

Medical Records Management – Case Study

Client Profile:

The client is multi-speciality hospital providing healthcare services

Project Brief:

The project entailed Filing, Indexing, Scanning, ICD coding, Digital Storage and Physical Storage of IPD records for a period of 10 years

Business Challenge:

As per latest guidelines on Medical Council of India (MCI) Act & Ministry of Health & Family Welfare (MoH & FW) circular on “Retention period of Medical records”:

- Medical records of IPD may be stored in digitized form for at least past 10 years
- For Future, all records of IPD should be digitized and kept indefinitely

Consequences of Non compliances are severe, attracting high monetary as well as criminal liabilities. As they say - “Weak Records means weak Defence & No records mean no Defence.” Quality Standard accreditation bodies like NABH emphasize the need of strong record management and recent Clinical Establishment Act mandates the “maintenance and provision of EMR or EHR for every patient” for the registration and continuation of every clinical establishment. Robust Medical records management is the need of the hour and shall continue to be so in future.

However, Healthcare providers face stiff challenge as this compliance comes at high Infrastructure costs, maintenance costs and administrative costs.

Role of BDS:

Role is to collect, Transport to BDS premise, Scan, Index, File, ICD coding, retrieve within 72 hrs and destroy post the required period

A comprehensive Medical Records Management SOP is developed to ensure safety of records at BDS for the above

Success Story:

This service offering has proved to be of immense help to healthcare providers who now can rely on BDS for their end to end medical records management at optimum costs as well as be safeguarded against medico legal risks arising out of unavailability of the record.