

# Leveraging Technology for Operational Efficiency

## A Medica Experience

Dr Saumitra Bharadwaj



CERTIFICATION NO. : H-2013-0167  
AN NABH ACCREDITED HOSPITAL



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# What Does Tech Do?

## Leap Forward

- Paradigm Shift
- External
- Disruptor

## Enabler

- Shows up things in new light
- Increases efficiency by a long measure



# Technology at Medica

Hospicare  
(Technology in Transport)

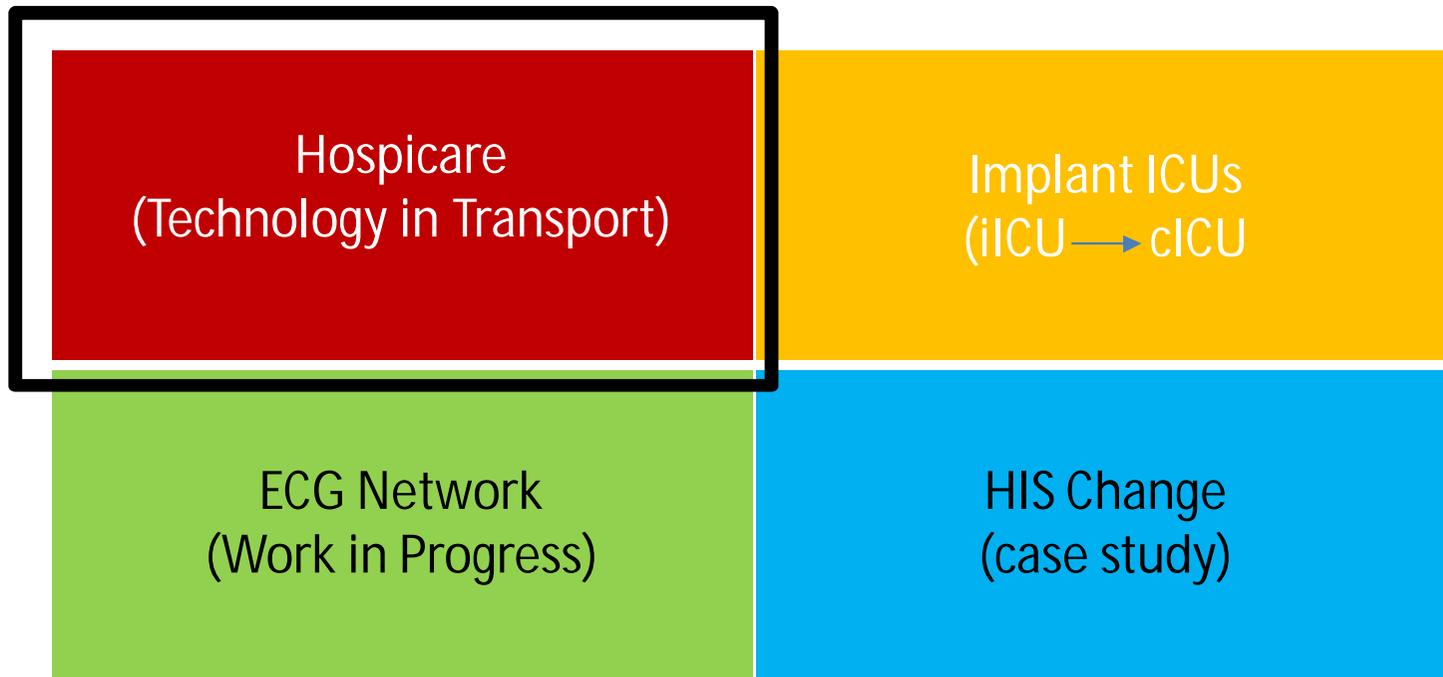
Implant ICUs  
(iICU → cICU)

ECG Network  
(Work in Progress)

HIS Change  
(case study)



# Technology at Medica



# EXPERIENCE ON IMPROVING THE TRANSPORT DEPT

## Initial Transport Process

- Central Control (Call Center)
  - 22 location
  - 15 Stretchers + 30 Wheelchairs
  - Walkie Talkie
- 
- No time stamps
  - Control by register
  - Difficult to monitor
  - Chaotic
  - Caller remains unidentified



# EXPERIENCE ON IMPROVING THE TRANSPORT DEPT

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## Medica Hospicare

- Web based (works on desktop)
- No constraints to create a new location
- Time Stamps → the only way
- Automatic Control
- Monitoring not a problem
- Dashboard



- Dashboard
- Users
- Call Log**
- My Calls
- Non User Call Log

Title: --Select-- Assigned From:  Assigned To:  Go [Export to Excel](#)

				Feb 2018							March 2018							April 2018							New Call		
				Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	STATUS	ACTION	
	199413	Manpower Requirement...	RADIOLOGY (RADIOLOGY)					1	2	3						1	2	3	1	2	3	4	5	6	7	Open	<a href="#">Assign</a>
	199409	Wheel Chair Required...	5th B 2 (5th Floor B 2)																						Open	<a href="#">Assign</a>	
	199408	Stretcher Required...	HDU 1 (HDU 1)																						Assigned		
	199407	Manpower Requirement...	4th B (4th Floor B)	Transport	---					bed no dialysis 3 uergent	2018-03-09 17:03:15												Open	<a href="#">Assign</a>			
	199406	Stretcher Required...	Emergency (Emergency)	Transport	---					ER/ 11 TO USG	2018-03-09 17:02:08												Open	<a href="#">Assign</a>			
	199405	Manpower Requirement...	4th B (4th Floor B)	Transport	---					bed no 70 dialysis 3	2018-03-09 17:01:47												Open	<a href="#">Assign</a>			
	199404	Stretcher	Emergency	Transport						Kheyali ER/3 DISCHARGE	2018-03-09	2018-03-09											Assigned				



- Dashboard
- Users
- Call Log**
- My Calls
- Non User Call Log

Title:  Assigned From:  Assigned To:

[Call](#) [+ New Call](#)

ACTIONS	ISSUE ID	ISSUE	ISSUED BY	ISSUED TO DEPARTMENT	ASSIGNED TO	DESCRIPTION	CREATION DATE	ASSIGNED DATE	RESOLVED DATE	CLOSED BY	STATUS	ACTION
	199413	Manpower Requirement...	RADIOLOGY (RADIOLOGY)	Transport	---	USG 1 TO304 NEED 1 MP	2018-03-09 17:07:11	---	---	---	Open	<a href="#">Assign</a>
	199409	Wheel Chair Required...	5th B 2 (5th Floor B 2)	Transport	---	571 usg	2018-03-09 17:05:02	---	---	---	Open	<a href="#">Assign</a>
	199408	Stretcher Required...	HDU 1 (HDU 1)	Transport	Kheyali Hazra	HDU1/6 FOR USG DEPT	2018-03-09 17:03:18	2018-03-09 17:07:02	---	---	Assigned	
	199407	Manpower Requirement...	4th B (4th Floor B)	Transport	---	bed no dialysis 3 urgent	2018-03-09 17:03:15	---	---	---	Open	<a href="#">Assign</a>
	199406	Stretcher Required...	Emergency (Emergency)	Transport	---	ER/ 11 TO USG	2018-03-09 17:02:08	---	---	---	Open	<a href="#">Assign</a>
	199405	Manpower Requirement...	4th B (4th Floor B)	Transport	---	bed no 70 dialysis 3	2018-03-09 17:01:47	---	---	---	Open	<a href="#">Assign</a>
				Transport	Kheyali	ER/3 DISCHARGE	2018-03-09	2018-03-09	---	---	Assigned	

172.16.3.212/hospicare/call\_log.php#



Dashboard

Users

Call Log

My Calls

Non User Call Log

Call

ACTIONS	ISSUE	CREATED BY	ISSUED TO DEPARTMENT	ASSIGNED TO	DESCRIPTION	CREATION DATE	ASSIGNED DATE	RESOLVED DATE	STATUS	ACTION
	Wheel Chair Required...	partha (Mob: 9836866450)	Transport	Dipali Biswas	sipra pal,dialysis 3	2016-12-20 15:25:01	2016-12-21 13:27:21	2016-12-26 10:40:33	Resolved	
	Wheel Chair Required...	moumita afroj (Mob: 600)	Transport	Dipali Biswas	613b nuruddin haldar prn-23703 discharge	2016-12-14 14:51:58	2016-12-14 14:53:23	2016-12-15 09:35:20	Resolved	
	Wheel Chair Required...	ROBIN (Mob: 8100655587)	Transport	Sumana Dey	WHEEL CHAIR IN D2 MRS NEENA MISHRA	2016-12-13 18:12:02	2016-12-13 18:20:05	---	Assigned	
	Wheel Chair Required...	ROBIN (Mob: 8100655587)	Transport	Sumana Dey	DIALYSIS 2 NEENA MISHRA	2016-12-13 18:00:30	2016-12-13 18:20:04	---	Assigned	
	Wheel Chair Required...	sujith (Mob: 9804810142)	Transport	Sumana Dey	ajit kr bose(d1)	2016-12-13 17:43:13	2016-12-13 17:53:14	---	Assigned	
	Wheel Chair Required...	ROBIN (Mob: 8100655587)	Transport	Sumana Dey	dialysis 2 SUBIR KR GUHA SARKAR	2016-12-13 17:32:46	2016-12-13 18:16:56	---	Assigned	
	Wheel Chair Required...	RISHABH SINGH (Mob: 8335950831)	Transport	Sumana Dey	high wheelchair for tarun bakshi; d3 to discharge	2016-12-13 16:44:25	2016-12-13 17:04:46	---	Assigned	
	Wheel Chair Required...	ROBIN (Mob: 8100655587)	Transport	Sumana Dey	D2 TWO TRANSPORT WOMEN FOR 4TH BED 34	2016-12-13 16:30:29	2016-12-13 16:32:51	---	Assigned	



# Implementation Process and Its Learnings

- The challenge is when you are changing an established processes
  - Selling the concept
  - No delegation
- Emotional Quotient
  - Do away with layering
- All hands on deck → tending to problems as they rise
  - 3-5 Days survival time
- Review meetings twice a day. Addressing issues on the same day
- Being Rigid where you need to be
  - Dismantle a key impediment when your systems are tested and running
- Handover to the end user and ask them to grow the concept further



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## Medica Hospicare

- Web based (works on mobile)
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- Time Stamps → the only way
- Automatic Control
- Monitoring not a problem

**10,000 requests / month; reduction of 60,000 calls**

- Difficult to monitor
- Chaotic

**90% reduction in stress levels at work place**

- Caller remains unidentified



# WHERE DOES HOSPICARE GO FROM HERE



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## 6<sup>TH</sup> FLOOR - A WING

601 A



601 B



602



603



604



605



606 A



606 B



# Dashboard for Floor Managers

## 6<sup>TH</sup> FLOOR - B WING

607



608



609 A



609 B



610



611



612 A



612 B



# Dashboard for Security Managers

PR No. ▾	Patient Name ▾	Bed No ▾	Sex ▾	Age ▾	Discharge Date ▾	Leaving Date Time ▾	Cleaning Done
32347	Mrs. Kalpana Dhar	601 A	Female	70	17-03-17 10:39	17-03-17 13:48	
151788	Mr. Debasish Dey	601 B	Male	57	17-03-17 15:36		
272731	Mr. Enayet Hossain	602	Male	64	17-03-17 9:41	17-03-17 16:43	17-03-17 17:15
273211	Mr. Kali Kumar Ghosh	603	Male	78	17-03-17 12:53		
276952	Mr. Ram Krishna Singh	604	Male	64	17-03-17 8:30		
289167	Mrs. Chandana Kar	605	Female	57	17-03-17 8:30		

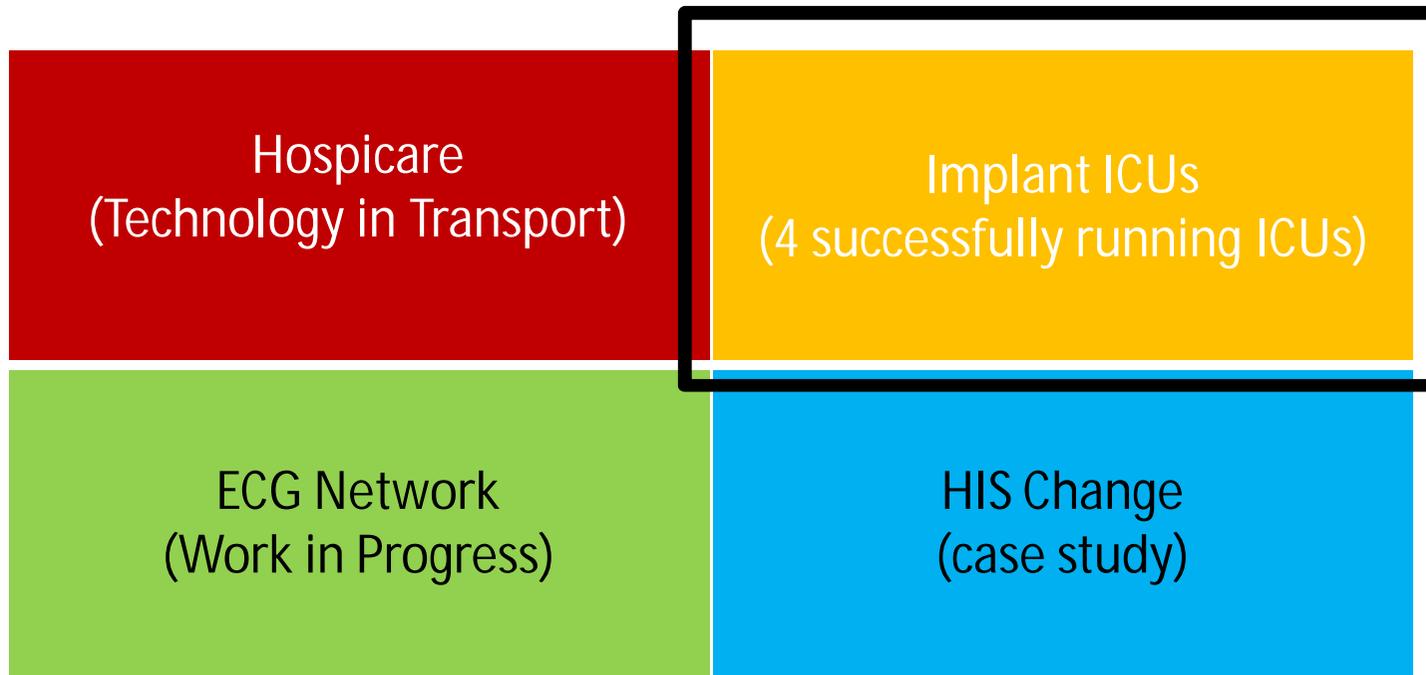
Floor Exit time to be captured by floor security at the time of Security Checkout out and it will trigger the notification to the respective users as a prior intimation for patient exit from hospital premise

At the time of Discharges , Mobility device to be surrendered to Security & it will capture floor exit timing of patient & trigger sms to required area

# Dashboard for Housekeeping Managers

601 A 	601 B 	602 	603 
604 	605 	606 A 	606 B 

# Technology at Medica



# Implant ICU/eICU

- Our first Implant ICU came up at Bhagalpur in April 2018. Since then we have treated 1680 patients in need of Intensive/Critical Care thus saving many lives that otherwise may have been lost
- We have a pretty impressive Implant ICU record of near 71% recovery, 9% DAMA, 8% Deaths, and 12% referral to higher centres.
- We are soon opening up 6 more Implant ICU in the country



# From iICU to eICU

- Without new IT infrastructure this was not possible
- The eICU products in the market were expensive off-the-shelf and at the same time needed too much investment of infra structure
- The functionality was based for an ideal super specialty hospital where lab and rad was online and were properly bridged to HMIS
- None of the above worked for us
- WE HAD NO CHOICE TO MAKE SOMETHING THAT WORKED FOR US WITHOUT BURNING A HOLE IN OUR POCKETS



# EMR FOR OUR OWN eICU NEEDS



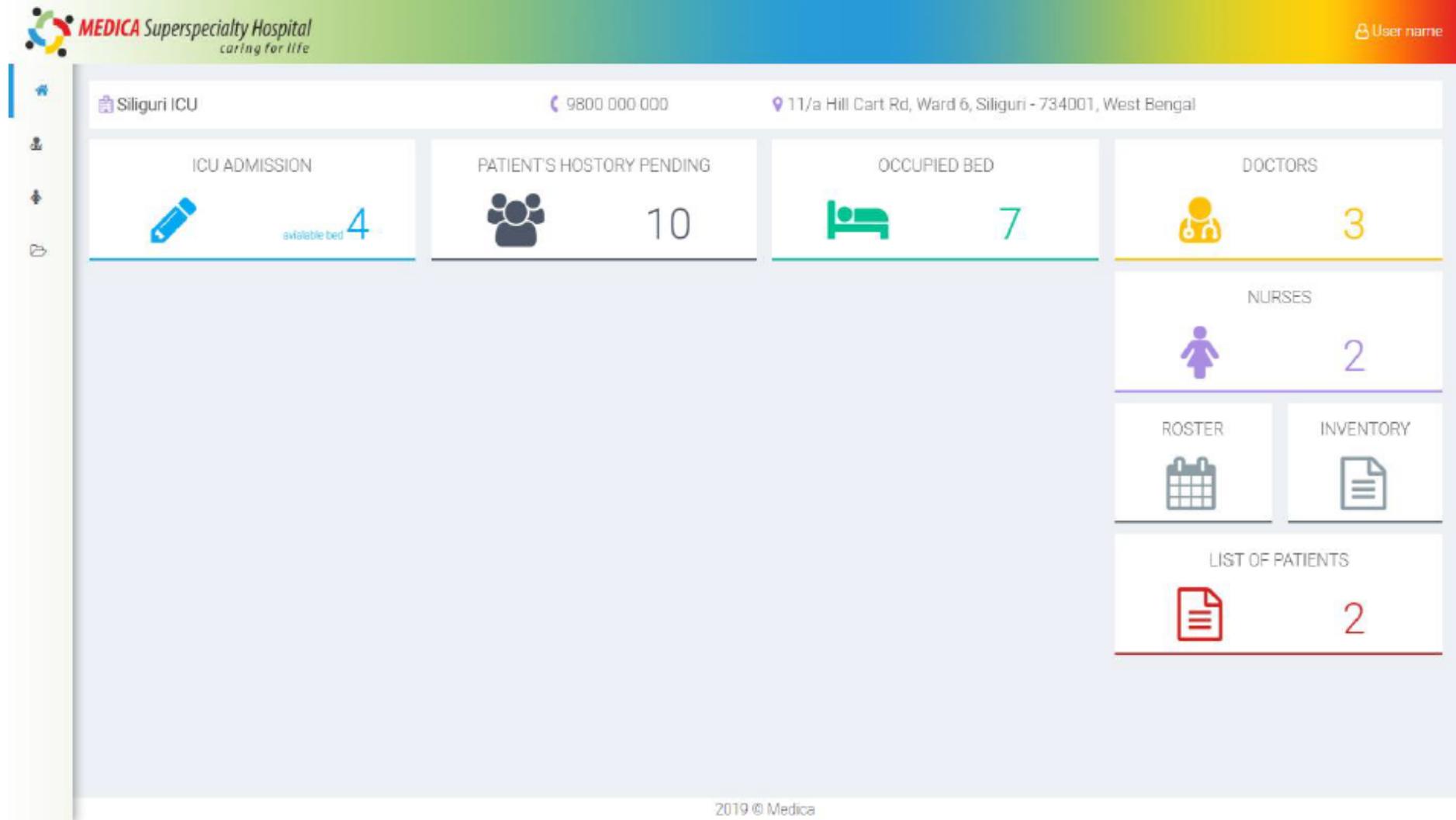
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# Implant ICU/eICU

## ICU DASHBOARD



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# Implant ICU/eICU

## TREATMENT

Aanandswarup Ramalingam | 34 years | Male  
Patient ID - UHID9874503 | +91 9800 000000  
Chief complaint - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Height - 167 cm      HR - 72 bpm      RR - 67 bpm      Temperature - 98.9<sup>o</sup> F  
Weight - 64 Kg      BP - 120/90 mmHg      SpO2 - 12 %      Glucose - 72 mmol/L

 DOCTOR'S NOTE

 NURSE'S NOTE

 PARAMETERS

 INVESTIGATION

 RADIOLOGY

 CONVERSATION NOTE

 Doctor's note

 Dr. Anirban Bannerjee  
10.03.2019 10:30:15 am  
Created by: user name (ID)

 Details

 As instructed by Dr. Anirban Bannerjee 10.03.2019 10:30:15 am

 Dr. Anirban Bannerjee  
10.03.2019 10:30:15 am

 Details

 Dr. Anirban Bannerjee  
10.03.2019 10:30:15 am

 Details

⊙ Medicine :  
• medicine 1  
• medicine 1  
• medicine 1

⊙ Test :  
• test 1  
• test 1

⊙ Procedure :  
• test 1  
• test 1

⊙ Remarks : lorem ipsum.....

## NURSE NOTE

Nurses can append observations/abnormality in patient. She/he can view the notes of all the doctors, update results of all tests in the parameter section.

The screenshot displays the MEDICA Superspecialty Hospital patient management interface. A modal window titled "Add note for patient - CUR7894563" is open, allowing a nurse to add a note for a specific patient. The patient's name is Anandswarup Ramalingam, ID is UHID9874503, and the chief complaint is Lorem ipsum. The interface shows a "Nurse's note" section with a list of notes for "Sujata Basu" dated 10.03.2019. The modal form includes an "Observation" field for remarks, a warning to refer to the medicine card, and two sections for "Test" and "Procedure". Each section has a dropdown menu, a status dropdown, a date field (dd-mm-yyyy), a time field (Enter time..), and an action button. The "Test" section lists "test 1" and the "Procedure" section lists "procedure 1". The modal has "Cancel" and "Submit" buttons at the bottom. The background interface shows patient vitals (Temperature: 98.9°F, Glucose: 72 mmol/L) and a "CONVERSATION" section. The footer of the interface includes the text "2019 © Medica".



# MEDICINE CARD

The “Medicine Card” will be filled in by the Nurse. The Nurse will have the option to add new medicine with the dosage, frequency, start date and the end date. The Nurse will be able to show the completion of the dosage daily which will be shown in the table. There will option to change the end date of the medicine which cannot be less than the same day.

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User name

Aanandwarup Ramalingam | 34 years | Male  
 Patient ID - LHID9874503 | +91 9800 000000  
 Height - 167 cm  
 Weight - 64 Kg  
 HR - 72 bpm  
 BP - 120/80 mmHg  
 RR - 67 bpm  
 SpO2 - 12 %  
 Temperature - 98.9° F  
 Glucose - 72 mmol/L  
 Chief complaint - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

DOCTOR'S NOTE | NURSE'S NOTE | **MEDICINE CARD** | PARAMETERS | INVESTIGATION | RADIOLOGY | CONVERSATION

Medicine card

Medicine name	Dosage	Frequency	Start date	End date	27.03.2019				26.03.2019				
					T	10:30 am	02:50 pm	---	---	10:30 am	---	---	---
Calpol	150 mg	TD	26.03.2019	27.03.2019	S	●	●			●			





### Add new medicine

Medicine name

Dose

Dose frequency

Start date

End date

### Add medicine's record

Select medicine

Select date

Select time



The following parameters are recorded 4 times a day. The value of the reading can be inserted on any date & time for any date & specified time.

- Heart rate (HR)
- Blood Pressure (BP)
- Respiratory rate (RR)
- SpO2,
- Temperature
- Glucose

© Vitals



Vitals	T & V	27.03.2019				26.03.2019				25.03.2019			
HR	Time												
	Value												
BP	Time												
	Value												
RR	Time												
	Value												
S <sub>p</sub> O <sub>2</sub>	Time												
	Value												
Temp	Time												
	Value												
Glucose	Time												
	Value												



## OUTPUT

Urine, Stool, Vomiting, Drain and other body output are monitored hourly; 24 times a day. The value of the reading can be inserted on any date & time for any date & specified time. For different body fluids separate rows can be added dynamically. Each new row occupies space below the 2<sup>nd</sup> and 3<sup>rd</sup> row. Subtotal to be summed up for each shift of the day. Total for the day to be added up.

Drain - Again should start with an "ADD" button. Then name of body fluid that is being drained, then volume in numbers. Unit is pre-set as mL/hour

© Output for 27.05.2019 View next record

Time	09 AM	09 AM	10 AM	11 AM	12 AM	01 PM	02 PM	Total	03 PM	04 PM	05 PM	06 PM	07 PM	08 PM	Total	09 PM	10 PM	11 PM	12 PM	01 AM	02 AM	03 AM	04 AM	05 AM	06 AM	07 AM	Total	TOTAL
Urine																												
Drain																												
NGT aspirate/ Vomiting																												
Stool																												
Others																												
GRAND TOTAL OUTPUT																												

Add Output value

Select parameter: Urine

Select date: 27-07-2019      Select time: 09 AM

Parameter value: 12

Cancel
Save

## OXYGEN/VENTILATOR READING

SpO2, O2 l/m, Vent mode, FiO2 are monitored hourly; 24 times a day. The value of the reading can be inserted on any date & time for any date & specified time.

For SP O2 – format is number, unit is pre-set as “%”

For O2 litres per minute, 1st option – “Oxygen mask”, 2nd option – “Nasal Cannula”, then rate : format is number, unit is “Litres/min”.

Option 1 or 2 they have to choose from drop down

For Vent mode, there will be drop down of options that are shown in the chart (PEEP, CPAP etc). Once selected the nurse will have to enter the Fi O2 value. Format is number, unit is pre- set to “%”

Below Fi O2, please ignore the other readings in the ICU chart.



## INVESTIGATION

For panel test multiple tests need to be entered for each individual record. No files can be attached here. Investigation section records all the pathological test results prescribed by doctors time to time. Initially Investigation section will have no tests defined. As per doctor prescription or note, rows are automatically added with test name as prescribed by doctor with input cell for result entry. Default as per the attached sheet, Appendix-2 (Department will not be mentioned). It is understood there will be one test per entry and the value can be recorded in the table.

Parameter	T & V	27.08.2019		26.08.2019		25.08.2019	
HGB	Time						
	Value						
WBC	Time						
	Value						
PLT	Time						
	Value						
PCV	Time						
	Value						
MCV	Time						
	Value						
MCHC	Time						
	Value						

## RADIOLOGY

Radiology section picks up test names from doctor note section and creates rows dynamically. Reports may be uploaded for detail view.

The name of the test requested will be shown and the reports can be uploaded as file upload.

A separate lists of test reports will be listed where the tests other than the ones requested by the ICU doctor can



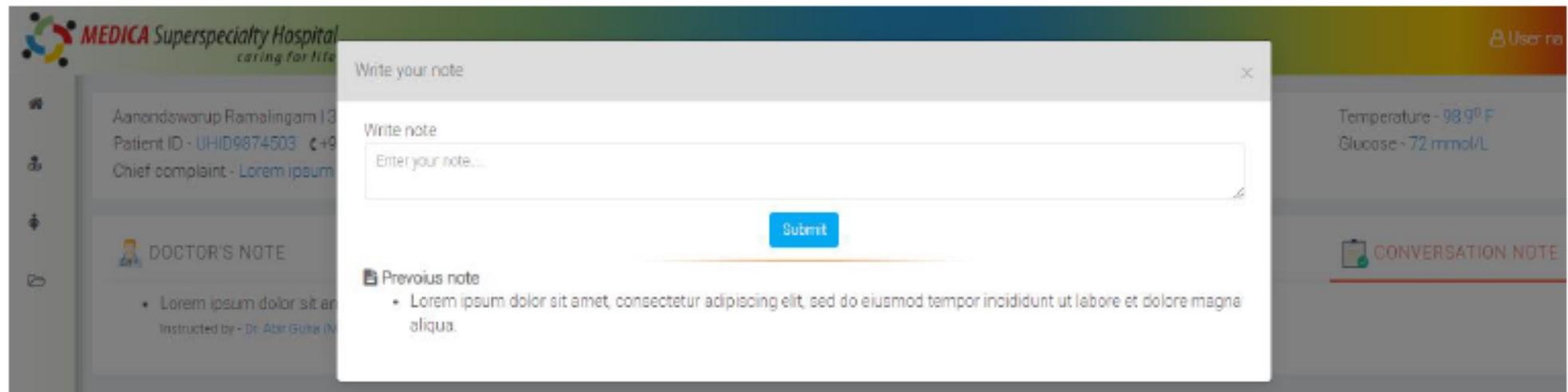
## COMMUNICATION

### VIDEO CONFERENCING

Command center doctors check the treatment checklist of the remote patients and might require to a video conference with the ICU Doctor / Nurse using Skype.

### CONVERSATION NOTE

Command centre doctors go through diagnosis history and doctors note and test parameters and may chat with ICU doctor or nurse. All the charting based conversations are recorded and may be followed by ICU doctors



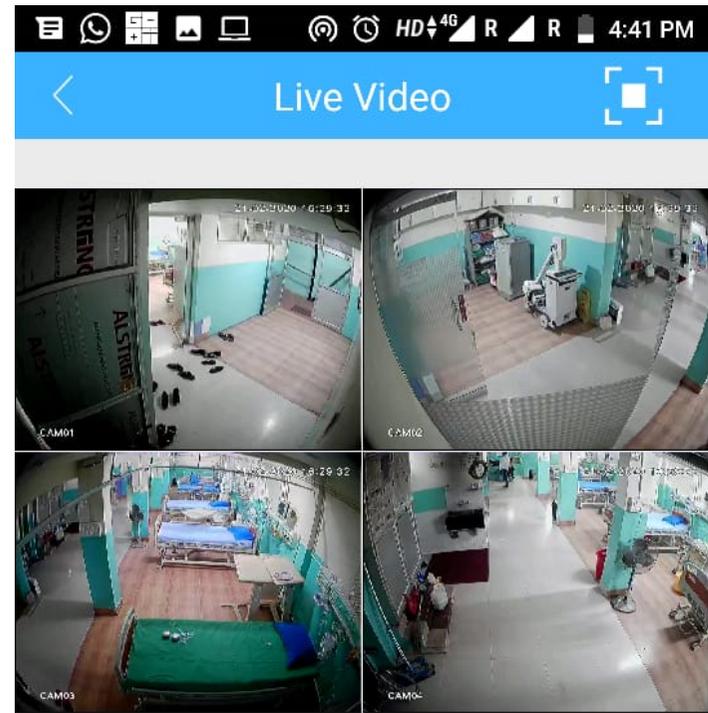
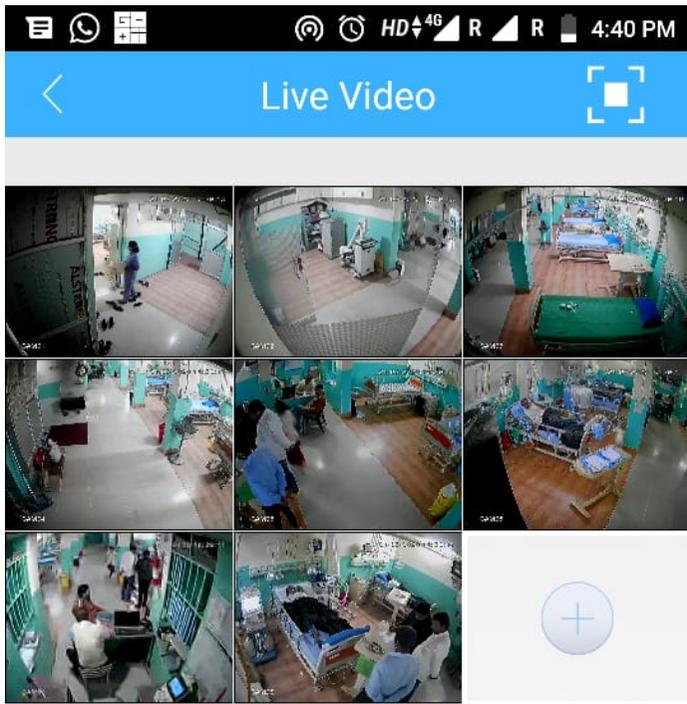
The screenshot displays a medical software interface for MEDICA Superspecialty Hospital. A central dialog box titled "Write your note" is open, featuring a text input field with the placeholder "Enter your note...", a blue "Submit" button, and a section for "Previous note" containing a bulleted list of text. The background interface shows patient information for "Aanandwarup Ramalingam I 3" with Patient ID "UHID9874503" and a "Chief complaint - Lorem ipsum". It also includes a "DOCTOR'S NOTE" section with a list item "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua." and "Instructed by - Dr. Abir Guha (M)". On the right side, vital signs are listed: "Temperature - 98.9° F" and "Glucose - 72 mmol/L". A "CONVERSATION NOTE" section is also visible at the bottom right. The top right corner shows a user profile icon labeled "User na".



# TWO ESSENTIALS

- Video Conference
- Mirror Central Monitoring System



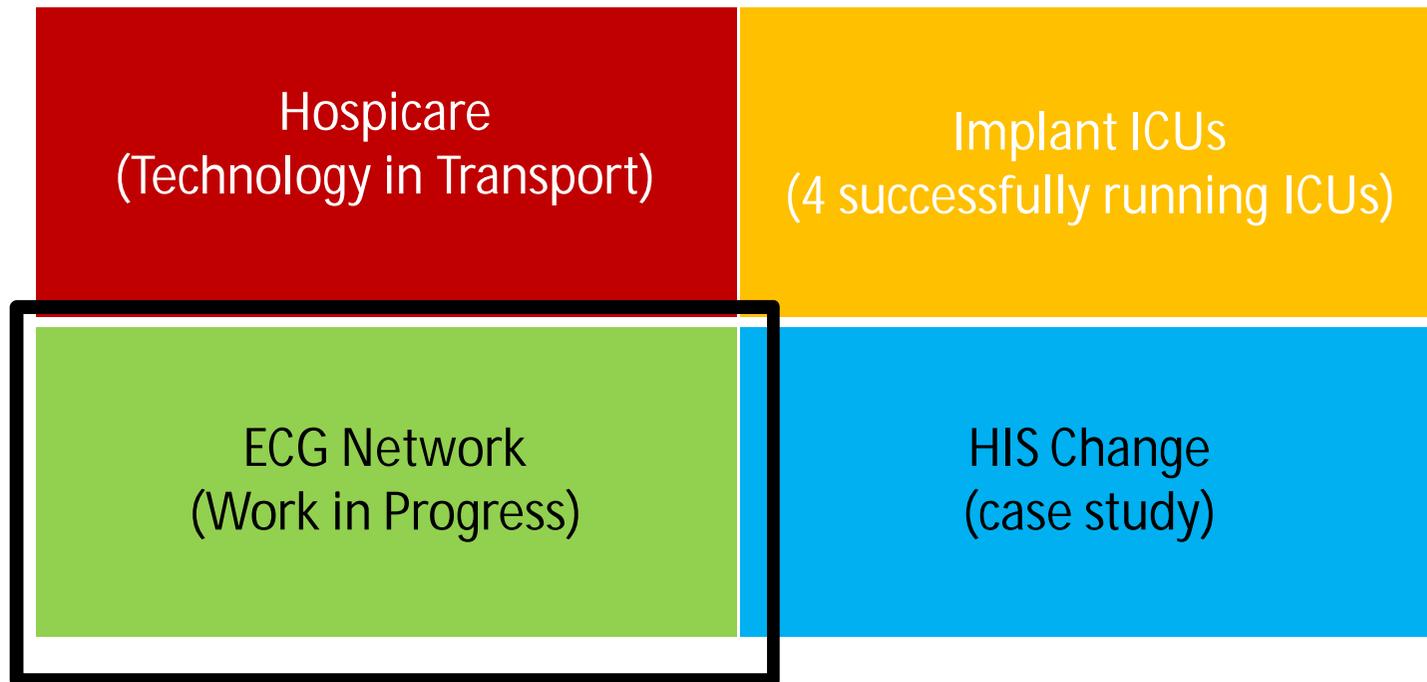


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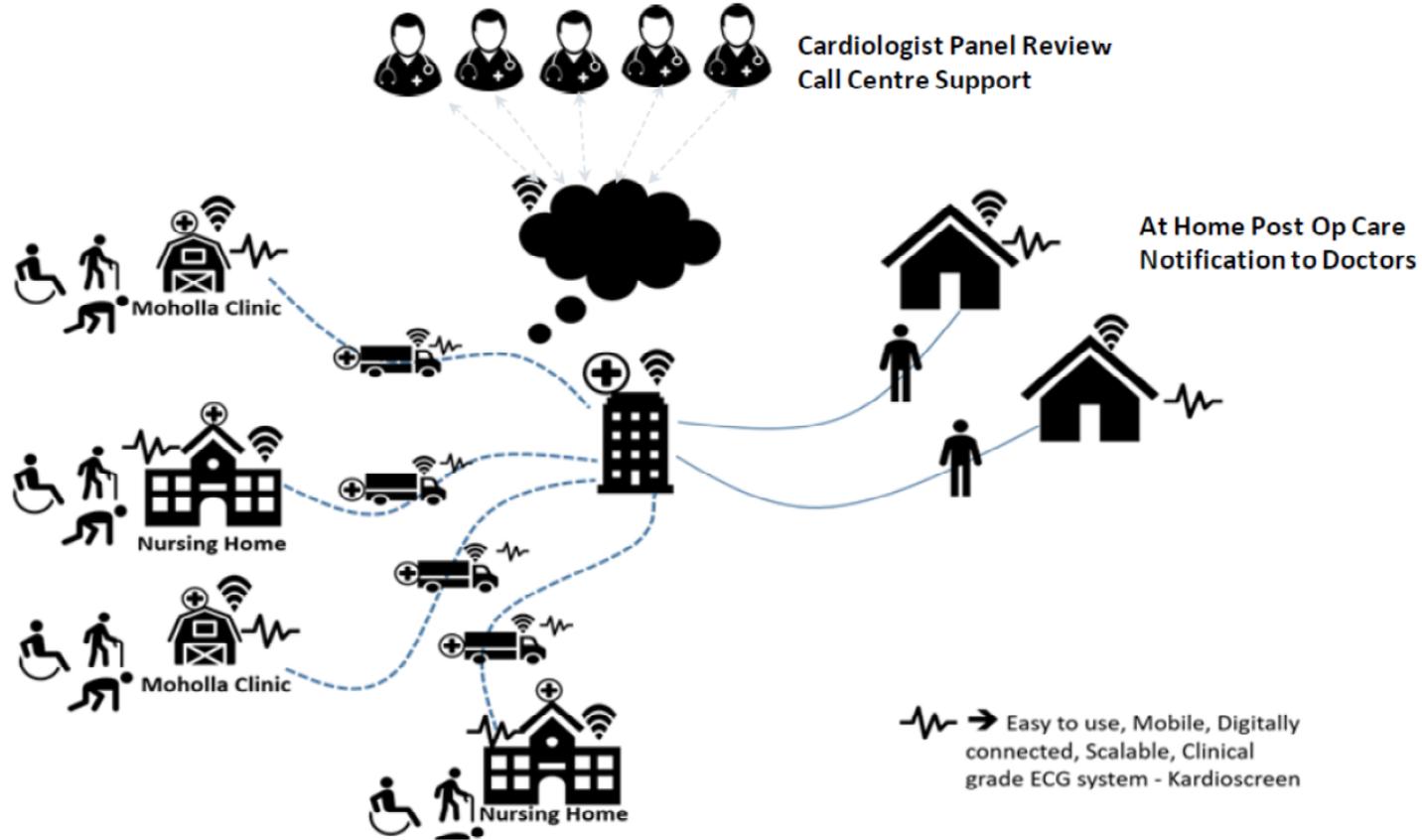


# REMOTE REPORTING of ECG

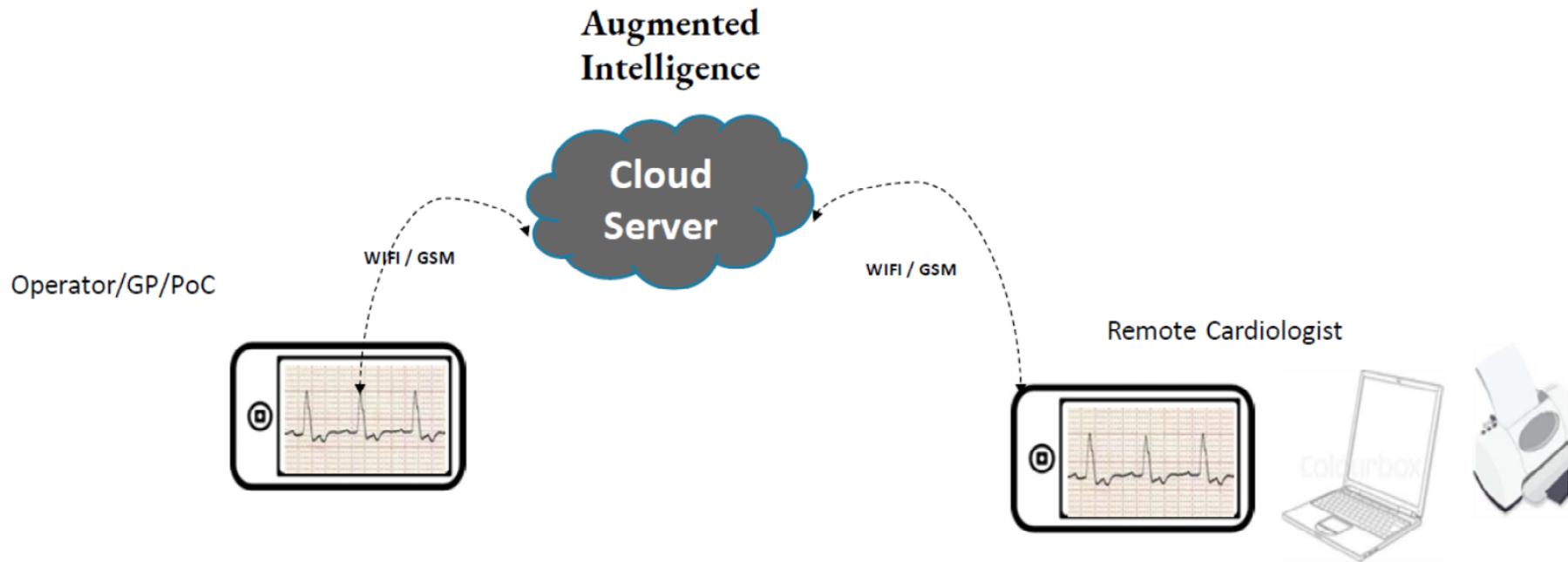
- It is known that one of the most common OPD investigation is the ECG
- ECG interpretation requires special skills specially to interpret complex rhythm issues that are commonly found in general population
- This segment is not properly served



# Connected Cardiac Care



# Workflow





# Patient List

Dilip Kumar

Select Hospital

Select Date Range

Select Risk

Search for Name



Risk	Patient Name	Age	Gender	Primary Physician	Status	Assigned To	Assigned On	Review time	Print
	Mr Narayan Chandra Ghosh	66	Male	Dilip Kumar	Waiting	--	Feb 18, 2020 9:45 AM	--	
	Mrs kanika Nayak	50	Female	Dilip Kumar	Waiting	--	Feb 16, 2020 8:40 AM	--	
	I rodrigues	53	Male	Dilip Kumar	Waiting	--	Feb 14, 2020 1:48 PM	--	
	Mrs Mira Jana	72	Female	Dilip Kumar	Waiting	--	Feb 13, 2020 10:01 AM	--	
	Santi Devi	60	Female	Dilip Kumar	Waiting	--	Feb 10, 2020 1:28 PM	--	
	Santi Debi	60	Female	Dilip Kumar	Waiting	--	Feb 10, 2020 1:28 PM	--	
	bimla devi sharma	78	Female	Dilip Kumar	Waiting	--	Feb 10, 2020 12:28 PM	--	
	robert liao	58	Male	Dilip Kumar	Waiting	--	Feb 10, 2020 12:28 PM	--	



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## Visit Details

 Dilip Kumar



Patient Name - Mr Narayan Chandra Ghosh  
Age - 66 Gender - Male Phone - 9432418195

Medica Superspecialty Hospital  
(919830347940)

Visited on: Feb 18, 2020, 9:45:02 AM



### Patient history

Hypertension: **Not Known**  
Diabetes Mellitus: **Not Known**

Symptoms:

### Interpretation / Doctor Comment

Sinus rhythm with 1st degree AV block, Supraventricular extrasystole(s), Premature QRS in right precordials, positional variance



Please click on the above ECG image for Review

Doctor's Impression  Acute  Investigation  Medication

Action



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Date IST: 2020-02-18 09:45:02

Report ID: MSHK\_00TAGUVG50A0R1Z\_V50A0R3:

**Personal Details**

UHID: 00TAGUVG50A0R1Z  
Name: Mr Narayan Chandra Ghosh  
Age: 66  
Gender: Male  
Mobile: 9432418195

**Pre-Existing Medical- | Symptoms**

-Conditions  
Diabetic: -  
Hypertension: -

**Vitals**

BP: -/  
SPO2: -  
Pulse: -  
Respiratory Rate: -  
RBS: -  
Temperature: -  
Height: -  
Weight: -

**Measurements**

HR: 75 BPM  
P-R: 180 ms  
QRS: 90 ms  
QRS Axis: 8 deg  
QT/QTc: 335/376 ms

**Interpretation(Unconfirmed)**

Sinus rhythm with 1st degree AV block. Supraventricular extrasystole(s). Premature QRS in right precordials, positional variance  
Sinus rhythm with occasional Premature supraventricular contraction (3 per min), 0 First-degree atrioventricular block with normal sinus rhythm



**Doctor Review**

Measurements:  

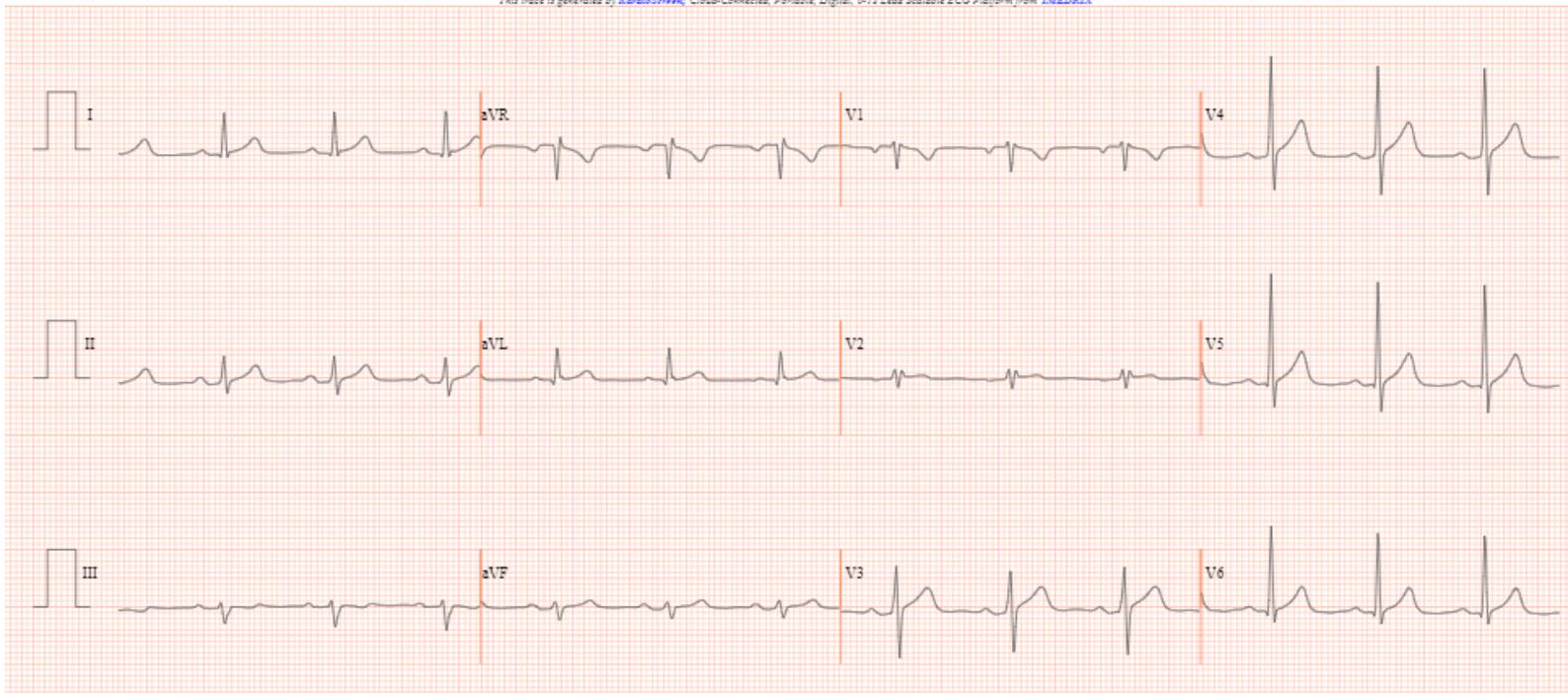
HR: 75 bpm  
PR: 189 ms  
QRS: 94 ms  
QRS Axis: 0 deg  
QT: 344 ms  
QTc: 371 ms

Comments: 

**Inferences**

Sinus rhythm with 1st degree AV block, Supraventricular extrasystole(s), Premature QRS in right precordials, positional variance

*This trace is generated by [KardiaStream](#), Cloud-Connected, Portable, Digital, 6-12 Lead Scalable ECG Platform from [MEDRIX](#)*



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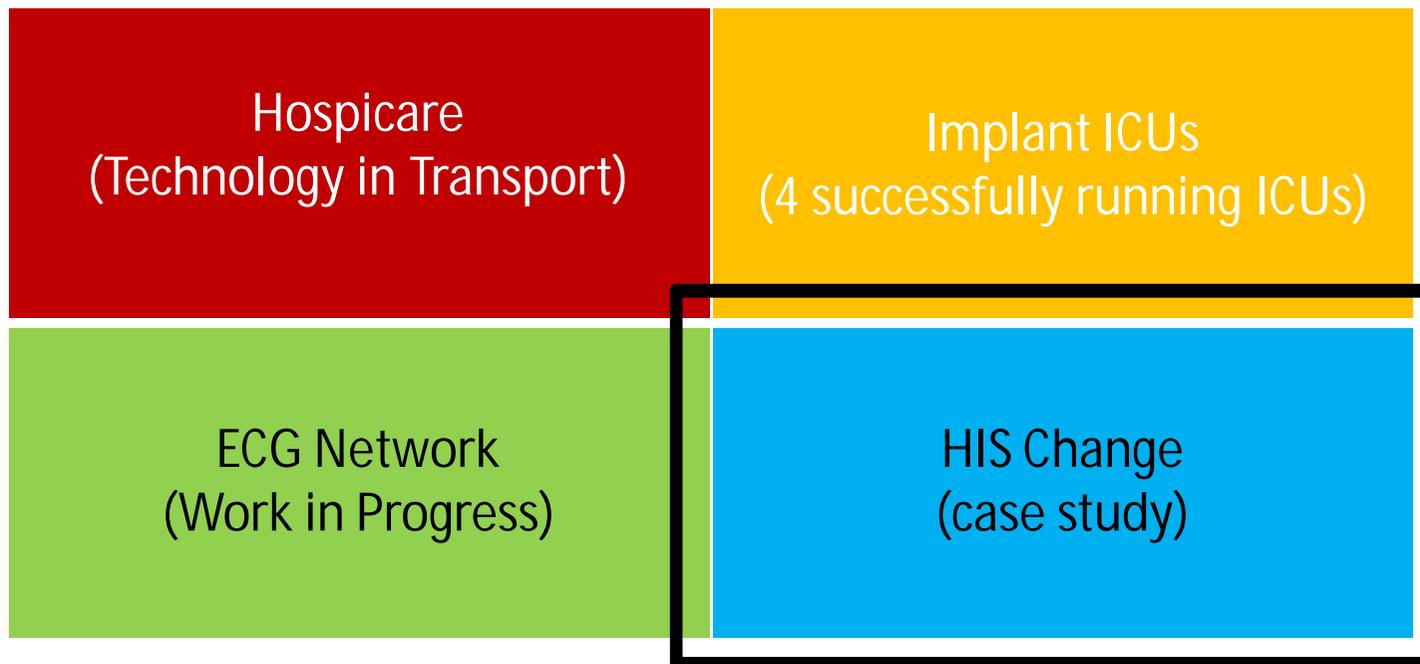
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The patient gets his ECG read by Medica  
Superspecialist Cardiologist within 10 mins of  
ECG being done 100km away

We are looking at opening 50 such spokes in the  
first phase



# Technology at Medica



# AUTOMATION OF A HOSPITAL PROCESS THROUGH SOFTWARE CHANGE



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# INDENTING PROCESS IMPROVISATION

- The software had date-functions to indent for a range of dates.
- The prescription had clear cut cell to mention the number of days the medicine is being prescribed for
- We were having trouble as doctors wanted to write the complete course of the medicine as prescribed by the manufacturer
  - This results in medicines being indented for 5-7 days while our offline process is for indenting for 48 hours
  - Indenting for 48-hours is labor intensive but helps in ensuring that we do not lock out large amount of medicines with the patients and then there are returns many times.
  - For example: if we prescribe medicine for 5000 rupees for 300 patients we land up locking of medicines worth 15,00,000 for 6 days where we see that 15%-30% of medicines are returned after the results of investigations.



# Changes done

- Indent for two days only
- Refill on the 3<sup>rd</sup> day

All the above was automated saving us repeated indenting and returns



Drug Order No: 160773 Patient Name: Mr. Madan Kapuri UHid: MSHK.471487 Assigned Packages: Misc Package| SS00100003 A  
 IP No.: 14708 Ward: CCU 3 Bar Code: [Blank] Comp Name: Swasthya Sathi  
 Remarks: SWASTHA STAHI/CCU/SAHELI Refill Days: 2 Next Refill Date: 22-02-2020

Discharge Notification  
 IP Issue  
 OP Sales

Item Code	Drug Name	DOSE PRES.	Rack	QOH	Total QOH	B.Unit	B.Unit ORD.Qty	Unit	RD.Qty	Refill Qty	ISS
DRM2713	FENT INJ 10ML			0	0	Ampule	1.0	Ampu		1	0



Substitute Items: [Blank]  
 Batch Details: [Blank]  
 Remarks: [Blank]

Stat Orders 
  Routine 
  QOH not available

DrugName	ItemCode	Unit	BatchNo	MRP	Ord.Quantity	Refill Qty	Issued Qty	*Iss.Unit.Qty	Con Qty	*Iss.B.Qty
[Blank]										

TOTAL [Blank]



Show Discharged Patient Only

In Patients

ER Patients

From 21-02-20 To 21-02-20

New Orders

Partially Orders

Completed

New Add On

Add On Pending

Add On Issued

Refill Orders

**Ward Access**

Select All

- 2nd Floor PHDU
- 3rd Floor HDU
- 4th Floor A Wing
- 4th Floor B Wing
- 5th Floor A Wing
- 5th Floor B Wing
- 5th Floor B1
- 5th Floor B2
- 5th Floor General W
- 5th Floor ICU
- 6th Floor A Wing

S.N	Order No	IP No.	Issue No	UHID	Order Date Time	Doctor Name	Patient Name	Ward Name	User	Remarks	Company Name	OP Sales by
1	160115	15664	170126	MSHK.3...	19-02-2020 21:09:40	Soumya Patra	Mr. Achinta Sama...	5th Floor A Wing	Jubin T....		Swasthya ...	Prasun ...
2	160019	15426	170042	MSHK.4...	19-02-2020 19:22:49	Diptanshu Das	Mast. PHUB DORJI	PICU	Susmita ...		Royal Gov...	Krishnen...
3	159375	14057	169307	MSHK.4...	19-02-2020 05:20:08	K Sarkar/ Dr S Sa...	Mr. MARCUS SUS...	HDU 2	Halima ...		Tata Main ...	Prasun ...
4	160167	14594	170174	MSHK.4...	19-02-2020 22:28:37	Hirak Pahari	Mr. Dorjee Bhutia	5th Floor A Wing	Linda To...		Govt of Si...	Prish P...
5	160145	15606	170150	MSHK.4...	19-02-2020 21:51:45	K Sarkar/ Dr S Sa...	Mr. ANJAN KUMAR...	CTVS-ICU	Jomy Ge...		Coal India...	Prasun ...
6	160051	15664	170047	MSHK.3...	19-02-2020 19:57:13	Soumya Patra	Mr. Achinta Sama...	5th Floor A Wing	Jubin T....		Swasthya ...	Shovojit...
7	160047	15686	170041	MSHK.4...	19-02-2020 19:50:10	Pradeepta K Seth...	Mrs. Rina Chatto...	5th Floor B Wing	Linda To...		WEST BEN...	Shovojit...
8	160034	15056	170029	MSHK.4...	19-02-2020 19:36:49	Tanmay Banerjee...	Mr. MRIDUL KUMA...	5th Floor A Wing	Jubin T....		ESI (MB) ...	Shovojit...
9	159914	15607	169892	MSHK.4...	19-02-2020 16:18:05	L.N.Tripathy / Dr....	Mr. Mojam Khan	5th Floor B Wing	Souvik P...		Swasthya ...	Pranab ...
10	159864	15624	169961	MSHK.3...	19-02-2020 15:12:36	Ashis Das	Mr. Santi Gopal M...	5th Floor B Wing	Anima K...		The Shippi...	Pranab ...
11	159852	15643	169844	MSHK.4...	19-02-2020 14:55:35	Dilip Kumar	Mr. Ashim Kumar ...	Emergency Ward	Jose Jos...		DVC - Pen...	Pranab ...
12	159793	14667	169743	MSHK.4...	19-02-2020 13:44:23	N.Raychaudhuri / ...	Mrs. MANJU ADHI...	3rd Floor HDU	Elby Tho...		ECHS (No...	Pranab ...
13	159727	15615	16967...	MSHK.4...	19-02-2020 12:58:34	Vikash Kapoor/Dr...	Mrs. DHEE ACHAR...	6th Floor A Wing	Satarup...		Max Bupa ...	Pranab ...
14	159707	15221	169672	MSHK.3...	19-02-2020 12:40:17	Tanmay Banerjee...	Mrs. Gouri Bose	6th Floor A Wing	Satarup...		ECHS (No...	Pranab ...
15	159694	15525	169645	MSHK.4...	19-02-2020 12:34:18	L.N.Tripathy / Dr....	Mrs. BIBHA MON...	5th Floor ICU	Sapam ...		ESI (MB) ...	Pranab ...
16	159629	15627	169588	MSHK.4...	19-02-2020 11:36:42	Nandini Biswas	Mrs. Usha Rani C...	HDU 2	Pranay Pal		WEST BEN...	Pranab ...
17	159508	15644	169498	MSHK.4...	19-02-2020 09:58:54	L.N.Tripathy / Dr....	Mr. Atman Tete	Neuro-ICU	Binish Paul		South Eas...	Pranab ...
18	159500	15632	16947...	MSHK.3...	19-02-2020 09:51:22	Aviral Roy/Abhish...	Mrs. Krishna Das	HDU 2	Saritha ...		WEST BEN...	Pranab ...
19	159184	15042	16911...	MSHK.4...	18-02-2020 20:17:53	Pradeepta K Seth...	Mr. Nasser Hossain	5th Floor A Wing	Jubin T....		WEST BEN...	Shovojit...

Stat Orders/Emergency Orders
  Routine
  Discharge Medication
  New Orders

Show Discharged Patient Only

In Patients

ER Patients

From: 22-02-20

To: 22-02-20

New Orders

Partially Order

Completed

New Add On

Add On Pending

Add On Issued

Refill Orders

**Ward Access**

Select All

- 2nd Floor PHDU
- 3rd Floor HDU
- 4th Floor A Wing
- 4th Floor B Wing
- 5th Floor A Wing
- 5th Floor B Wing
- 5th Floor B1
- 5th Floor B2
- 5th Floor General W
- 5th Floor ICU
- 6th Floor A Wing

UHid: MSHK. IPID/ER No. Status

S.N	Order No	IP No.	Issue No	UHID	Order Date Time	Doctor Name	Patient Name	Ward Name	User	Remarks	Company Name	OP Sales by
1	160623	15689	17062...	MSHK.4...	20-02-2020 13:40:15	Amitabha Saha/A...	Mr. Anil Chandra ...	3rd Floor HDU	Elby Tho...		WEST BEN...	Mihir Hal...
2	160771	15613	170798	MSHK.4...	20-02-2020 16:24:53	Nikhil S	Mrs. Suchitra Mistri	4th Floor A Wing	Papia D...		WEST BEN...	Pranab ...
3	160764	15746	170792	MSHK.4...	20-02-2020 16:16:00	Arindam Pande	Mr. Paran Al Rashid	Emergency Ward	Binu B C...		Swasthya ...	Pranab ...
4	160692	15742	170707	MSHK.4...	20-02-2020 14:49:26	K Sarkar/ Dr S Sa...	Mrs. Jahanara Bibi...	Emergency Ward	Binu B C...		Swasthya ...	Biswana...
5	160684	15072	170728	MSHK.4...	20-02-2020 14:42:44	N.Raychaudhuri / ...	Mr. Ratan Kumar ...	4th Floor B Wing	Umashri...		WEST BEN...	Shovojit...
6	160667	15642	170695	MSHK.4...	20-02-2020 14:28:46	Ashis Das	Mrs. Sreelekha De	5th Floor B Wing	Kunal M...		WEST BEN...	Biswana...
7	160605	15737	17062...	MSHK.4...	20-02-2020 13:24:10	Chanchal Goswami	Mrs. Suchitra Mistri	DAYCARE	Bijo Simon		Swasthya ...	Mihir Hal...
8	160594	14708	170643	MSHK.4...	20-02-2020 13:14:51	Arindam Pande	Mr. Madan Kapuri	CCU 3	Jestin G...		Swasthya ...	Mihir Hal...
9	160545	15727	170572	MSHK.4...	20-02-2020 12:45:24	Chanchal Goswami	Mr. KRIPA SINDH...	5th Floor B Wing	Souvik P...		Swasthya ...	Pranab ...
10	160522	15057	170537	MSHK.4...	20-02-2020 12:25:50	Tanmay Banerjee...	Mrs. Chitra Deb	3rd Floor HDU	Deepam...		WEST BEN...	Pranab ...
11	160472	8639	170484	MSHK.4...	20-02-2020 11:35:20	S.Sardar/ Dr. M.B...	Mast. RUPAM ROY	CTVS-ICU	Vinesh K...		Sishu Saathi	Pranab ...
12	160378	14767	170396	MSHK.4...	20-02-2020 10:03:27	Udipta Ray	Mrs. Indra Devi L...	HDU 1	Shyamc...		Royal Gov...	Pranab ...
13	160283	15462	170316	MSHK.4...	20-02-2020 06:57:12	Aditya Kanoi	Ms. RAJIYA SULT...	PICU	Sweta B...		Kolkata P...	Mihir Hal...

Stat Orders/Emergency Orders 
  Routine 
  Discharge Medication 
  New Orders

Discharge Notification

IP Issue



# Changes done

- Indent for two days only
- Refill on the 3<sup>rd</sup> day

All the above was automated saving us repeated indenting and returns

We Reduced

150 indents and 150 returns taking 10 mins each

ON A DAILY BASIS



# THANK YOU



CERTIFICATION NO. : H-2013-0167  
AN NABH ACCREDITED HOSPITAL



Medica Lab is NABL accredited