



क.रा.बी.नि.
E.S.I.C.

मुख्यालय/HEADQUARTER
कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय) भारत सरकार)
EMPLOYEES' STATE INSURANCE
CORPORATION
(Ministry of Labour & Employment, Govt. of
India)



सत्यमेव जयते

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U/13/14/38/2020/Med I (ESIC/SC)

Date: - 05.05.2021

To,

All Deans/Medical Superintendents
ESIC Medical and dental Colleges /ESIC Hospitals

Subject: - **Setting up of Patient Information System for attendants at ESIC Hospital**

Madam/Sir,

It is learnt that at times attendants/family members of admitted patients are finding it difficult to know the health condition of the admitted patients. This creates restlessness and panic situation amongst attendants which may lead to avoidable unpleasant situations. This matter was also deliberated in a recent Video Conference held with MSs of Delhi NCR hospitals on 28.04.2021 under the chairmanship of Labour Secretary, Ministry of Labour and Employment.

Accordingly, in order to facilitate adequate patient information system, Competent Authority has decided to establish following mechanism in each ESIC hospital: -

- A Control Room is to be immediately set up with a dedicated phone number (Landline/mobile) which will be responded by medical personnel (Doctor/ANS/DNS/Staff Nurse/Paramedical) on 24-hour basis as per specified control room duty roster.
- A patient information display board may be set up at convenient location so that patient attendants are constantly updated regarding their patient's clinical status.
- Patient information system may also be developed through digital technology viz. Google sheet etc., if found suitable.

In view of above, you are requested to take above measures so that patient attendants could be kept informed on clinical status of their patients and hospital decorum is maintained.

A compliance report in this regard to be sent by email at med2hq@esic.nic.in within 5 days.

This issues with the approval of Competent Authority.

Yours Sincerely,



Dr Naveen Saxena

OSD (Medical-1)

Copy to:

1. PPS to DG/FC/CVO
2. PPS to all Divisional Head, ESIC Hqrs
3. WCM with request to upload on ESIC website.