admission - Rs.10,000
 - Others - Rs.2000
 - We should be able to configure this minimum amount.
- # customers waiting for delivery
- # Delay in service booking/ Report
- Service booking receipt for laboratory / USG
- Cancellation of service booked only on approval
- Service prices depend on hospital & tariff
- ▼ Service booking for baby, but options open for
 - Combined bill normally
 - Separate bill for mother and baby if customer wants to claim - without admitting the baby
- If deliveries, extra days at discretion of hospital. For others, LOS to be matched with days allowed for services booked based on physical discharge date & time

▼ Discharge summary

- Provision to enter results for lab tests prescribed
- Provision to enter the medicines dispensed during stay
- Transactions for discharge summary collected while customer is in admission.
- Some sections entered before discharge.
- ▼ Printing drafts possible till marked final
 - Marking final mandatory before system discharge and final bill.
 - Once marked final, printing allowed till 10 min. CO user can allow reprint - but permission should expire in predefined time.
- Print on A4 size letter head with small logo.
- Live Birth Report also printed with Discharge Summary for delivery services
- ▼ Facility to change name of customer (where needed) with permission from CO
 - No more changes once month is closed

▼ Quality parameters for delivery

- Provision for entry based on form
- Some items common between birth registration, discharge summary and quality parameters

▼ Discharge & Final Bill

- Discharge without refund (amount transferred to wallet)
- ▼ Before discharge, prompt user to check name with Aadhaar card.
 - Probably not needed if ABDM compliant. Check!
- ▼ Discounts - 3 routes
 - Request from hospitals & approval from CO
 - Coupon generated by system and assigned to customer. Presented by customer
 - Directly from Corporate Office
- ▼ Only if (i) advance is equal to or more than service value, (ii) doctors are allocated as needed, (iii) all days accounted for, (iv) discharge summary ready, (v) birth registration details taken for delivery.
 - Alert: Conditions met even if no service booked or very small value service booked! Need to solve this. Current software solved this.
- Detailed IP Final bill on A4 size stationery.

- Reprints without water mark of "Duplicate" allowed till 10 mins of generating Final Bill.
- Later reprint allowed only with permission of CO user.
- Refund receipt separately to be printed before final discharge if customer eligible for refund
- ▼ No change in any detail once final bill is generated at hospital level
 - Name change can be done by CO user
 - No further changes once the month is locked
- ▼ **Extra collection or service cancellations by debit and credit notes where possible.**
 - **Followed by refund receipt where needed.**
- Revenue booked on date of bill. Any changes only will reflect on the date of change.
- Each time a bill is printed, it is two copies (one for customer, one for records).
- ▼ Scan & Upload case sheet post discharge
 - Facility to retrieve the case sheet when needed.
- ▼ **Registers as reports**
 - Admission Register or IPD Register
 - Discharge Register
 - Delivery Register
 - OT Register
- ▼ **Payments for IPD cases**
 - ▼ To Doctors
 - Both at hospital & from CO
 - General Surgeon, Anaesthetist, Paediatrician, Obstetrician
 - In non-delivery cases, payment to Obstetrician is 20% of net package amount after deducting gross payments to other specialists
 - To printer for case sheet
 - To Lab
 - To USG
 - To referral sources
- ▼ **Other monetary receipts for IPD cases**

- From Pharmacy

▼ **Questions we need answers for**

- ▼ Number and Revenue from each segment & service/package (ward-wise, payer wise, hospital-wise, doctor-wise and total) picture in a chosen period

- Caesarean deliveries
- Normal deliveries
- MTP related services for reporting
- Still born babies/ IUFD

▼ Overall Admissions

- Delivery admissions
- ▼ Non-delivery admissions
 - Paediatric admissions
 - Daycare admissions
 - Other procedures
- Readmissions
- # deliveries (LSCS and Normal) done during a chosen period (Billed in chosen period is included in the above point)
- ▼ From among the delivered customers, how many had:
 - Earlier delivery with us
 - Earlier ANC visits but no delivery
 - Earlier ANC visits with terminations
- Registration of delivered customers by trimester of registration
- If Caesarean sections, indications (to check clinical quality)
- Social profile of the customers
- # of customers receiving discount, amount, and % of revenue
- Private & Deluxe Room occupancy
- IP Census report as at 22:00 hrs (day-wise report), with overall occupancy %
- ▼ Control reports
 - Missing case sheets & day-care sheets
 - Admission delay; Advance collection delay; package booking delay; over stay

- # of new customers referred by IP customers
- Contribution - Case wise, Segment-wise, branch-wise and overall summary (Revenue - all payments associated with individual cases)

▼ **Other Reports**

- TDS Report - Doctor-wise, Branch-wise & Overall summary
- Revenue and Cash collected during chosen period
- Revenue by (i) cash, card, online, UPI (ii) self-paying, credit, finance
- For Insurance (credit) cases: Insurance agency, TPA, # cases, Amount sanctioned
- Statutory MTP Report for submission to DM&HO