



भारत सरकार
GOVERNMENT OF INDIA
चिकित्सा अधीक्षक का कार्यालय
OFFICE OF THE MEDICAL SUPERINTENDENT
सफदरजंग अस्पताल एवं वी.वी.एम. कॉलेज
VMMC & SAFDARJUNG HOSPITAL
नई दिल्ली - ११००२९ New Delhi - 110029

F.No. ITSR-12/1/2022-IT-SERVER ROOM

Dated: 25-08-2023

MERA ASPATAAL

Subject: **Minutes of Meeting held on 25.08.2023**

A meeting was held in the committee room of MS Office on **25.08.2023** at 03:00 PM under the chairpersonship of Medical Superintendent to discuss the patient feedback statistics received through "Mera Aspataal" portal for the period **January 2023 to July 2023**.

After deliberations, the following decisions were taken:-

NIC eHospital HMIS: Single Unified HMIS is operational in this hospital for patient registration since November 2022 except the Department of Haematology which should also be on boarded. (**Action:** **HoD Haematology** to make necessary arrangements and submit eHospital/NIC Onboarding Proforma to **OIC-IT**)

Patients with Valid Phone Numbers: eHospital/NIC/MeraAspataal to ascertain why such a large difference exists between OPD (67%) and IPD (15%). (**Action:** **Sh. Ram Avtar, SPoC eHospital**)

Patient Visits: To identify whether any major discrepancy exists between Number of Patient Visits in Orthopaedics (CIO), and SIC (Orthopaedics) in eHospital/NIC and MeraAspataal. (**Action:** **Sh. Ram Avtar, SPoC eHospital**)

Total Responses of Patient Feedback: MeraAspataal may be asked why Total Responses (2%) are so low; and are their Patient Feedback capture channels as advertised on their portal, such as SMS/OBD/Mobile App/Web Portal, aptly functional or not. (**Action:** **OIC-IT**)

ABHA: ABHA Counters for Queue Management are operational in SSB OPD. The same facility may be implemented/extended for the entire hospital, viz. Main OPD, CIO, SIC, etc. (**Action:** **OIC-IT**)

Feedback Forms: Physical Feedback Forms may be used in IPD departments to gauge Patient Feedback, and may be monitored by respective HoDs. (**Action:** **All HoDs**)

OPD Registration Card/Slip: A sentence/text/wording may be added to OPD Registration Cards/Slips asking Patients to give their valuable feedback through Mera Aspataal portal. (**Action:** **OIC-Main OPD**)

Action Taken Report: All HoDs are requested to submit Action Taken Report on Mera Aspataal Patient Feedback for fulfilling Kayakalp requirements. (**Action:** **All HoDs**)

The meeting ended with a vote of thanks to the Chair.

(Dr. N. K. Gupta)
Officer In-charge IT

Copy to: All concerned; and PS to MS