To Improve the Quality of Services of Preventive Health Check up of patients

A dissertation submitted in partial fulfillment of the requirements for the award of

Post-Graduate Diploma in Health and Hospital Management

by

Pragati



International Institute of Health Management Research

New Delhi -110075

May, 2010

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under the guidance of

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(May,2010)

Certificate of Internship Completion

Date: 15.05.2010

TO WHOM IT MAY CONCERN

This is to certify that Ms Pragati has successfully completed her internship in our organization from 2 March, 2010 to April 30, 2010. During this internship she has worked on Improving the Quality of services to PHP Patients under the guidance of me and my team at Primus Hospital, Chanakyapuri.

We wish her good luck for her future assignments

Dr N.D. Khurana

Medical Superintendent

Certificate of Approval

The following dissertation titled "To **Improve the Quality of services of Preventive health check up Patients** " is hereby approved as a certified study in management carried out and presented in a manner satisfactory to warrant its acceptance as a prerequisite for the award of **Post- Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation

Name	Signature
_____	_____
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Certificate from Dissertation Advisory Committee

This is to certify that **Ms Pragati**, a participant of the **Post- Graduate Diploma in Health and Hospital Management**, has worked under our guidance and supervision. She is submitting this dissertation titled "**To Improve the Quality of services of PHP Patients** " in partial fulfillment of the requirements for the award of the **Post- Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

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Date:18.05.10

Abstract

The PREVENTIVE HEALTH CHECKS offered by the hospital is a comprehensive check up that screens each organ closely to detect even the smallest symptom that could be an indication of a major disease. In addition, the check also identifies the reason for minor ailments, which are constant irritants. It also serves as a personal medical record for future reference.

Methodology

Sample Size-70

Simple Random Sampling:-

Patients were randomly selected so that every patient gets an equal chance of being included in the sample.

Tools & Techniques:-

- Preventive Health Checkup Tracking sheet
- Feedback form

Acknowledgement

I wish to Primus Hospital, New Delhi for providing me an opportunity to take up this project and giving me a platform which is the first step of my professional career, without whom I would be unable to complete this project.

I owe a debt of gratitude to (**Dr. Dinesh Batra,** CEO), for giving me the opportunity to work with the dedicated staff of Primus Hospital and completing my studies.

I am really grateful to my mentors, **Dr Dharmesh Lal (Assistant Prof. IIHMR**) ,Dr. N.D Khurana (**Medical Superintendent) & Dr. Deep Makkar(Assistant Medical Superintendent**) for taking time out of their busy lives for pointing out my mistakes, suggesting improvements and providing wonderful and detailed feedback.

.

At last I want to thank all employees of Primus Hospital, who appreciate me for my work and motivated me.

Pragati

IIHMR

Table of Contents

		Page
Acknowledgement		7
Abstract		6
List of Figures		40-42
List of Appendices		48-60
List of Abbreviations		11
I	**Internship Report**	12
	1.1 Introduction	13
	1.2 Various Departments	14-18
II	Dissertation Report	36
	2.1 Introduction	20-37
	2.2 Research Methodolgy	38
	2.3 Findings	39-43
	2.4 Conclusion & Recommendations	43-45

List of Figures

Figure No.	Description	Page
Fig 1	Revenue from each corporate	40
Fig 2	No. of Patients in Feburary	40
Fig 3	No. of Patients in each package	41
Fig 4	No of patients who gave blood sample	41
Fig 5	Waiting time at each facility	42
Fig 6	Patient Satisfaction	42

List of Appendices

Table No.	Description	Page
1	Package1	48
2	Package 2	49
3	Package 3	50
4	Package 4	51
5	Busy Executive Package	52
6	Cardiac Package	53
7	Children Package	54
8	Well women Package	54
9	Tracking Sheet	55
10	Bajaj Allianz Package	56
11	Indus package	57-58
12	Feedback form	59
13	References	60

Abbreviations

WT-	Waiting Time
TMT-	Treadmill Test
PMS	Preventive Maintenance Schedule
PHC	Preventive Health check
ECG	Electrocardiograph

INTERNSHIP REPORT

Introduction:-

Primus Super Specialty Hospital is a state of the art multispecialty hospital conveniently located in the heart of India's capital, New Delhi. Primus Super Speciality. Hospital has been designed and constructed using the most advanced medical technology, available in the world. The hospital is located in serene diplomatic area of Chanakyapuri. The infrastructure of the hospital and the quiet environment are conducive to faster recovery, health and well being.

Having Capacity of 150 beds, with prominent surgeons from across the globe excellent infrastructure and state of art advanced technology, Primus Super Speciality Hospital has set new benchmarks in Medical care. We strive to become the best place for treatment of all Medical problems.

Infrastructure at Primus

The hospital complies with international guidelines and follows the International Patient Service Protocols. The infection control norms will ensure the highest standards of healthcare and patient Safety. Our aim is to bring the best of Medical practices worldwide to India and deliver them in

an open, warm and patient centric atmosphere.

- Modular seamless operation theatres
- OT's with laminar air flow and laminar shields
- 1.5 Tesla MRI
- 64 slice spiral and cardiac CT
- Bone densitometry
- Bone Bank
- VIP suits
- ICU / CCU backup
- Dialysis
- Mammography

Other Departments:-

Help Desk and OPD Appointment Scheduling Process

Job Responsibility:-

1.Provide full information to the patient whenever he calls at reception about the various facilities , doctors & their visiting time.

2.The specific consultant's appointment list is checked, and an appointment is provided based on this data, also keeping patient's convenience in mind.

3. Person is also advised to report to hospital at least 15 minutes before the appointment.

The appointment details are then fed into a database or register.

4. Appointment scheduling for follow-up patients

Imaging Department:-

Hospital's state of the art complete department for all routine and special investigations working 365 days a year and is fully equipped with

- Whole body 64 slices CT scan

- 3D ultrasound with color Doppler/4 probes – convex, linear, trans vaginal and Color Doppler
- Portable ultrasound machine
- Conventional X-ray machine Siemens, Germany(500 mA)
- C-Arm for OT

Work Engaged in :-

1. Check whether all safety guidelines are followed or not
2. Check waiting time & procedure time for each diagnostic procedure
3. Follow up for Imaging reports
4. Coordinate the patient to various imaging department

Preventive Health department

The focus of Primus Preventive Care is on administering a truly standardized and medically correct set of tests. These tests are designed keeping in mind the disease risk profile, which essentially varies with age, sex and other factors.

Work Engaged in:-

1. Scheduling appointment for Preventive Health Package.
2. Providing necessary information related to precautions to be taken before the tests.
3. In case of walk in patients, checking for slot available.
4. In case date of choice is not available then providing alternative dates.
5. Once patient comes on appointment date, confirming whether precautions have been taken.

6. Checking whether patient is already registered.
7. If Patient is not registered, providing registration form for new patients and guiding them in the process.
8. Inform the patient to change the dress and guide the patient for the same to changing room.
9. Guiding patients to different rooms.
10. Follow the assembly line process for investigations for consult, in case service is busy then change the process to reduce the waiting time.
11. Confirm consultants, Psychologist and Dietitian for their slot for consultation of PHP patients.
12. Confirm with PHP patients for them being diabetic or not diabetic.
13. Ask F&B to serve Breakfast accordingly by using PHP food coupons.
14. Checking for the appointments for prescribed tests.
15. Once the patient has changed, escort him to designated room for investigation.
16. Once patient is through, inform patient for timing, procedure and place for collecting

Medical Record Department:-

A medical record, is a systematic documentation of a patient's medical history and care.

The term 'Medical record' is used both for the physical folder for each individual patient and for

the body of information which comprises the total of each patient's health history.

Work Engaged in :-

1. Arranging the documents in IPD Files in order & verifiy all documents are completed for NABH

Material Department

The aim of the material Management in a hospital is to ensure that there is adequate stock of required items for a continuous supply, to avoid surplus, have appropriate storage, easy retrievably, distribution to the point of usage whenever required, effective & efficient utilization of available resources.

Objective of Material Management:-The Primary objectives of Material Management in the hospital are:-

- **Low Purchase Value**:-To obtain correct quality of material at the reasonable price is the most important aspect of material management.

- **Low Storage Cost:-**When materials are purchased, handled, stored in an efficient manner, the carrying cost & cost of ordering are reduced.

- **Maintaining Quality of purchase:-**Consistence of quality is aimed by ensuring that proper purchase of standard products as per the predetermined specifications is done.

- **Cordial Relations with suppliers:-**Cordial relations directly contribute to success of any organization.
  Cordial Relation with supplier needs to be maintained which helps in obtaining supplies on time in case of urgent requirements
- **Development of vendor:-**The material management develops a number of vendors from time to time to ensure more sources of supply as well as to reduce purchase cost of materials.
- **Good Records:-** Effective records are maintained which contributes directly to efficiency in an Organization.

Work Engaged in:-

1 To Study the Strategy for Equipment purchasing

2. To Study the process of Receiving, Inspection & Recording of Equipments

3. To study the Strategy for Equipment Maintenance & Disposal.

Dissertation on “To Improve the quality Of services of Preventive Health checkup of Patients”

Preventive Health Check up

Preventive care refers to measures taken to prevent diseases [rather than curing them or treating their symptoms.

Types of Preventive Care:-

1 Primordial Prevention:-It is prevention of the emergence or development of risk factors in countries or population group in which they have not yet appeared

2. Primary Prevention:-It is action taken prior to onset of disease, which removes the possiblity that a disease will ever occur

3. Secondary Prevention:-It is action which halts the progress of a disease at its incipient stage & prevent complication.

4. **Tertiary Prevention:**.It is defined as all measures available to reduce or limit impairments & disabilities ,minimise suffering caused by existing depature from good health

General Objective:- To improve the quality of service of Preventive Health check up of Patients

Specific Objective:-

1. To study various packages.

2. To reduce the waiting time of PHC patients.

3. To get feedback from patients using hospital's services and provide services in a systematic manner

Rationale of Study:-Preventive Health check up is a comprehensive check up that screens each organ closely to detect even the smallest symptom that could be an indication of a major disease. 37% of revenue is generated from PHC Department as many overseas patients come for checkup .So this study was conducted to reduce the gaps in the smooth flow of PHC process so as patients are more satisfied.

COMPONENTS OF PHC

- INVESTIGATIONS
- SPECIALISTS' CONSULTATIONS
- DIETARY ADVICE
- FITNESS TRAINING

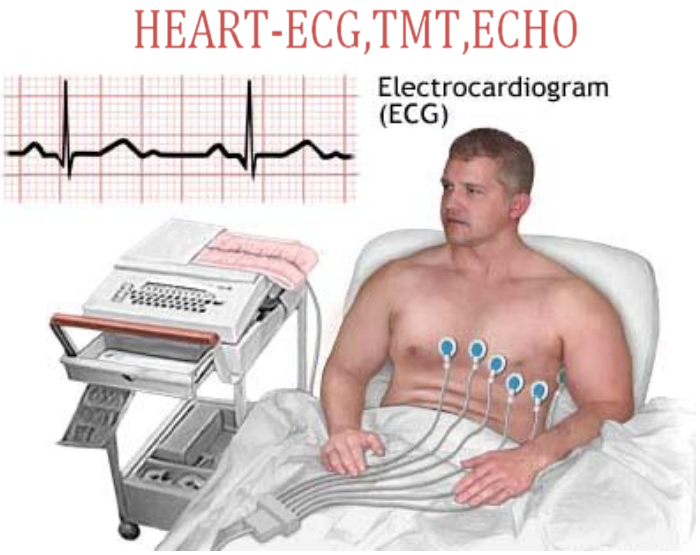
INVESTIGATIONS

- HEART-ECG, TMT, ECHO.
- LUNGS-X-RAY CHEST,PFT
- ABDOMEN-LFT, KFT, BLOOD SUGAR AND ULTRASOUND.
- BREAST-MAMMOGRAPHY/ULTRASONOGRAPHY
- ENDOCRINE –THYROID FUNCTION TEST
- BONE- BONE-DENSITOMETRY
- GENITALS- MALE-PROSTATE SPECIFIC ANTIGEN(PSA)
- FEMALE-PAP SMEAR

Blood Test

- COMPLETE HAEMOGRAM
- LIPID PROFILE
- BLOOD GROUPING
- RH-TYPING





TMT

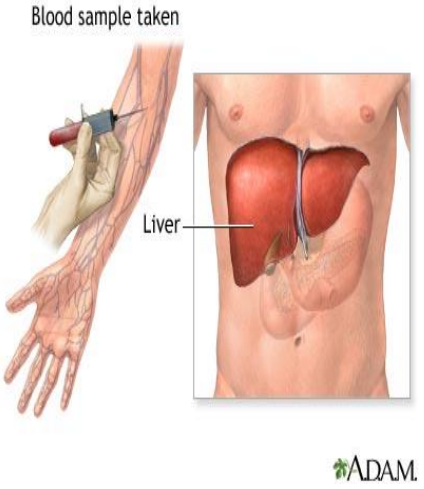


PFT

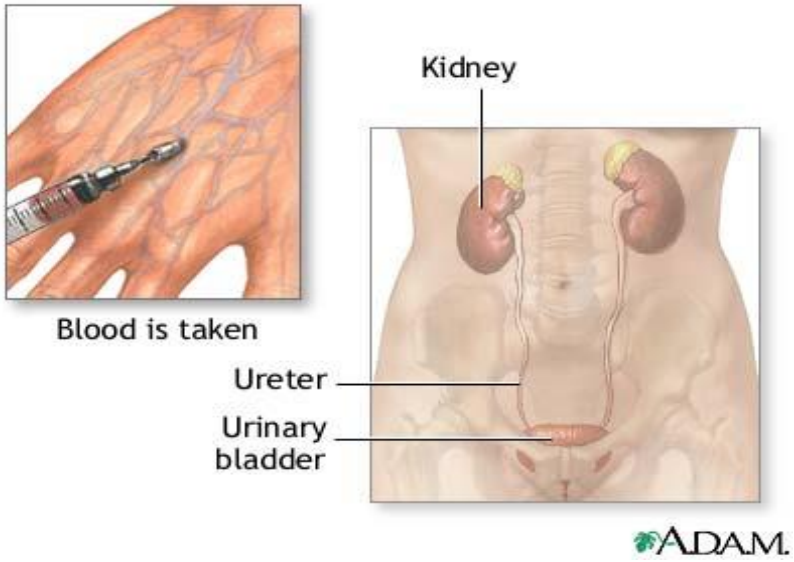


X-Ray





Liver Function Test



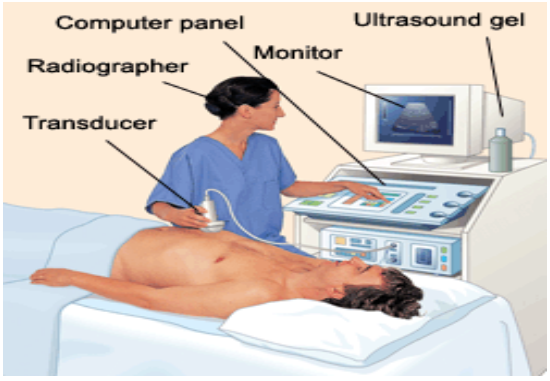
Kidney Function Test



Blood test



Bone Densitometry



Ultrasound

Specialist Consultation

- **INTERNAL MEDICINE**
- **CARDIOLOGY**
- **DENTAL**
- **OPHTHALMOLOGY**
- **GYNAECOLOGY**
- **CLINICAL PSYCHOLOGY**
- **PAEDIATRICIAN**

Introduction

Primus Preventive Care plans are easy to understand, comprehensive, and gives a person full knowledge about one's health. It helps in early diagnosis even for small ailments, for which one can take proper medication and precautions. Today's stressful lifestyle is increasing the number of people who suffer from diseases like:

Diabetes

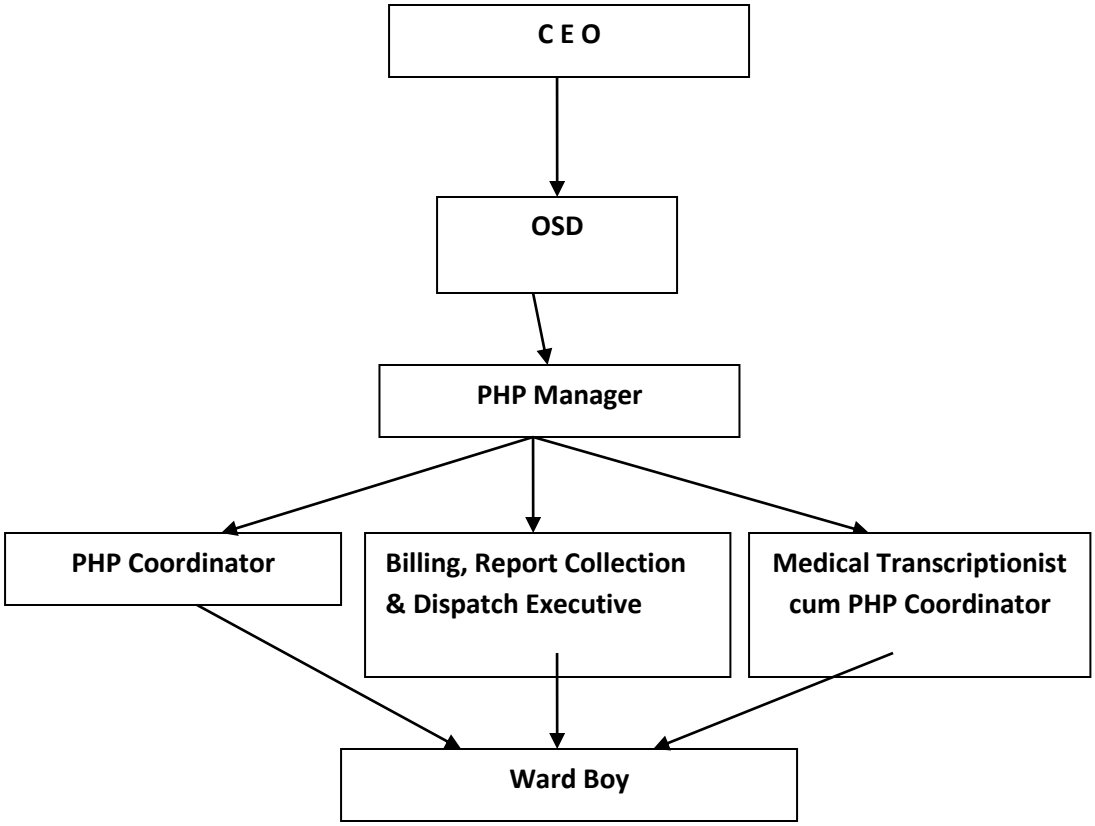
Cardiovascular Diseases

Thyroid Disorders

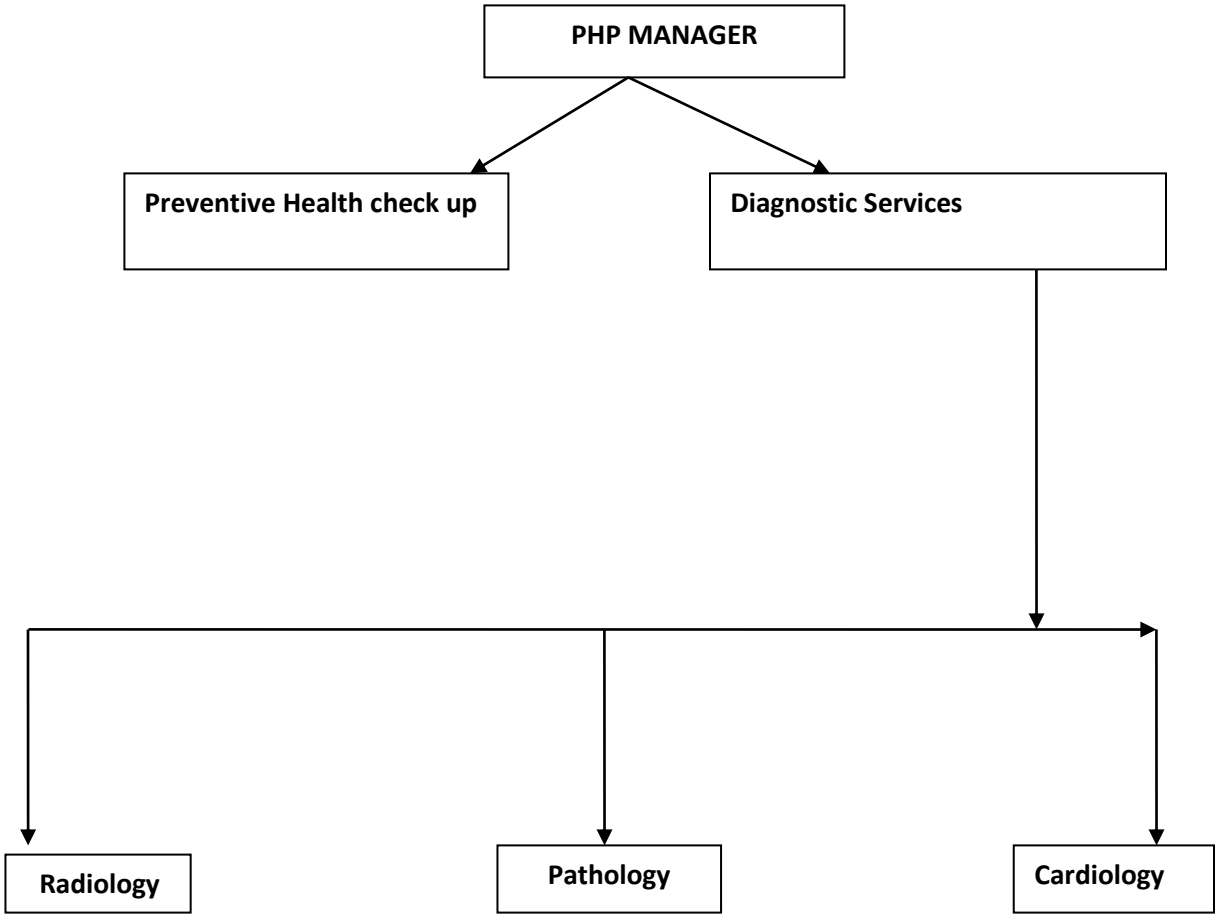
Lifestyle Disorders

Cancer etc

Organizational Chart



PHP CHART-


PHP MANAGER
Preventive Health check up
Diagnostic Services
Radiology
Pathology
Cardiology

Responsibilities and key tasks of PHP Manager:

1. A support to the PHP for all administrative and functional efficiencies of PHP department.
2. Responsible for efficient functioning of PHP personnel / processes / systems.
3. Ensure accurate patient invoicing, billing, refunds etc. and resolves all problems associated with patient billing.
4. Daily supervision of PHP services and staffing.
5. To ensure PHP Team awareness and readiness for emergency patient handling roles.
6. Coordinate with diagnostic and treatment activities to achieve high customer satisfaction levels with services.
7. Resolves day to day patients / visitors complaints and manage the Total Customer Experience Questionnaires dissemination process
8. Scheduling appointment for Preventive Health Package.
9. Providing necessary information related to precautions to be taken before the tests.
10. In case of walk in patients, checking for slot available.
11. In case date of choice is not available then providing alternative dates.
12. Once patient comes on appointment date, confirming whether precautions have been taken.
13. Hand over the patient to PHP coordinator.
14. Once all 10 patients scheduled for PHP have reported and billed, assume, role of PHP coordinator.

Responsibility of Patient Care Coordinator: PHP Desk:

1. Scheduling appointment for Preventive Health Package.
2. Providing necessary information related to precautions to be taken before the tests.
3. In case of walk in patients, checking for slot available.
4. In case date of choice is not available then providing alternative dates.
5. Once patient comes on appointment date, confirming whether precautions have been taken.
6. Checking whether patient is already registered.
7. If Patient is not registered, providing registration form for new patients and guiding them in the process.
8. Inform the patient to change the dress and guide the patient for the same to changing room.
9. Guiding patients to different rooms
10. Follow the assembly line process for investigations for consult, in case service is busy then change the process to reduce the waiting time.
11. Confirm consultants, Psychologist and Dietitian for their slot for consultation of PHP patients.
12. Confirm with PHP patients for them being diabetic or not diabetic.
13. Ask F&B to serve Breakfast accordingly by using PHP food coupons.
14. Checking for the appointments for prescribed tests.
15. Once the patient has changed, escort him to designated room for investigation.
16. Once patient is through, inform patient for timing, procedure and place for collecting

Responsibility of Billing & Report Collection & Dispatch Desk:

1. Checking for prescription mentioning the tests.
2. Providing necessary information related to precautions to be taken before the tests.
3. Checking for the appointments for prescribed tests.
4. In case date of choice is not available then providing alternative dates.
5. Checking whether patient is already registered.
6. If Patient is not registered, providing registration form for new patients and guiding them in the process.
7. Registering the new patients.
8. Once all above conditions are met, start billing process.
9. OPD Billing the patient for the services to be availed or already availed
10. Receiving cash or using EDC machine in case payment offered via credit/ debit card.
11. Generating credit bill (+ 1 duplicate) in case of corporate patients in OPD, if the individual is carrying authorization letter/ Id card (as specified in FO Info)
12. In case patient is not carrying the authorization letter, confirm from marketing or accounts manager
13. Generating due bills in specific situations, after the authorization from concerned higher authority in OPD.
14. Receiving all investigation reports for OPD, PHP, and Pre admission investigative reports, in scheduled time or 01 hr prior to dispatch time from all the concerned departments.
15. Reports would be kept as per defined structure
16. Lab investigation reports will be kept alphabetically in pigeon wholes.
17. Imaging reports in vertical boxes, in respective imaging modality slot.
18. CDs/ DVDs in Drawers alphabetically.

19. Reports would be handed over to patient/ attendant after checking for due and balance payments on production of invoice only and entry would be made in receiving register and receiver signature will be taken with full name and contact number.
20. Report status would be generated twice a day, one at 1200 hrs and second at the end of the shift.
21. Pending Report status would be generated at the end of the day that is at 2100 hrs (9 PM night).
22. All the necessary information would be maintained in respective registers.
23. Pre admission investigation reports will be handed over to the Nursing station, on the day patient getting admitted.
24. In case report have not been received for next 05 working days from the scheduled dates and confirm the time for receiving the reports or give them the option for sending it by courier, except in case of pre admission patient.
25. If no response received and reports not collected in next 07 days from the scheduled date, send all the reports to Medical Records Department and take the receiving.

PROCESS DURING PHP

REGISTRATION FORM

↓

BILLING AND PAYMENTS

↓

DRESS CHANGE

↓

BLOOD SAMPLE (FASTING)

↓

FASTING TEST

↓

BREAKFAST

↓

OTHER TESTS

↓

CONSULTATIONS

↓

FITNESS TRAINING

↓

DEPARTS WITH INSTRUCTION

PROCESS FLOW IN PHP

ENQUIRY



APPOINMENT



INSTRUCTIONS ALONG WITH KIT



LIST OF PHP NEXT DAY APPOINTMENT



PT RECEIVED-COUNSELLING



REGISTRATION FORM



BILLING & PAYMENT

DRESS CHANGE



BLOOD SAMPLE (FASTING)



FASTING TESTS



BREAKFAST



OTHER TESTS



CONSULTATIONS



FITNESS TRAINING



DEPARTS WITH INSTRUCTIONS

PROTOCOL OF THE PHP DEPARTMENT

a) PHP Selection Process For Patients:

- Initial counseling as preventive health check package briefing.
- Different kinds of Preventive health check up packages are available according to age and gender.

b) Appointment scheduling process:

The specific PHP appointment list is checked, and an appointment is provided based on this data, also keeping patient's convenience in mind,

Person is also advised to report to hospital at least 15 minutes before the appointment**.**

The appointment details are then fed into a database or register.

c) Appointment scheduling process for follow up patient:

Patients, who have been completed PHP from the hospital, the appointment time of review is checked against the PHP consultants. The time is then confirmed accordingly.

d) Registration & Billing Process*:*

Registration & billing executive gets the registration form, filled by patient. The patient data is fed in to the System; a unique patient ID number is generated along with a PHP Registration Card, and fee slip for registration and PHP's appointment & then patient makes payment.

e) Co-ordination process:

After registration and billing patient is handed over to the Co-coordinator to escort the patient in relevant areas.

MONITORING AND CONTROL OF QUALITY

a) **Tracking sheet:**

Tracking sheet is maintained to analyze the time spent in each and every activity processed during preventive health check up.

b) Patient Feedback form:

Feedback forms are carefully collected from the patients to analyze the patient satisfaction level and their suggestions to improve the services of the department.

c) Hygiene:

- High standards of hygiene are to be maintained in the entire areas of Preventive health check up operations.
- The PHP and diagnostic staff are thoroughly trained in personal hygiene.

d) Physical Examination of PHP Staff:

- A schedule is prepared by the management, and the Casualty Medical Officer, evaluates the PHP Personnel as per the schedule. A summary of the same is maintained in the Quality Assessment file by management.

- Any staff falling short of the standard of hygiene maintained by the hospital, or medically unfit, is not permitted to work in the hospital.

Literature Review:- The Preventive Care Checklist Form© is an evidenced-based tool for Canadian family physicians to use at complete health checkups of adults. The complete health checkup of adults is a time for family physicians to focus on preventive health care

with their patients. In one study, 94% of primary care physicians felt that annual physical examinations provided an opportunity to The Preventive Care Checklist Form incorporates recommendations from the Canadian Task Force on Preventive Health Care (CTFPHC) and recommendations from other sources where the Task Force guidelines are not up-to-date or are lacking counsel patients on preventive health services and improve the doctor-patient relationship.

Two categories of preventive services in SLE: cancer surveillance (cervical, breast, and colon) and immunizations (influenza and pneumococcal). We compared the receipt of these services in SLE to the general population, and identified subgroups of patients who were less likely to receive these services.

Although receipt of cancer screening procedures and immunizations in our cohort was comparable to the general population, we observed significant variability by socio demographic factors such as age and educational attainment. Further research is needed to identify the physician, patient or health system factors contributing to this observed variation in order to develop effective quality improvement interventions

METHODLOGY

Sample size-70

- **Primary Data:** Tracking sheet was prepared to track the waiting time at each facility.
- **Quantitative method-**Feedback form was used to know satisfaction level of patients.

Simple Random Sampling:- Patients were randomly selected so that every patient gets an equal chance of being included in the sample.

T1-Time at which patient arrives at each facility

T2-Time at which patient avails the facility

Waiting Time-T2-T1

Findings:-

There are various corporate with which Primus has tie up. Hospital has made customize packages for these corporate as per corporate's policy.

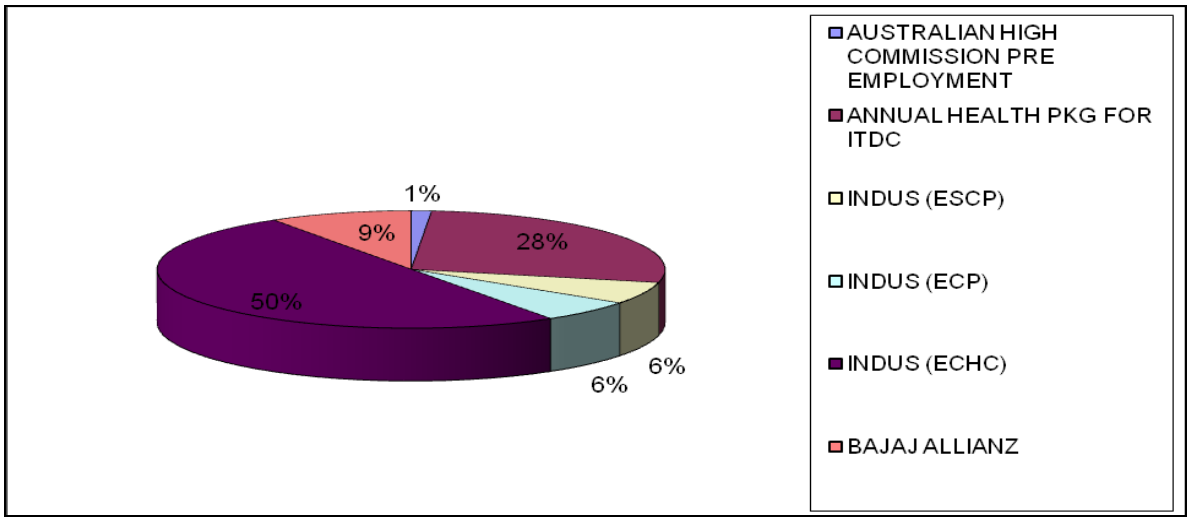


Fig 1

Revenue from each corporate in Feb

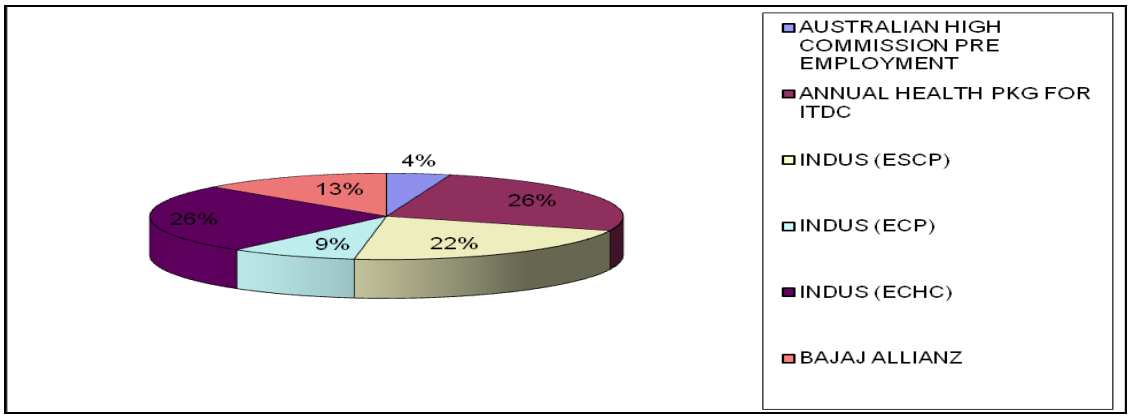


Fig 2

No. of patients from *Corporate in February

*corporate-client of the hospital with which the hospital has tie up for preventive health check up

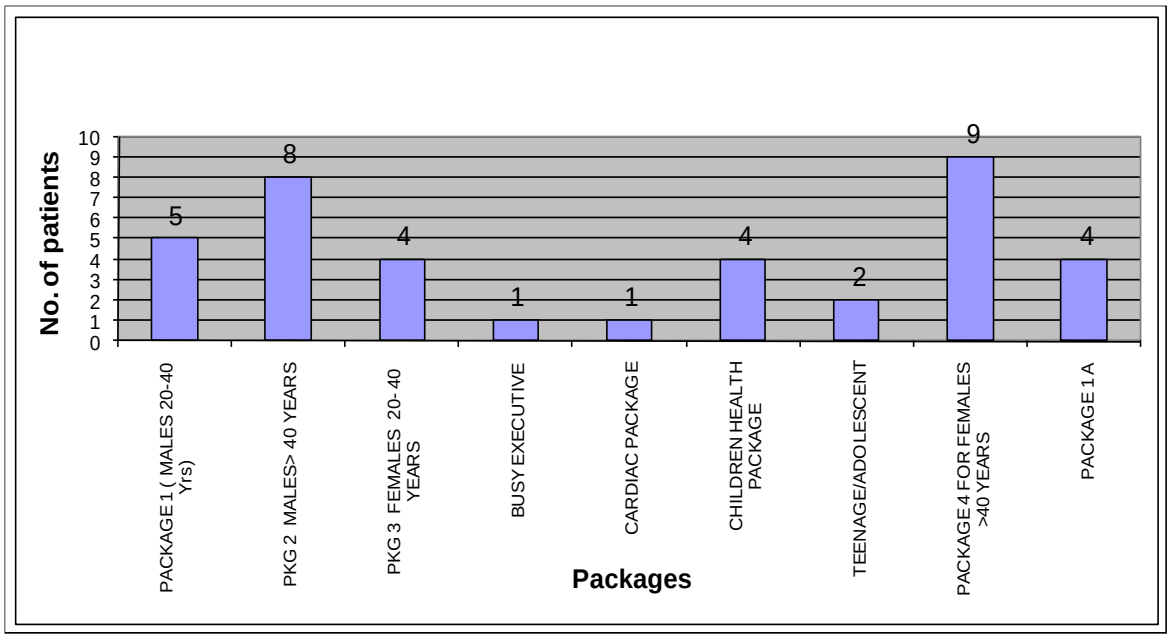


Fig 3

No. of patients in Feb-March

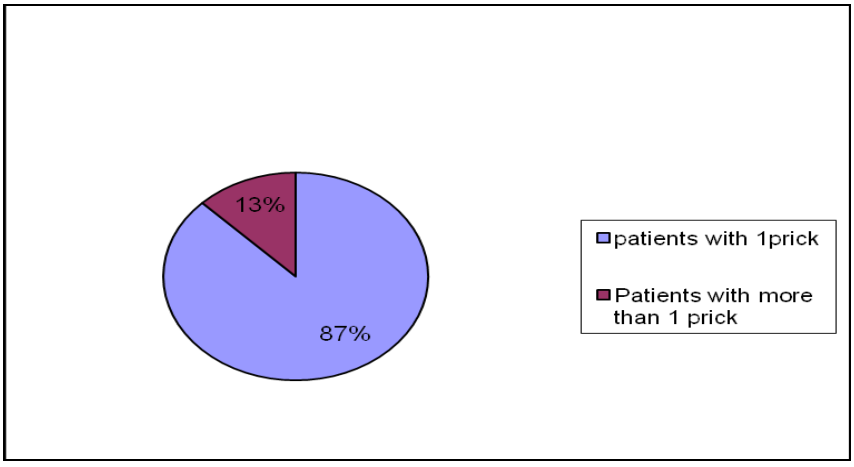


Fig 4

Total No. of patients who gave blood for Investigation

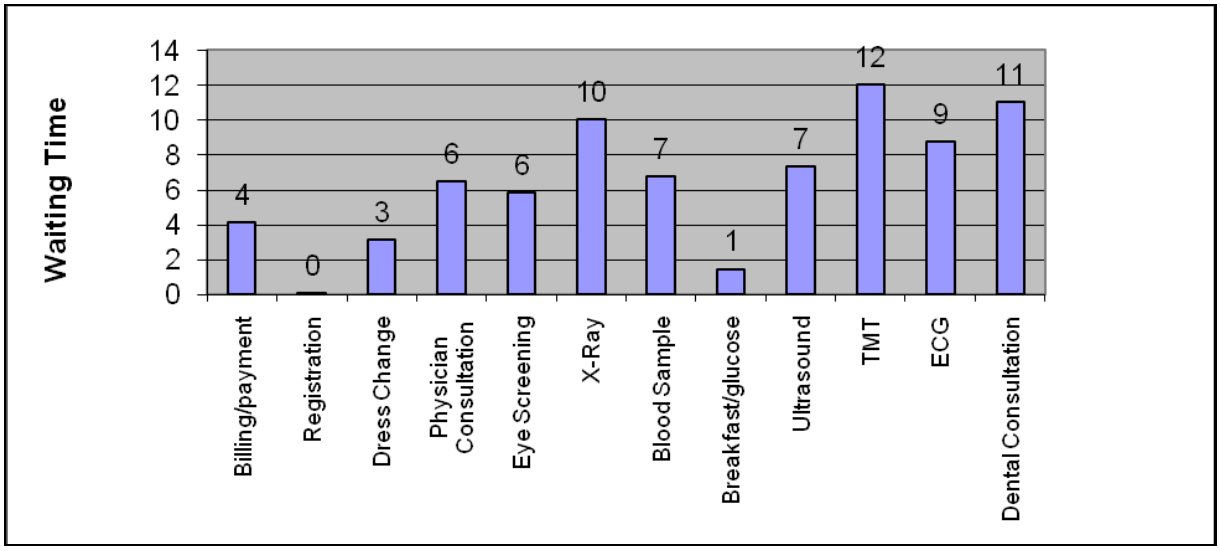


Fig 5

Waiting time in each facility

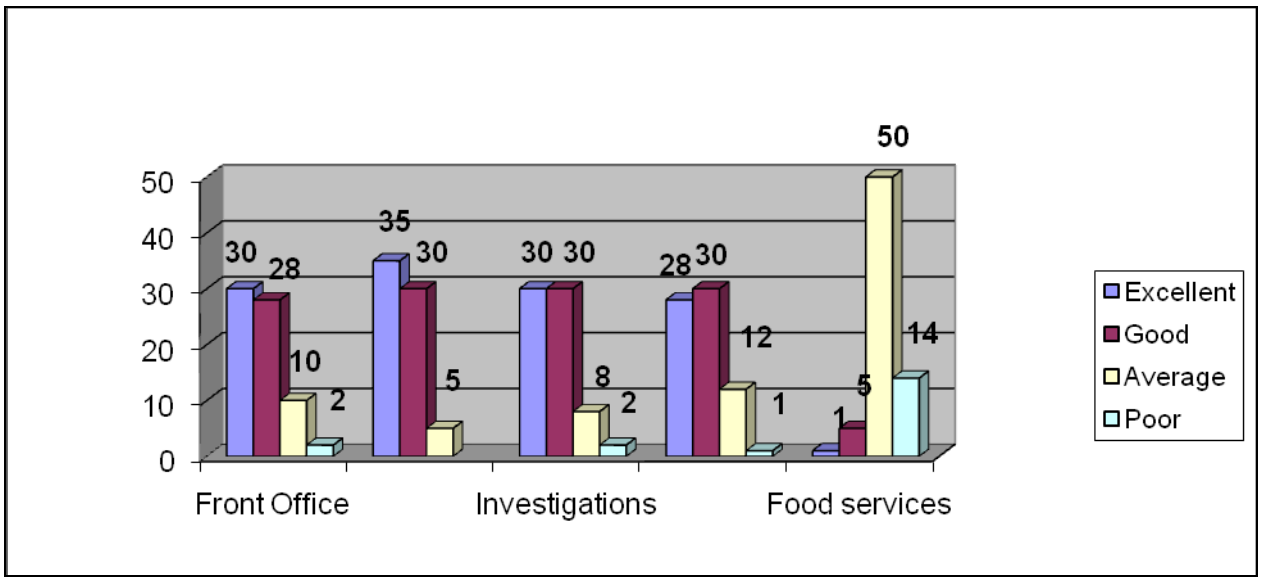


Fig 6

Patient Satisfaction at each facility

1 & 2 shows that the maximum revenue was generated from Indus package although no. of patients were less. This is due to high package cost & more over package is comprehensive

Fig 3 shows Max no of Male patient availed Package 2 & max female patient availed Package 4 as these are comprehensive package

Fig 4 shows that 13% of total 70 patients underwent 2 needle prick while 87% patients underwent 1 needle prick

Fig 5 shows waiting time at each facility

Fig 6 shows patient satisfaction for various facilities

Conclusion:-

- Max no of patients availed package 2 (above 40 male package) & package 4 (above 40 female package), but cardiac package & children package were not availed very much..
- WT was high in TMT Room as the cardiac patients come any time.
- Appointment schedule is not implemented in most of facility. Technicians take patient whoever comes first.
- Waiting time in X-ray was also high as most of the time, machine is down due to mishandling & poor preventive maintenance. Moreover X-ray has only one cassette which is used in portable x-ray also.
- Changing room also has 3 mins waiting time as sometimes patient has to wait for dresses as quantity of dresses is less .

- Waiting time for ECG was found to be 8 mins as there is only one nurse for that who has to conduct PFT & other small procedures. Moreover machine was found down frequently.
- 13% of patients out of 70 underwent 2 times prick for blood .
- Patient has to wait long in early morning due to non availablity of lab Technician
- Ultrasound has WT of 7 mins but its more in early morning as doctor normally comes around 9:30 am.

Recommendations:-

- So marketing of cardiac & children packages are essential as in today's life, lifestyle diseases like obesity, cardiac problem even in children is very common
- It is very essential to fix a Time slot for non appointment cardio patients as most of PHP Patients are appointment patients.
    - Billing desk should be instructed that whenever they do billing for non appointment patients, they should ask the PHP. about no of appointment patients they have & how much time it will take in finishing their procedure & only after that time billing should be done
- Technician should be instructed strongly to follow appointment schedule.
- Proper training of technicians is must & biomedical engineer should be asked to maintain PMS. It is also essential to have one more cassette so as patient should not wait for long time.
- More dresses should be kept to reduce waiting time in changing room & there should be separate changing room for males & females.

- One more staff should be hired in ECG room & biomedical engineer should be instructed to do preventive maintenance of ECG on periodic basis as quality of ECG tracing was bad due to poor interfacing of electrodes.
- Provision of availablity of Lab Technician in early morning should be made as patient comes at 8 am also.
- Radiologist should be instructed to come at 9 am .

References

1.Gordon, R. (1987), 'An operational classification of disease prevention', in Steinberg, J. A. and Silverman, M. M. (eds.), Preventing Mental Disorders, Rockville, MD: U.S. Department of Health and Human Services, 1987

2. Prochazka AV, Lundah K, Pearson W, Oboler SK, Anderson RJ. Support of evidence-based guidelines for the annual physical examination: a survey of primary care providers. *Arch Intern Med.* 2006; 166(13):1347–52

APPENDICES

Package 1 for Males 40 years

S No	Service	Item Name
1	Pathological Laboratory	COMPLETE HAEMOGRAM
2	Pathological Laboratory	KIDNEY FUNCTION TEST (KFT)
3	Pathological Laboratory	LIPID PROFILE
4	Pathological Laboratory	Prostate Specific antigen (PSA total) - Cancer Maker
5	Pathological Laboratory	Liver Function Test (LFT)
6	Pathological Laboratory	TSH
7	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY
8	Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY
9	Pathological Laboratory	BLOOD GROUP
10	Pathological Laboratory	Blood Sugar F & PP
11	Pathological Laboratory	Stool for Occult Blood
12	Radiology	Ultrasound Whole Abdomen
13	Radiology	sterotactic breast biopsy
14	Radiology	X-ray (Chest)
15	Cardiology	PFT
16	Cardiology	ECG
17	Cardiology	TMT/Echo
18	Consultation{Opthalmology}	Dr. ekta jain {First Visit}
19	Consultation{CARDIOLOGY}	Dr. A.K SOOD {First Visit}
20	Consultation{DIET}	Dr. Juhi Pavneet {First Visit}
21	Consultation{DENTAL}	Dr. Vishal Gupta/ Dr Anil Kohli {First Visit}

Package 2 for

Males>40 years

1	Pathological Laboratory	Complete haemogram
2	Pathological Laboratory	KIDNEY FUNCTION TEST (KFT)
3	Pathological Laboratory	LIPID PROFILE
4	Pathological Laboratory	Prostate Specific antigen (PSA total) - Cancer Maker
5	Pathological Laboratory	Liver Function Test (LFT)
6	Pathological Laboratory	TSH
7	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY
8	Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY
9	Pathological Laboratory	BLOOD GROUP
10	Pathological Laboratory	Blood Sugar F & PP
11	Pathological Laboratory	Stool for Occult Blood
12	Radiology	Ultrasound Whole Abdomen
13	Radiology	sterotactic breast biopsy
14	Radiology	X-ray (Chest)
15	Cardiology	PFT
16	Cardiology	ECG
17	Cardiology	TMT/Echo
18	Consultation{Opthalmology}	Dr. ekta jain {First Visit}
19	Consultation{CARDIOLOGY}	Dr. A.K SOOD {First Visit}
20	Consultation{DIET}	Dr. Juhi Pavneet {First Visit}
21	Consultation{DENTAL}	Dr. Vishal Gupta/ Dr Anil Kohli {First Visit}
22	Consultation{Physiotherapy}	Fitness Training

PKG 3 FOR FEMALES BETWEEN 20-40 YEARS

Service	Item Name
Pathological Laboratory	COMPLETE HAEMOGRAM
Pathological Laboratory	KIDNEY FUNCTION TEST (KFT)
Pathological Laboratory	LIPID PROFILE
Pathological Laboratory	Pap Smear
Pathological Laboratory	Liver Function Test (LFT)
Pathological Laboratory	TSH
Pathological Laboratory	URINE ROUTINE AND MICROSCOPY
Pathological Laboratory	BLOOD GROUP
Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY
Pathological Laboratory	Blood Sugar F & PP
Cardiology	ECG
Radiology	Ultrasound Whole Abdomen
Radiology	X-ray (Chest)
Consultation{DENTAL}	Dr. Vishal Gupta/ Dr Anil Kohli {First Visit}
Consultation{DIET}	Dr. Juhi Pavneet {First Visit}
Consultation{Opthalmology}	Dr. aashima aggarwal {First Visit}
Consultation{CARDIOLOGY}	Dr. A.K SOOD {First Visit}
Consultation{Gyn consultation}	Dr Shelly Singh

Package 4 for females> 40 years

Radiology	X-ray (Chest)
Radiology	UltraSound Whole Abdomen
Radiology	PFT
Radiology	ECG
Radiology	TMT
Radiology	Bone Densitometry
Pathological Laboratory	COMPLETE HAEMOGRAM
Pathological Laboratory	KIDNEY FUNCTION TEST (KFT)
Pathological Laboratory	LIPID PROFILE
Pathological Laboratory	Pap Smear
Radiology	Ultrasound Breast
Pathological Laboratory	URINE ROUTINE AND MICROSCOPY
Pathological Laboratory	TSH
Pathological Laboratory	Liver Function Test (LFT)
Pathological Laboratory	BLOOD GROUP
Pathological Laboratory	Blood Sugar F & PP
Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY
Consultation{DIET}	Dr. Juhi Pavneet {First Visit}
Consultation{DENTAL}	Dr. Vishal Gupta/ Dr Anil Kohli {First Visit}
Consultation{Opthalmology}	Dr. ekta jain {First Visit}
Consultation{CARDIOLOGY}	Dr. A.K SOOD {First Visit}

BUSY EXECUTIVE PACKAGE

Recommended for busy Professionals living a stressful life.

SNo	Service	Item Name	Rate(Rs.)
1.	Radiology	ECG	113.51 /-
2.	Radiology	X-ray (Chest)	227.00 /-
3.	Radiology	UltraSound Whole Abdomen	227.00 /-
4.	Pathological Laboratory	COMPLETE HAEMOGRAM	264.84 /-
5.	Pathological Laboratory	KIDNEY FUNCTION TEST (KFT)	643.18 /-
6.	Pathological Laboratory	LIPID PROFILE	605.35 /-
7.	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY	75.67 /-
8.	Pathological Laboratory	Liver Function Test (LFT)	189.18 /-
9.	Pathological Laboratory	BLOOD GROUP	166.47 /-
10.	Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY	75.67 /-
11.	Pathological Laboratory	Blood Sugar F & PP	227.00 /-
12.	Radiology	TMT	1331.77 /-
13.	Consultation{CARDIOLOGY}	Dr. A.K SOOD {First Visit}	473.34 /-

CARDIAC PKG

Recommended for cardiac screening

SNo	Service	Item Name	Rate(Rs.)
1.	Pathological Laboratory	KIDNEY FUNCTION TEST (KFT)	766.07 /-
2.	Pathological Laboratory	LIPID PROFILE	196.43 /-
3.	Pathological Laboratory	BLOOD GROUP	98.21 /-
4.	Pathological Laboratory	COMPLETE HAEMOGRAM	343.75 /-
5.	Pathological Laboratory	Blood Sugar F & PP	196.43 /-
6.	Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY	98.21 /-
7.	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY	98.21 /-
8.	Pathological Laboratory	Liver Function Test (LFT)	216.07 /-
9.	Radiology	ECG	196.43 /-
10.	Radiology	Ultrasound Whole Abdomen	1242.41 /-
11.	Radiology	X-ray (Chest)	279.91 /-
12.	Consultation{DIET}	Dr. Juhi Pavneet {Follow Up}	294.64 /-
13.	Radiology	Echo	491.07 /-
14.	Radiology	TMT	491.07 /-
15.	Consultation{CARDIOLOGY}	Dr. A.K SOOD {First Visit}	491.07 /-

CHILDREN HEALTH PACKAGE

Recommended for children below the age of 12 years

SNo	Service	Item Name	Rate(Rs.)
1.	Pathological Laboratory	COMPLETE HAEMOGRAM	150.00 /-
2.	Pathological Laboratory	BLOOD GROUP	130.00 /-
3.	Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY	100.00 /-
4.	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY	190.00 /-
5.	Consultation{DENTAL}	Dr. Vishal Gupta/ Dr Anil Kohli {First Visit}	330.00 /-
6.	Consultation{Paedetrics}	Dr. Parinita Tewari {First Visit}	200.00 /

WELL WOMEN PKG

Recommended for postmenopausal women

SNo	Service	Item Name	Rate(Rs.)
1.	Pathological Laboratory	COMPLETE HAEMOGRAM	290.57 /-
2.	Pathological Laboratory	Pap Smear	415.09 /-
3.	Pathological Laboratory	STOOL ROUTINE AND MICROSCOPY	83.02 /-
4.	Pathological Laboratory	BLOOD GROUP	182.64 /-
5.	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY	74.72 /-
6.	Pathological Laboratory	Blood Sugar F & PP	232.45 /-
7.	Radiology	Ultrasound Pelvis	730.57 /-
8.	Radiology	X-ray (Chest)	398.49 /-
9.	Consultation{Ob-Gynecology}	Dr. Shelly Singh {First Visit}	332.08 /-
10.	Radiology	Mammography	1660.38 /-

Tracking Sheet-PHP

DATE:			**UHID:**			
PATIENT NAME:			**AGE/SEX:**			
ARRIVED AT:			**LEFT AT:**			
DIABETIC:			**NON-DIABETIC:**			
PARTICULARS	**T1**	**T2**	**T3**	**WT**	**IT**	**REMARKS**
Package briefing & Registration with Breakfast menu.						
Billing/payment						
Water bottle to be given						
Dress change						
Physician Consultation						
Eye Screening						
Dental Consultation						
Gynae Consultation						
ENT Consultation						
Fitness Training						
Dietary Counselling						
LAB INVESTIGATION						
Blood Sample						
Urine/stool Sample						
Breakfast/glucose						
Blood sugar PP						
RADIOLOGY INVESTIGATION						
Chest X RAY-PA						
Bladder full						
USG-Whole Abdomen						
CARDIOLOGY INVESTIGATION						
TMT						
Echo						
ECG						
PFT						
BMD						
CT						
VITAL SIGN						

T1	Time at which the patient arrived at the facility IN TIME
T3	OUT TIME
WT	Waiting Time
IT	Investigation Time

Various corporate Package

Bajaj Allianz

SNo	Service	Item Name
1.	Consultation{Opthalmology}	Dr. ekta jain {First Visit}
2.	Consultation{DENTAL}	Dr. Vishal Gupta/ Dr Anil Kohli {First Visit}
3.	Pathological Laboratory	COMPLETE BLOOD COUNT - CBC
4.	Pathological Laboratory	Lipid Profile (Group).
5.	Pathological Laboratory	Liver Function Test (LFT)
6.	Pathological Laboratory	GGTP (Gamma GT)
7.	Pathological Laboratory	BLOOD UREA
8.	Pathological Laboratory	Creatinine Serum
9.	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY
10.	Cardiology	ECG,TMT,Final consultation
11.	Radiology	X-ray (Chest)
12.	Pathological Laboratory	Prostate Specific antigen (PSA total) - Cancer
13.	Consultation{Ob-Gynecology}	Dr. Shelly Singh {First Visit}
14.	Pathological Laboratory	Blood Sugar F & PP

INDUS (ECHC PLUS)

SNo	Service	Item Name
1.	Consultation{INTERNAL MEDICINE}	Dr. Internal CMO {First Visit}
2.	Pathological Laboratory	COMPLETE HAEMOGRAM
3.	Pathological Laboratory	BLOOD GROUP
4.	Pathological Laboratory	URINE ROUTINE AND MICROSCOPY
5.	Pathological Laboratory	BLOOD UREA
6.	Pathological Laboratory	Serum Creatinine
7.	Pathological Laboratory	SERUM BILIRUBIN (Total &Direct)
8.	Pathological Laboratory	SGPT
9.	Pathological Laboratory	SGOT
10.	Pathological Laboratory	Lipid Profile (Group).
11.	Pathological Laboratory	TSH
12.	Pathological Laboratory	Hepatitis B Surface Antigen (HBsAg)
13.	Radiology	Chest PA view
14.	Radiology	2-D Echo
15.	Pathological Laboratory	Blood Sugar F & PP
16.	Radiology	ECG
17.	Consultation{Ob-Gynecology}	Dr. Shelly Singh {First Visit}

18.	Pathological Laboratory	Pap Smear
19.	Radiology	Ultrasound Whole Abdomen
20.	Radiology	PFT
21.	Consultation{Ear-Nose-Throat}	Dr. Neha Sood/ Dr J M Hans {First Visit}
22.	Consultation{Opthalmology}	Dr. aashima aggarwal {First Visit}
23.	Consultation{DIET}	Dr. Juhi Pavneet {First Visit}
24.	Consultation{Physiotherapy}	Dr. Physiotherapy {First Visit}
25.	Radiology	CT Lumber Spine
26.	Radiology	C.T. Cervical C.T. 3D Reconstruction only--
27.	Radiology	Ultrasound Breast
28.	Radiology	CALCIUM SCORE
29.	Radiology	CORONARY ANGIOGRAPHY

Primus
Super Speciality
Hospital

Feedback Form - OPD

Patient's Name:-

UHID No:-

Contact No:-

	EXCELLENT	GOOD	AVERAGE	POOR
Front Desk / Reception	☐	☐	☐	☐
Consultation/Treatment	☐	☐	☐	☐
Diagnostic Services	☐	☐	☐	☐
Pharmacy	☐	☐	☐	☐
Dietician	☐	☐	☐	☐
Cafeteria	☐	☐	☐	☐
Billing	☐	☐	☐	☐
House Keeping	☐	☐	☐	☐

Any Specific comments or suggestions about hospital service.

www.primushospital.com

Patient's Signature

References:

Gordon, R. (1987), 'An operational classification of disease prevention', in Steinberg, J. A. and Silverman, M. M. (eds.), Preventing Mental Disorders, Rockville, MD: U.S. Department of Health and Human Services, 1987

Prochazka AV, Lundah K, Pearson W, Oboler SK, Anderson RJ. Support of evidence-based guidelines for the annual physical examination: a survey of primary care providers. *Arch Intern Med.* 2006;166(13):1347–52