



## INODAYAHospitals - Kakinada

Documentation code:

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### Policy on Radiology Out Sourced

Prepared Date: 11/11/2025

Reference: AAC. 8i. NABH Standards – 6<sup>th</sup> Edition

Issue date:11/11/2025

Issue No: 1

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## AAC. 8i. PROCEDURE FOR RADIOLOGICAL SERVICES NOT AVAILABLE IN THE HOSPITAL (OUTSOURCED)

### 1.0 POLICY

Inodaya Hospital shall outsource radiological services only to **licensed, competent, and quality-assured diagnostic centres**, ensuring:

- Patient safety and dignity
- Informed consent
- Data confidentiality
- Accurate and timely reporting
- Compliance with statutory and accreditation requirements

### 2.0 PURPOSE

To ensure that patients requiring radiological investigations not available at Inodaya Hospital receive **safe, timely, high-quality diagnostic services** through approved external diagnostic centers, while maintaining continuity of care, patient safety, confidentiality, and regulatory compliance.

### 3.0 Scope

This policy applies to:

- All patients (OPD, IPD, Emergency) requiring radiological investigations **not available in-house**
- Medical, nursing, radiology, administration, billing, and patient care staff
- All outsourced diagnostic service providers engaged by Inodaya Hospital

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#### 4.0 Definitions

- **Outsourced Radiological Services:** Imaging investigations referred to an external diagnostic facility due to non-availability of equipment, expertise, or emergency breakdown.
- **Approved Diagnostic Center:** A radiology service provider evaluated and authorized by hospital management.

#### 5.0 RESPONSIBILITY:

- Treating Consultant
- Radiology/Nursing Staff
- Hospital Administration
- Outsourced Diagnostic Centre

### 6.0 Empanelment of Outsourced Radiological Service Providers

The hospital administration of **Inodaya Hospital** shall ensure that all outsourced radiological service providers are **formally evaluated, approved, and empanelled** prior to referral of any patient, in accordance with NABH 6th Edition standards and applicable statutory requirements.

All outsourced diagnostic centers shall be **duly registered and licensed under relevant national and state regulations**, including but not limited to the **Pre-Conception and Pre-Natal Diagnostic Techniques (PCPNDT) Act, Atomic Energy Regulatory Board (AERB) guidelines**, and any other

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applicable healthcare laws, and valid documentary evidence of such compliance shall be verified and maintained by the hospital.

The empanelled diagnostic centers shall have **qualified radiologists holding valid medical council registrations** and **adequately trained radiology technicians**, with credentials verified to ensure competence in performing radiological investigations safely and accurately.

The outsourced service providers shall maintain **proper calibration of radiological equipment**, adhere strictly to **radiation safety norms**, and follow prescribed protocols for radiation exposure monitoring, preventive maintenance, and equipment quality control, as mandated by regulatory authorities.

All empanelled diagnostic centers shall formally agree, through a written agreement or Memorandum of Understanding, to comply with **patient confidentiality, data protection, and information security requirements**, ensuring that patient-related information and diagnostic reports are handled, transmitted, and stored securely.

The outsourced radiological service providers shall also commit to **defined turnaround times for reporting**, particularly for emergency and critical investigations, and shall ensure timely communication of critical results to the treating consultant.

Inodaya Hospital shall conduct **periodic performance reviews** of all empanelled outsourced diagnostic centers based on predefined quality indicators such as turnaround time, accuracy of reports, patient feedback, incident reports, and compliance with contractual and regulatory

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requirements, and shall initiate corrective and preventive actions whenever deficiencies are identified.

## 7.0 Procedure

### 7.1 Ordering the Investigation

The treating consultant shall clinically evaluate the patient and prescribe the required radiological investigation based on the patient’s condition and diagnostic needs. In cases where the radiological service is not available within Inodaya Hospital, the treating consultant shall clearly document the **reason for outsourcing** the investigation in the patient’s medical record to ensure clinical justification and continuity of care.

### 7.2 Patient Information and Consent

The patient or the authorized attendant shall be adequately informed by the treating consultant or designated staff regarding the need for outsourcing the radiological investigation. This information shall include the **reason for outsourcing**, the **name of the empanelled diagnostic center**, the **estimated cost of the investigation**, and the **expected timeline for receipt of the report**. Wherever applicable, **written informed consent** shall be obtained prior to referral, and the consent form shall be properly documented in the patient’s medical record.

### 7.3 Coordination and Scheduling

The radiology desk staff or designated nursing personnel shall coordinate the appointment with the approved outsourced diagnostic center. Relevant clinical information, including **clinical**

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**notes, previous investigation reports, and patient identification details**, shall be shared in a secure and confidential manner to facilitate accurate performance and interpretation of the investigation.

#### 7.4 Patient Transport (If Required)

Stable patients shall be permitted to travel to the outsourced diagnostic center either independently or with assistance from an attendant, after receiving appropriate instructions. In the case of unstable or critically ill patients, transport shall be arranged through the **hospital ambulance**, and the patient shall be accompanied by **trained medical or nursing staff** carrying necessary emergency equipment and medications. A **pre-transport assessment and checklist** shall be completed to ensure patient safety during transfer.

#### 7.5 Investigation and Reporting

The outsourced diagnostic center shall perform the radiological investigation in accordance with **standard operating procedures and established radiological protocols**, while ensuring patient safety and radiation protection measures. The diagnostic report shall clearly include **patient identification details**, the **name and signature of the reporting radiologist**, and the **date and time of reporting**. All reports shall be issued within the **agreed turnaround time**, as specified in the empanelment agreement.

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### 7.6 Receipt and Documentation of Reports

Upon receipt, the radiological reports shall be **reviewed by the treating consultant** for clinical correlation and further management. The reports shall then be **filed and maintained in the patient's medical record**, either in physical or electronic form, as applicable. Any **critical or abnormal findings** identified in the report shall be **communicated immediately** to the treating consultant and the communication shall be appropriately documented.

### 7.7 Billing and Payment

Inodaya Hospital shall ensure that all charges related to outsourced radiological investigations are clearly defined and communicated to the patient or attendant in advance. Payment for such services may be made **directly by the patient to the empanelled diagnostic center** or may be **billed through the hospital billing system**, strictly in accordance with the terms and conditions specified in the agreement or Memorandum of Understanding with the outsourced service provider. Transparency in cost communication shall be maintained at all times, and no hidden or unapproved charges shall be levied on the patient.

### 7.8. Confidentiality and Data Protection

Inodaya Hospital shall ensure that all patient-related information shared with outsourced radiological service providers is disclosed strictly on a **need-to-know basis** for the purpose of diagnosis and treatment. All empanelled diagnostic centers shall comply with applicable **confidentiality, data protection, and information security standards**, and shall ensure that patient records, reports, and images are protected from unauthorized access, disclosure, or

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misuse. Transfer of digital reports and imaging data shall be carried out through **secure and authorized channels** to safeguard patient privacy and maintain data integrity.

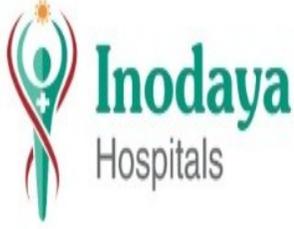
### 7.9. Quality Assurance and Monitoring

Inodaya Hospital shall implement a structured system for **periodic monitoring and evaluation** of outsourced radiological service providers to ensure consistent quality and patient safety. This review shall include assessment of **report turnaround times, accuracy and completeness of diagnostic reports, patient feedback and satisfaction levels**, and review of any **adverse events, incidents, or patient complaints** related to outsourced services. Any identified **non-conformities or deviations from agreed standards** shall be documented, analyzed, and addressed through appropriate **corrective and preventive actions (CAPA)**, and the effectiveness of such actions shall be monitored as part of the hospital's quality improvement program.

### Document Revision History

DOCUMENT REVISION HISTORY		
Version	Date of issue	Reason for Revision
Original version - 1	10/03/2022	Prepared 5 <sup>th</sup> edition
Revised version - 2	05/07/2023	Periodic revision and update

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