Documentations

Required1 - General

Information

- Certificate which validates the registered name of the Hospital to be uploaded through portal

Note - The same name will appear on the digital certificate provided at the end of Entry Level Certification process.

Hospital Information

- Registration Certificate of hospital under one of the following body / act to be uploaded throughportal
  - o State / Local Statutory Hospital RegisteringBody
  - o Clinical EstablishmentAct
  - o Shop and EstablishmentAct
- Registration Certificate of hospital for type of ownership/partnership like private-corporate, proprietary, cooperative society etc. to be uploadedthroughportal
- Certificate of the hospital under any government empanelment schemes (as applicable) such as ECHS, CGHS, etc. to be uploaded through mobileapplication

2 – Physical Infrastructure

- Documentation pertinent to Land/Rent Agreement or occupancy certificate to be uploaded through portal.

Laboratory Services (as applicable) – If any of the services is located outside the hospital premises

- MoU with the other Hospital to be uploaded through portal for Clinical Biochemistry Lab.
- MoU with the other Hospital to be uploaded through portal for Clinical Microbiology & Serology Lab.
- MoU with the other Hospital to be uploaded through portal for Clinical Pathology Lab.
- MoU with the other Hospital to be uploaded through portal for Cytopathology Lab.
- MoU with the other Hospital to be uploaded through portal for Genetics Lab.
- MoU with the other Hospital to be uploaded through portal for Hematology Lab.
- MoU with the other Hospital to be uploaded through portal for HistopathologyLab.
- MoU with the other Hospital to be uploaded through portal for ToxicologyLab.
- MoU with the other Hospital to be uploaded through portal for MolecularBiologyLab.

Diagnostic Imaging (as applicable)- If any of the services is located outside the hospital premises

- MoU with the other Hospital to be uploaded through portal for Bone Densitometry service vendor.
- MoU with the other Hospital to be uploaded through portal for CT Scanning service vendor.
- MoU with the other Hospital to be uploaded through portal for DSA Lab.
- MoU with the other Hospital to be uploaded through portal for Gamma Cameraservicevendor.
- MoU with the other Hospital to be uploaded through portal for Mammography service vendor.
- MoU with the other Hospital to be uploaded through portal for MRI service vendor.
- MoU with the other Hospital to be uploaded through portal for Nuclear Medicine service vendor.
- MoU with the other Hospital to be uploaded through portal for PET service vendor.
- MoU with the other Hospital to be uploaded through portal for Ultrasound service vendor.
- MoU with the other Hospital to be uploaded through portal for Urodynamic Studies service vendor.
- MoU with the other Hospital to be uploaded through portal for X-Ray service vendor.

Others Services (as applicable) - If any of the services is located outside the hospital premises

- MoU with the other Hospital to be uploaded through portal for 2D Echo service vendor.
- MoU with the other Hospital to be uploaded through portal for Audiometry service vendor.
- MoU with the other Hospital to be uploaded through portal for EEG service vendor.
- MoU with the other Hospital to be uploaded through portal for EMG/EP service vendor.
- MoU with the other Hospital to be uploaded through portal for Holter Monitoring service vendor.
- MoU with the other Hospital to be uploaded through portal for Spirometry – PFT service vendor.
- MoU with the other Hospital to be uploaded through portal for Tread Mill Testing service vendor.

Other Diagnostic Services

- MoU with the other Hospital to be uploaded through portal for any other diagnostic service offered.

Water Supplier

- Certificate of potability of alternate as well as drinking water source as per IS10500: 2012 to be uploaded through mobile application

Elevators

- Certificate of Lift License / Safety for all elevators to be uploaded through portal

Photographs Required:

- Photo of Generator in the hospital
- Photo of Generator in all ICUs such as cardiac, neonatal, pediatrics, etc.
- Photo of Generator in OT
- Photo of Generator in Ward
- Photo of Generator in Labour Room
- Photo of Generator anywhere else
- Photo of alternate source of water used (If Yes 3.13.3)
- Photo of trolleys with safety belts or side rails present at the hospital
- Photo of wheel chairs with safety belts present at the hospital
- Photo of Radiation hazard
- Photo of Declaration under PCPNDT ACT
- Photo of Bio hazard

3 - Statutory Compliances

Statutory Compliances (as applicable) - All Documents to be uploaded through Mobile Application

- Legal status for conducting business under Shops and Commercial Establishments Act (Registration and place of business of the hospital)certificate.
- State Pollution Control Board (SPCB) Consent to generate Bio-MedicalWaste(BMW).
- MoU with BMW collectingAgency.
- Pollution Control Board License for water and Air Pollution (above50beds).
- Registration under PC-PNDT Actcertificate.
- Registration under MTP Actcertificate.
- AERB License forX-Ray.
- AERB license for MobileX-Ray(s).
- AERB License for DentalX-Rays.
- AERB License forOPG.
- AERB License for CT scanmachine.
- AERB License for Mammographyservices.
- AERB License for BMDservices.
- AERB License for C-Armservices.
- AERB License for CathLab.
- RSO Level I,II,III License.
- Nuclear Medicine ComplianceLicense.
- PET Scan ComplianceLicense.
- SPET / CT ComplianceLicense.
- Radiotherapy Compliance License
- IMRT Compliance License.
- Cobalt Compliance License.
- Linear Accelerator Compliance License.
- Brachytherapy Compliance License.
- Narcotics License.
- Retail Pharmacy License

* In case license is expired, document of renewal application will also be required which will be uploaded through portal.

MoU of Outsourced Services related to the hospital

- MoU with the other Hospital to be uploaded through portal for all the outsourced services.

4 - Clinical Service Details OPD and IPD Data

- UHID OF 5 patients treated in past 6 months under each clinical services offered to be uploaded through mobileapplication

5 - HospitalStaffing

- Details of general duty medical officers in the form of provided template
- Details of nurses in the form of provided template
- Details of paramedical staff (OT, ECG,Radiology,PFT,Lab,Optometrist,Emg,Dialysis) in the form of provided template
- General details of administrative and support staff in the form of provided template

6 - Quality Improvement Process

Committee/Coordinator – All the documents to be uploaded through app

- Documents for any two changes made in the hospital which are related to quality& patient safety along with the expenses incurred certified by Top Management.
- Documents for any five indicators data signed by top management.

Patient and Family Education (Understandable Language by patient) (as applicable) -

- Blood and blood product consent of 3patients to be uploaded through mobile application.
- Blood donation consent of 3patients to be uploaded through mobile application.
- Anesthesia Consent of 3 patients to be uploaded through mobileapplication.
- Surgery consent of 3 patients to be uploaded throughmobileapplication.
- Training material on education on safe parenting nutrition and immunization to be uploaded through portal.

Patient Related Processes (as applicable) – All the documents to be uploaded through app

- Upload UHID of any one patient and corresponding filled Initial Assessment form for OPD by doctor, IPD by doctor, IPD by nurse andEmergency.
- Uploadany1MLCorPoliceintimationformorMLCregisterscannedcopy.
- Copy of scope of Obstetric Services being offered and UHID of Patient with corresponding copies of Ante natal check-ups, maternal nutrition, and post-natalcare.
- CopyofUHIDofany1patient andthecorrespondingfilledcopy ofassessmentsheetincludingnutritional, growth andimmunization.
- Upload a copy ofPediatricsservice

- Uploadregister(oranyotherdocumentaryevidence)of patientswhowerereferred/transferredfrom Inpatientarea.
- Upload a filled patient case sheet of any 1 patient fromtheICU.
- Upload a filled patient case sheet of any 1 patient from any1ward.
- Upload a copy of any 1 patient case sheet having Pre anaesthesiaassessmentformat.
- Uploadacopyofany1patientcasesheethavinganesthesiamonitoringformat.
- Upload a copy of any 1 patient case sheet having post anaesthesiastatusmonitoringformat.
- Upload a copy of adverse anaesthesia events records in past 3months (if applicable)
- Upload a copy of any1 patient case sheet having Preoperative assessment and provisional diagnosis.
- Upload a copy of any1patient case sheet having Operative notes and Post-operative plan of care.
- Upload filled ward discharge summary (all pages) of anyonepatient.
- Upload filled discharge summary (all pages) of any one LAMApatient.

Nursing Care Processes (as applicable) - All the documents to be uploaded through app

- Upload 1 copy of nursing documentation (Medication AdministrationRecord).
- Upload a copy of nursingmonitoringcharts.
- Upload a copy of nurses'notes.

Medication Management (as applicable) – All the documents to be uploaded through app

- Scanned list of emergency and highriskmedications.
- Upload photo of stock of emergencymedications.
- Upload copies of prescriptions of any 3patients.
- UploadcopyofmedicationorderfromICU,Wards,Emergency, Obs&GynandPediatric.

Human Resource Training (as applicable) - All the documents to be uploaded through app

- Upload training record for scope of services
- Upload training record for care of emergency patients
- Upload training record for Infection Control Practices
- Upload training record for Safety Education programme
- Upload training record for Medication Error
- Upload training record for Grievance Handling procedures
- Upload training record for Safe Practices in Laboratory
- Upload training record for Safe Practices in Imaging
- Upload training record for Child Abduction Prevention
- Upload training record video on fire mock drills-through portal
- Upload training record for Spill Management
- Upload training record for needle stickinjury
- Upload training record for Disciplinary Procedures
- Upload training record of staff on Preparation and Administration of Chemotherapeutic Drugs

Infection Control (as applicable) - All the documents to be uploaded through app

- Upload copy of housekeeping checklist for any 3 locations.
- Upload photo of autoclaving records indicators.

- Upload Microbiological surveillance culture report of OT, Labor Room,ICU,and NICU(All for the past3 months).
- Upload records of pre and post exposure prophylaxis provided to staff
- Upload photo of display of working instructions for segregation and handling of biomedical waste.
- Upload Record of fee, documents & report submitted to competent authorities on stipulated dates for BMW.

Management Process

- Upload the organization's organogram through portal.
- Upload the handling record of patient grievances/complaints through mobileapp.
- Upload the documents of composition of all committee (Quality and Safety, Infection Control, Pharmacy and Therapeutics, Blood Transfusion, and Medical Records etc.) throughportal.
- Upload copy of terms of reference of all the committeesthrough portal
- Upload a copy of minutes of meeting of all the committees for last3 months through mobile app
- Upload scanned data of Medication Error and Adverse drug reaction of last 3 months through mobile app
- Upload scanned Root Cause Analysis (RCA) and Corrective & Preventive Action (CAPA) of Medication Error and Adverse drug reaction of last 3 months through mobileapp
- Upload scope of services through mobile app. (Laboratory and Imaging)
- Upload the Defined turnaround time for tests through mobile app. (Laboratory and Imaging)
- Upload a copy of Critical result reporting register wherein there is documentation pertaining to the – time at which the test result was ready / - time at which the test result had been communicated, name of the individual to whom the test result has been conveyed and name and signature of the person who has conveyed the result through mobile app. (Laboratory and Imaging)
- Upload copies of blood transfusion record which has the orders for transfusion, pre-transfusion medications (if any), record of verification of cross matching, label of the transfused blood product, monitoring of patient during the transfusion (at least 3) through Mobileapp.
- Upload scanned filled Blood transfusion reaction formin past 3 months through mobileapp.
- Upload scanned copy of the Blood transfusion committee's minutes, discussed reaction and CAPA through portal.

Safety Management – All the documents uploaded through app

- Upload scanned copy of facility inspection rounds.
- Copy of document of maintenance plan of medical gases and vacuum systems.
- Copy of floor plans withexitroutes.

Record Management - All the documents to be uploaded through app

- Upload checklist for completeness for medical records.
- Filled case sheet of patients having doctors name, signature, date & time (1from each ICU, Operative Patient, Ward, Emergency and Obs&Gyn).

Photographs Required:
- Photo of storage of look-alike sound alike drugs.
- Photo of medication labelling with date and time of preparation, name of the drugs and its dilution.
- Photo displaying Handwashing Instructions in any 3 areas
- Photo of hospital maintaining cleanliness (any 3 areas)
- Photo of sterile tray showing expiry date & batch number on the package.
- Laundry photograph showing segregation, washing and drying
- Photo of Washbasin with functional elbow operated or no touch tap, liquid soap dispenser for patient care areas
- photo of personal protective equipment such as gloves, mask, cap.

- photo of relevant staff and waste handlers wearing heavy duty gloves,Ear plugs, industrial boots etc.
- photos of various colour coded Bio-Medical Waste bins
- photo of display of work instructions for segregation and handling of Biomedical waste.
- photo of Transportation of biomedical waste in closed container/trolley
- photo of staff using needle cutters for cutting the syringe hub.
- photo of storage facility available for biomedical waste
- photo of Biohazard sign prominently displayed at storage area
- photograph of Water tank labelled with last date of cleaning.
- photograph of TAT (turn around time) at collection or dispatch area.
- photograph covering all the following things:Standardized colour coding of the cylinders and pipelines, Gas Manifold room and Fire Fighting Equipment, Display of No Smoking sign

7 -DocumentationRequirements-AllthedocumentsuploadedthroughPortal

- Scanned copy of procedure(s)guide collection, identification,handling,safe transportation, processing and disposal of specimens.
- Scanned copy of process addresses discharge of all patients including Medico-legal cases and patients leaving against medicaladvice.
- Scannedcopy ofdocumentedprocedure(s)addresscareofpatientsarrivingintheemergencyincluding handling of medico-legal cases
- Scanned copies of documented policies and procedures that are used to guide the rational use of blood and blood products.
- Scanned copies of documented procedures that govern transfusion of blood and blood product.
- Scanned copies of documented procedure for the administration of anaesthesia.
- Copy of a defined criterion to transfer the patient from the recovery area.
- Scanned copies of documented procedure that addresses the prevention of adverse events like wrong site, wrong patient and wrong surgery.
- Scanned copies of documented procedure in corporating purchase, storage, prescription and dispensation of medications.
- Scannedcopiesofdocumentedproceduresthataddressprocurementandusageof implantable prostheses.
- Scanned copies of documented policies and procedure that exist for storage of medications.
- Scannedcopiesofdocumentedpoliciesandproceduresthatgovernusageofradioactivedrugs.
- Policies and procedures that include the safe storage, preparation, handling, distribution and disposal of radioactive drugs.
- Scanned copies of infection control manual, which is periodically updated and conducts surveillance activities.
- Scannedcopiesofdocumentedoperationalandmaintenance(preventiveandbreakdown)planforclinical and support service equipment.
- Scanned copies of documented safe exit plan in case of fire and non-fire emergencies.
- Copy of well-defined staff recruitment process.
- Scanned copies of documented disciplinary and grievance handling procedure.
- Scanned copies of documented policies and procedures for maintaining confidentiality, integrity and security of records, data and information.

- Scanned copies of documented procedures that exist for retention time of medical records, data and information.
- Copy of a defined process to whom the patient record can be released.
- Scanned copies of procedure on destruction of medical records.

Onsite- Photos to be Uploaded

Laboratory
- Photo of labelled sample containers stating the UHID.
- Photo of Box/container
- Photo of specimen disposal bin
- Photo of record of turnaround time for Lab test
- Photo of safety devices including PPE, dressing materials, disinfectants, fire extinguishers etc.

Radiology / Imaging
- Photo of aprons and shields
- Photo of record of turnaround time for Lab test

High dependency Areas
- Photo of Duty roster with comment of assessor stating if the same is present on site.
- Photo of equipment (monitors, suction equipment, oxygen cylinders/central oxygen supply)

Obstetric Ward NICU Paediatric
- Photo of mother & baby identification tags.
- Photo of manual/electronic surveillance in this area.

OT/ICU
- Photo of filled WHO check lists (at least 3 spread over 3 separate days).
- Photos of OT Zoning
- Photo of sampling report
- Photo of storage area
- Photo of narcotic records
- Photo of handwashing area in OT

Wards and Pharmacy
- Photo of expired drugs.
- Photo of pharmacy/Stores
- Photo of expired drugs stored separately
- Photo of list of emergency medication
- Photo of list of high risk medication.
- Photo of labelled drug.
- Photo of medication labelled for name, dosages, route and timings
- Photo of medication chart
- Photo of fridge temperature record of last 3 months

Patient/Staff Interview
- Photo of curtain/screens used

Wards, OT, ICU, OPD, Emergency
- Photo of discharge or transfer note in emergency unit

HRM
- Photo of any one personal file (qualification, disciplinary actions and health status)

MRD
- Photo of fire extinguisher

Housekeeping
- Photo of demonstration of cleaning blood spill
- Photo of BMW segregation from any patient care area.

Sterilization Area
- Photo of used indicator (indicators used to monitor effectiveness of sterilization process)
- Photo of label on autoclaved material with date of expiry.

Management
- Photo of documents of hospital mission
- Photo of OPD case paper
- Photos of admission note
- Photo of basic tariff list

Maintenance/Bio-medical engineering
- Photo of preventive maintenance and breakdown register.

Maintenance/Facility Checks
- Photo of cylinder storage
- Photo of fire/smoke detector
- Photo of fire extinguisher

Safety Management
- Photo of TLD badges/dosimeters
- Photo of colour coded medical gas pipelines
- Photo of location where medical gas cylinders are stored

Ambulance Accessibility
- Take photo of inside and outside view of one ambulance (multiple upload)
- Photo of list specifying the equipment present in the ambulance
- Photo of list specifying the drugs present in the ambulance
- Photo of equipment present
- Photo of signed list mentioning name of all the drivers
- Photo of license of all the drivers
- Upload photo of training record
- Photo of signed list mentioning name and qualification of all the doctors
- Upload training record of the doctor
- Photo of signed list mentioning name and qualification of all the nurses
- Upload training record of the nurses

Uniform Signage
- Photo of Scope of services
- Photo of Patients' rights & responsibility
- Photo of Fire exit signage
- Photo of Directional signage
- Photo of Departmental signage

Documentation

- Photograph of signed document of Scope of Services
- Photograph of signed list of General Duty Medical Officers
- Photograph of signed list of Nurses
- Photograph of signed list of Paramedical Staff: (OT, ECG, Radiology, PFT, Lab, Optometrist, EMG, Dialysis)
- Photograph of signed list of Administrative & Support Staff