

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

**HEALTH & FAMILY WELFARE DEPARTMENT**

**9<sup>th</sup> LEVEL, WING-'A', DELHI SECRETARIAT, IP ESTATE, NEW DELHI**

No.F.PA/Secy(H&FW)/2017/SSadmin/hfw/671

Dated: 06/10/2017

**ORDER**

During the recent hospital visits of the Hon'ble Chief Minister and the Minister for Health, it was seen that there are huge crowds and long waiting queues in front of the registration counters and the Pharmacies where medicines are distributed.

It is a matter of extreme hardship for patients to have to wait long hours in these lines and it is an urgent necessity to have better arrangements for registration as well as the distribution of medicines.

Just recently, the Hon'ble Lt. Governor has permitted the hiring of retired govt servants including pharmacists and other medical/paramedical personnel against existing vacancies. Further, this office had sought the requirement of additional pharmacists, and other personnel, which can now be processed for the creation of adequate number of posts to shorten the waiting time for doctors' consultation, the receipt of medicine.

All Medical Superintendents are therefore hereby directed to do the following:

1. Ensure that the OPD remains open and functional from 8:00 A.M. to 2:00 P.M. so that there is sufficient time for the patients to be attended to and they are not squeezed into a two and a half hour time slot, and the crowding can be lessened.
2. Towards achieving the above, registration counters shall open at 7:30 A.M. and close at 1:00 P.M. Adequate arrangements shall be made for this. Maximum number of registration counters be opened so as to reduce the waiting time for registration to less than or equal to 15 minutes.
3. Wherever required, a token system be put in place to organise the processes a patient has to go through, including the doctor's consultation, and the distribution of medicines. If need be, the registration and distribution of medicines should be done department wise to reduce the waiting time.
4. Improve the patient waiting areas to make them airy and comfortable, and reduce the overcrowding which enhances the spreading of infections, apart from creating unruly conditions and quarrels among the waiting public.
5. It was observed during the recent visits of hospitals that consultants and Senior Residents or 2-3 Senior Residents are sitting in the same room for OPD consultations. They should be advised to sit in different rooms for OPD consultations by the MSs.
6. One good practice was observed in the Gynae/Obs OPD of BJRMH where commonly used drugs like Tab Iron, Folic Acid and Calcium etc were distributed in the OPD itself. This has reduced congestion in main pharmacy and waiting time was also reduced for the patients. Such practice can also be applied for Orthopaedics and Paediatrics OPD of other hospitals where commonly used drugs 10-20 drugs can be distributed to patients in the OPD itself. Remaining left out drugs if any can be taken by the patients from the OPD.
7. It was also seen that even the best of our hospitals were often failing to provide basic facilities such as clean drinking water and clean toilets. In some of the hospitals the toilets for the waiting public are filthy and unusable. Such a situation is a criminal neglect of the basic functions and duties of a Medical Superintendant who is expected to ensure a clean and healthy environment within the hospital and make hospitals a source of health rather than a node for the spread of disease. In respect of clean drinking water and toilets, Medical Superintendents should in fact do a functional audit to see where the funds are really going if even basic facilities are not being made available.



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8. Since most of the visiting public is from the economically deprived sections of the society, and are accompanied by attendants/relatives, reasonably good canteen facilities might be appropriate to address the issue of illegal vendors and unhygienic food being sold in the hospital premises.
9. Casualty wards must be provided with sufficient security arrangements and a good tie up with the local police is necessary on the part of the MS to control violence in the hospital such as took place recently in two of the hospitals where the medical personnel was beaten up by the relatives of the patients. The Medical Superintendents could consider having informal fortnightly meetings with the ACP/DCP to achieve a better working relationship with the police as a measure to getting timely police assistance in the event of an unpleasant situation arising in the hospital, which might turn violent.
10. It was also seen that many of the wards and other spaces in hospitals were extremely dirty with spider webs hanging from the ceilings and in corners, and bird nests in open windows. Coolers installed in the windows appear not to have been cleaned for long time, the straw mats being dirty and dusty, biomedical waste lying on the floor in the shape of cotton swabs and bandages, used disposal cups and plates and spoons lying in all kinds of spaces and crevices.

All Med Superintendents are required to give suitable directions for ensuring that corrective measures are taken within a fortnight. Wherever required, appropriate proposals be sent for approval of the competent authority so that long term systemic correction can be initiated.

***For the sake of clarity, it is informed that these are basic measures relating to patient crowd management and ensuring a clean and healthy environment within the hospital, which are anyway within the ambit of duties of MSs who have the powers of HOD in respect of their institutions, and do not in any way reduce the responsibility of the Med. Superintendents on the clinical front.***

All MDs/MSs are requested to give their full cooperation and give the GNCTD Hospitals a new look and feel for improved healthcare delivery.

  
(Rashmi Krishnan), IAS  
Secretary (H&FW)  
05.10.2017

1. All Medical Directors/ Medical Superintendents, Heads of Medical Institutions/Hospitals under H&FW, GNCTD.
2. DGHS for ensuring the above in respect of dispensaries and AAMCs.

Copy for information to:-

1. Pr. Secretary (H&FW)/(Finance), GNCTD.
2. Secretary to MoH, GNCTD.
3. Spl. Secretary to Chief Minister, GNCTD.
4. Staff Officer to Chief Secretary, GNCTD.
5. Jt. Secretary to Hon'ble Lt. Governor, GNCTD.
6. All SSS/ASS/ISS/DSs of H&FW, GNCTD.
7. Sh. Ved Kashyap, System Analyst, H&FW with direction to upload this order on the Website of H&FW Department.