

Medical Record Department

I. Location :

Two storey separate building of Medical Record Department and Training Centre for Medical Records, Opposite Burns, Plastic & Maxillofacial Surgery Department of this hospital. Ground floor is for main Medical Record Department and the first floor is used for the Training Centre for Medical Records of this hospital.

II. Introduction

The Medical Record Department and Training Centre for medical records of this hospital is not only maintaining Inpatient Medical Records of this hospital but it is also organizing the training centre for medical records of this hospital with various other inpatient admission services and correspondence regarding inpatient medical records. The inpatient Medical Records of this hospital is maintained for the period of ten years. Hence the services of this Department may be grouped into two wings:

- (a) Medical Record Department.
- (b) Training Centre for Medical Records.

MRD Faculty

Faculty/Staff – (MRD)

Dr. V.C. Aggarwal **SAG 26190182**

Dr. Mrs.Shobhna Gupta **CMO (MRTC) 26707453**

Mrs.SatyaVeer Devi **Medical Record Officer 26707453, 26177899**

MRD Hospital Services

Central Admitting Office (CAO):

1. Admissions of inpatients in the Central Admitting Office (CAO) of this hospital: Round the clock admission services are provided by this department, the front sheet of case sheet is generated in this office, which is located near to the Accident & Emergency Services Department (Main Casualty) of this hospital, by the computers installed in this office after issue of admission order on the OPD Ticket prepared from the OPDs and Casualty after OPD hours i.e. in emergency.
2. Reception services :Giving Public Enquiries regarding inpatients admitted in this hospital.

MRD Functions

Functions of Medical Record Department (MRD) :

1. Maintenance of Inpatient medical Record i.e. Case of the patients for the period of 3 years.
- 2 Forwarding the Birth and Death Reports of this hospital to the Sub- Registrar, NDMC Sarojini Nagar, New Delhi. The patients/relatives may obtain the Birth or Death Certificates from the said office within one year after that it may be obtained from their head office of Registrar Births and Deaths, NDMC, Mandir Marg, New Delhi.
- 3 Maintaining Medico Legal Registers for the period of 10 years.
- 4 Receipt of Summons from the Court of law and deputing the records clerks or the doctors as the case may be to attend the court with the requisite records.
- 5 Medico Legal Correspondence with the police authorities regarding issue of Discharge Summaries, Injury/ medical reports and the MLC Reports.
- 6 Correspondence regarding patients of this hospital i.e. regarding
 - **Verification of Bills (countersignatures of Essentiality Certificates of inpatients for reimbursement purpose from their employer) for purchase of medicines** etc. incurred by the inpatients during their treatment of this hospital.
 - **Issue of Correction letter to NDMC for any correction in the birth & death reports** sent to NDMC, if required by the inpatients/relatives in their particulars on the basis of affidavit of first class magistrate, submitted by the patients or their relatives.

- Filling in **Insurance Claim form** regarding treatment of the patients of this hospital.
- **Issue of Medical Certificates** to the patients for various purposes i.e. transfers of their services and for allotment and change of Govt. Accommodation by the Special Medical Board Constituted for this purpose.
- Correspondence **regarding Issue of Disability Certificates** to the permanent physically handicapped persons, from Disability Assessment Board of 1. Rehab. Deptt. 2. ENT. 3. Eye 4. Psychiatry Deptt. 5. Multiple disability Board of this hospital.
- Correspondence **regarding constitution of disability boards** on the request of various courts / CDRF etc.
- Sending phonogram messages to the relatives of serious, absconded and death of the patients in this hospital.
- Preparing Monthly and yearly Hospital Statistical Bulletin of this hospital.
- Coding (ICD-10 i.e. International Classification of Diseases, Tenth Revision) on the case sheets for generating Diagnostic data of the inpatients of this hospital.
- Answering the Parliament Questions for the information available in this Department and Sending various diagnostic data reports to various health agencies as and when required.
- Any other work assigned by the Head of this Institution

MRD Training Details

Training – (MRD)

Training Centre for Medical Records (MRTC)

- (a) Medical Record Officer's Course.
- (b) Medical Record Technician's Course.

There is a Training Centre for Medical Records attached with this Department. It involves in an in-service Training Programme for the Record Clerks and Medical Record Technician's working in the various hospital of Central and State Government of India, Two types of training courses are conducted by this Training Centre (MRTC).

1. Medical Record Officer's Course
2. Medical Record Technician's Course.

Objective: To train the personnel working in the Medical Record Departments of various Central and State Government Hospitals of India.

(a) Medical Record Officer's Course.

Duration: 6 Months w.e.f. 1st of January and 1st of July

Eligibility Criteria : Please see at website of CBHI DGHS i.e. www.cbchdghs.nic.in

(b) Medical Record Technician's Course.

Duration: 6 Months w.e.f. 1st of January and 1st of July

Eligibility Criteria: Please see at website of CBHI DGHS i.e. www.cbchdghs.nic.in

Selection Procedure: The Selection of both the above courses are done by the office of Director, CBHI (DGHS), Nirman Bhawan, New Delhi.

The Circular for the said courses, mentioning there in detail eligibility criteria and regarding payment of stipend/DA etc., is issued by the said office to all the Central Govt. Hospitals and DHS of all the states/ UTs from time to time and it is also available at their website i.e. www.cbhidghs.nic.in and the applications are received through the proper channel of the applicants.

MRD Statistics

The hospital has total bed strength of 1531 including bassinets. There are in addition observation beds for medical (Ward A) and surgical (Ward B) patients in the first and second floor of the main causality building. There are 10 beds in the causality for observation. As a policy the hospital does not refuse admission if indicated to any patient in the causality. The causality is maned by resident doctors and interns who are supervised by a senior resident and a medical officer. The administrative requirements of the causality are taken care of by a chief medical officer and a specialist (nodal officer) who are also posted in the causality from various departments by rotation. There is a 24 hour laboratory facility besides round the clock ECG, Ultrasound, X-ray & CT Scan services. The departments of Obs& Gynaecology and the burns have separate, independent causalities.

The hospital also provides the services for cardiac catheterisation, lithotripsy, sleep studies, endoscopies, arthroscopies, video EEG, spiral CT, MRI, colour Doppler, mammography and BAC T ALERT microbiology rapid diagnostic system. The hospital has added a new cobalt radiotherapy unit for the department of Radiotherapy.

*Total No. of **In-Patients** admitted and **operations** conducted in this hospital for the last 7years is as under (Jan to Dec) :-*

STATISTICS :

Year	Admission	Major Op.	Minor Op.	Total	Lab Exmn.	X-Ray Exmn.
2005	1,14,704	21,811	54,266	76,077	32,74,071	2,11,418
2006	1,15,441	21,385	57,827	79,212	33,92,554	2,14,802
2007	1,18,923	19,638	61,847	81,485	34,31,028	2,25,793
2008	1,29,271	21,604	69,640	91,244	33,54,439	2,30,530
2009	1,28,175	23,354	69,091	92,445	36,98,191	2,48,211
2010	1,24,832	23,300	70,346	93,646	43,43,077	2,59,594
2011	1,29,943	24,197	72,469	96,666	38,81,096	2,82,465
2012	1,40,818	27,888	91,554	1,19,436	55,58,335	2,99,006
2013	1,47,797	25,979	69,424	95,403	64,95,570	3,13,319

The total number of deliveries conducted in the department of Obstetrics &Gynaecology during the year 2013are 26,578

<u>Year</u>	<u>No. of Lab Investigations</u>	<u>No. of X ray Examinations</u>
2007	34,31,028	2,25,793
2008	33,54,439	2,30,530
2009	36,98,191	2,48,211
2010	42,39,160	2,56,432
2011	35,60,900	2,82,865
2012	55,58,335	2,99,006
2013	64,95,570	3,13,319

MRD Procedures for various certificates

Procedures for getting various types of medical certificates from this hospital :

P-1. Medical Certificate for various purposes.

P-2. Discharge Summaries / Medical Certificates for Medico Legal Purposes.

P-3. Birth and Death Certificates.

P-4. Filling of LIC or other Insurance agencies claim forms i.e. Certificate of Hospital treatment (for Discharged cases and Medical Attendants Certificates (for Death Cases).

P-5. Verification of Bills for Outpatient and Inpatient cases

P-6. Disability Certificate:

For personal enquiries regarding issue of all above certificates may contact the Diary Desk Window, of office of **Medical Record Department(MRD)** of this hospital, on any working day between 11.00 A.M. to 1.00 P.M. or may enquire on telephone at **26707253** from the diarist of this Department.

P-1. Medical Certificate for various purposes.

The persons requiring any types of medical certificates should submit their application with the purpose of medical certificate and photocopy of their treatment papers for issue of medical certificates in the diary section of this hospital. After completion of the medical certificate it will be sent by post to the applicants or they may receive it from the diary desk of this Dept.

P-2. Procedures for getting Discharge Summaries/ treatment summaries/ Medical Certificates for Medico Legal Purposes:

In **Medico Legal cases** such information is provided either to the police authorities or to the Court of Law. As such it is requested to route the application either through the concerned police authorities or through the concerned court of Law. Then after completion, the requisite documents will be sent to the concerned police authorities or the court of law as the case may be and copy of forwarding letter will be sent to the applicant for information to contact the concerned office for getting the requisite documents.

P-3. Procedures for getting Birth and Death Certificates.

For getting the Birth and Death Certificates for the births and deaths occurred in this hospital, within one year of birth/death the certificate may be obtained from the office of Sub Registrar Births and Deaths, Sarojini Nagar, New Delhi and after one year from their head office at MandirMarg New Delhi.

If any correction is required in the spelling of names it may be done through this Department after submitting an application ID proof of applicant and patient with an affidavit of first class magistrate for the requisite corrections in the Birth and Death Certificates.

P-4. Procedures for getting filled - LIC or other Insurance agencies claim forms i.e. Certificate of Hospital treatment (for Discharged cases) and Medical Attendants Certificates (for Death Cases).

For such cases the applicants are requested to route their request through concerned insurance company i.e. a letter from concerned insurance office is required that this patient was insured by them and the requisite insurance form are to be filled by the attending physician of this hospital, mentioning therein complete particulars of the patients.

In death cases only, a fee of Rupees eight is required to be deposited in the accounts section of this hospital with above letter. A letter may be addresses to the "Medical Superintendent" if it is to be sent by post a bank draft for rupees eight may attached with it.

Then it will be processed by the Medical Record Department of t his hospital and after completion, the said forms will be sent directly to the concerned insurance company by post and a copy of forwarding letter will be sent to the applicant for information for further follow up from them.

P-5. Procedures for getting - Verification of Bills for Outpatient and Inpatient cases

The essentiality certificate and verification of bills for O.P.D. patients can be got done directly from the attending physician in concerned OPD this hospital.

The essentiality certificate and verification of bills for Admitted patients can be got done through the Medical Record Department of this hospital by submitting an application in this Department with photocopy of discharge slip, Essentiality Certificate (E.C.) if the list of medicine is more than the space available in E.C. make separate list of medicine and just mention on E.C. list enclosed for Rupees (mention the total amount) after completion it may collected by hand or it will be sent by post.

P-6. Procedures for getting

Disability Certificate:

(a) Physically Handicapped Certificate (Rehabilitation Department)

(b) Mentally Retarded (Psychiatry Department)

(c) Blindness certificates (Eye Department)

(d) Deaf and Dumb (E.N.T. Department)

(e) Multiple Disability Board.

a) Physically Handicapped Certificate (Rehabilitation Department) : For getting the physically handicapped certificate from this hospital one has to attend this hospital at least twice :The first time he has to attend the Rehab Department of this hospital on any working day during OPD hours for his prior assessment along with his all treatment papers, if he has, or if required necessary examination / investigation will be done and then they are issued disability certificate from the said Dept. on every Friday. They have to submit two passport size photograph and photocopy of one resident proof with the application form available in Rehab Dept..

(b) , (c) , (d) (e) : As regard issue of Disability Certificate from Psychiatry, Eye and E.N.T. Dept. of this hospital, one has to attend the concerned OPD and then submit (1) his application with (2) the photocopy of his treatment papers of concerned Dept. of this hospital and (3) two passport size photographs in this Dept. through the Central Diary section of this hospital then the requisite certificate will be issued as in case of other medical Certificates mentioned at P-1 above