

Subject: Minutes of Meeting regarding Computerization in AIIMS

A meeting was held on 12-Nov-15 at 11:30 AM under the Chairmanship of Dr Deepak Agrawal, Chairman Computerization Committee regarding computerization in AIIMS. Following members attended the meeting:

1. Dr. Deepak Agrawal, Chairman, Computerization Committee, AIIMS *Dr*
2. Sh. Sunil Kumar, Technical Director, NIC *13/11*
3. Tripta Sharma, Programmer, CF *Tripta*
4. Metilda, Chief NIS *Metilda*

Following points were discussed in the meeting:

1. Trauma Centre Integration with eHospital software was discussed. It was discussed that for each patient visiting in Trauma Centre, a unique number called TC no. is assigned to the patient in the software Vista. It was decided that in a batch processing mode, UHIDs will be generated for existing TC numbers and for subsequent TC number generation in Vista, UHID will be generated in eHospital system and stored in the database. [Action: NIC and Vista]. For this, a meeting will be held with NIC and Vista team on 16-Nov-15 at 12 PM.
2. For eHospital DR site (to move eHospital site to Azure on Cloud), a POC was done by Microsoft and showcased successfully to AIIMS and NIC. It was decided in the meeting that tendering process for procuring Hybrid Cloud Services by Microsoft to be initiated for Rate Contract. [Action: Tripta]
3. As discussed in the meeting with Microsoft team, NIC servers that need to be taken on cloud require Hyper-V on the terminals. Regarding this, Microsoft team to provide requisite resources and manpower to enable Hyper-V on NIC servers. [Action: Hemant Gulati, Microsoft team]
4. Long Pending requirement regarding Doctor's on Vacations was discussed; it was discussed that in AIIMS, doctors have regular summer and Winter Vacations. In this vacation period, no new appointment can be booked for the doctor but follow up appointment shall continue to be booked. Correspondingly, a feature is needed in the software wherein doctors on vacations could be marked in the system so as no new appointment can be booked for the doctor on vacation but the follow up patient shall continue to book in the system. A message should come while booking appointment that 'Your doctor is on Vacation, However, you may be seen by some other doctor in the department. If your wish to see only your doctor than book your appointment after vacation period from date ... to date...'. This is to be taken on high Priority. [Action: NIC]
5. Online Donation process was discussed; it was reiterated that all processing by the patient for Donation will be done on AIIMS website www.aims.edu, patient will be redirected to external link only for the payment processing. Timeline for implementation of the same to be provided by NIC. [Action: Sh. Sudhir Kumar, Technical Director, NIC]
6. Exemption process in the billing module of eHospital software is yet to be delivered by NIC; timeline for the same to be provided urgently. [Action: Sh. Sudhir Kumar, Technical Director, NIC]
7. For final Bill Settlement implementation, all location in AIIMS needs to be identified wherein service is rendered in AIIMS to the patients after payment receipt but is not linked with eHospital. All those locations needs to be identified, systems needs to be installed and training to be given to the end users on Service Rendered Interface. Infrastructure installation and training to be completed by 1-Dec-15. [Action: Tripta]

cc: 1. Director office

2. DDA

P.T.O

8. Appointment OPD email sent to the doctor's on their respective email id was discussed; following changes are desired:
- For each clinic, Separate lists are required for New and Follow up patients; currently, data for both types of patients are merged in one table.
 - The above list should be sorted based on queue number.
 - It was decided that AIIMS Call Centre executives will call each patient having an appointment one day prior to the appointment day and will record and capture patient's tentative diagnosis in the eHospital system; same diagnosis will be reflected in the appointment list sent on email. Call Centre executive will also confirm the appointment; if the patient is not interested to come than they will cancel the appointment to free up appointment slot and will clean the appointment list. [Action: Call Centre]
 - Above Diagnosis Field should also be included in the appointment list sent on email.
 - Appointment Email will be sent to the doctor one day before at 10PM.
 - If the phone number of the patient is not reachable by the Call Centre than they will mark in the system that phone number cannot be verified. Above Appointment list should also include phone number of the patient along with its status Verified/ Not Verified OR in Green/Red color. NIC to design a screen for capturing these details. [Action: NIC]
 - The mail should include a Disclaimer at the bottom that "Currently, on average there is x% drop out rate against your appointments that's why appointments may be more than the actual patients who might turn up. For detailed statistics, click on link: -----". X is a variable whose value will be calculated from the database.
 - Above Link should be a customized dashboard which should give the complete and detail picture of the doctor's appointments in tabular and graphical formats. The statistics data should capture trend for appointments booked and actual patients attended. X-axis should capture dates and Y-axis should show the trend horizontally over a period of dates selected. [Action: NIC]
 - By default, only the dashboard should be accessible to the doctor who is visiting this link via email and the access to above link should be without user id and password. On this dashboard, Doctors may select particular patient for saving in their "My Saved List" to refer on any future date.
9. It was discussed that there are often complaints received from eHospital system users that connection time out/ connection expired errors occurs too frequently. It was discussed that this could be possible because of application/database issue or could be due to network latency issues. It was decided that state of eHospital database should be continually monitored via monitoring tool. PEM client for database monitoring needs to be installed and daily statistics of database health to be emailed to undersigned. [Action: Geetika, Prog.]
10. Pathological Reports available in AIIMS to be integrated and included in Vista CPRS. [Action: Uday, Vista]

Tripta
Prepared By: Tripta

Deepak
Dr Deepak Agrawal,
Chairman Computerization Committee, AIIMS

Distribution: All Above

Sangeen (for information)
Ms. Nisha (for uploading website)
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16/11