



INODAYA Hospitals - Kakinada

Documentation code:
INH/IMS.Doc.01

IMS 1a-g.POLICY ON HOSPITAL INFORMATION NEEDS OF THE PATIENT, VISITORS STAFF AND MANAGEMENT

Prepared date: 11/11/2025

Reference: IMS.1.a-g.NABH Standards – 6th Edition

Issue Date: 11/11/2025

Issue no: 01

Review No: 0

Review date: 10/11/2026

IMS 1a-g.POLICY ON HOSPITAL INFORMATION NEEDS OF THE PATIENT, VISITORS STAFF AND MANAGEMENT EXTERNAL AGENCIES AND COMMUNITY

1.0 POLICY:

The hospital is committed to providing clear, relevant, accurate, and accessible information to all stakeholders while ensuring confidentiality, data protection, and compliance with applicable laws, ethical standards, and regulatory requirements..

2.0 PURPOSE:

To ensure timely, accurate, appropriate, and confidential dissemination of information to patients, visitors, hospital staff, management, external agencies, and the community in order to support safe, effective, ethical, and coordinated healthcare delivery.

3.0 DEFINITIONS:

Hospital Management Information systems is a central repository of digital data relevant to the hospital where in the said data can be queried on request of the end user for providing necessary patient care activities & for management information

4.0 ABBREVIATIONS (IF ANY):

MRD: Medical record Department

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Incharge – IT Dept	Medical director	Chief executive officer



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EDP: Electronic data processing

5.0 SCOPE:

This policy applies to:

- All patients receiving care
- Visitors and caregivers
- All hospital employees, medical staff, students, and volunteers
- Hospital management and governing bodies
- External agencies (regulatory bodies, referral institutions, insurers, public health authorities)
- The community served by the hospital

6.0 RESPONSIBILITY:

- **Hospital Management:** Ensure implementation and monitoring of this policy
- **Department Heads:** Communicate relevant information within their units
- **Staff:** Adhere to confidentiality and information-sharing guidelines
- **Information/Communications Unit:** Coordinate public and external communications

7.0 DISTRIBUTION:

EDP and Medical Record Department

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8.0 PROCESS DETAILS:

8.1 DESCRIPTION OF THE PROCESS:

This information shall be kept in following

1. Electronic - Hospital Management Information System (HMIS) – Computer Department
2. Medical records
3. Registers
4. Files

Following laws that are applicable for information management shall be abided

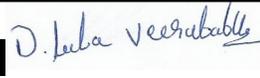
1. IT act 2000
2. PNDT act
3. Code of Medical Ethics

All information and data that are required to be contributed to external databases shall be maintained and communicated to appropriate authorities. This includes, sending birth and death statistics and Notifiable diseases.

Hospital Administration (Clinical and Non clinical)

8.1 Patients

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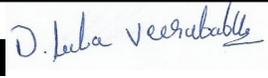
1. Patients are informed about their **diagnosis, proposed treatment, procedures, and expected outcomes (prognosis)**.
2. Patients receive clear explanations of the **risks, benefits, and available alternatives** to the proposed care.
3. Patients are informed of their **rights and responsibilities** during their stay in the hospital.
4. Patients are provided with information on **hospital services, applicable fees, billing procedures, and insurance processes**.
5. Patients are informed about **consent requirements, privacy, and confidentiality** of their medical information.
6. Patients receive guidance on **discharge planning, follow-up care, medication use, and health education** to support continued recovery.
7. All information is communicated in a **language and format that the patient understands**, taking into account cultural, educational, and communication needs.

8.2 Visitors and Caregivers

Inodaya Hospital shall ensure that:

1. Visitors and caregivers are informed about the **approved visiting hours, visitor policies, and access restrictions** within the hospital.
2. Visitors and caregivers receive clear instructions on **infection prevention measures, patient safety practices, and hand hygiene requirements**.

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- Information is provided regarding **available patient support services**, including counseling, social services, and assistance facilities.
- Visitors and caregivers are made aware of **emergency response procedures, fire safety measures, and evacuation routes**.
- Visitors and caregivers are informed about the **expected code of conduct**, including respectful behavior, privacy considerations, and compliance with hospital rules.
- Patient-specific medical information** is shared **only with authorized individuals** in accordance with patient consent, privacy, and confidentiality policies.

8.3 Hospital Staff

Inodaya Hospital shall ensure that:

- Staff have timely access to information required for **safe, effective, and evidence-based patient care**.
- Staff are clearly informed of their **job roles, responsibilities, scope of practice, and performance expectations**.
- Staff have access to **hospital policies, procedures, clinical guidelines, and standard operating protocols** relevant to their duties.
- Staff receive information related to **occupational health, workplace safety, infection control, and risk prevention**.

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5. Staff are informed about **training programs, continuing education opportunities, and professional development initiatives.**
6. Staff are educated on **incident reporting systems, patient safety reporting, and quality improvement activities** to promote continuous improvement.

8.4 Management and Governance

Inodaya Hospital shall ensure that:

1. Hospital management and governing bodies receive regular information on **clinical performance indicators, patient safety data, and patient outcomes** to support quality care delivery.
2. Information related to **quality assurance activities, risk management findings, incidents, and corrective actions** is made available for monitoring and improvement.
3. Management is provided with **human resource data**, including staffing levels, workforce competency, training status, and performance metrics.
4. Information on **financial performance, budgeting, expenditure, and resource utilization** is shared to support effective financial management.
5. Management receives updates on **compliance with applicable laws, accreditation requirements, and regulatory standards.**
6. Relevant information is made available to support **strategic planning, policy formulation, and informed decision-making** at all levels of governance.

8.5 External Agencies

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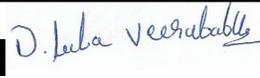
1. **Mandatory regulatory and statutory reports** are prepared and shared with authorized external agencies in a timely manner.
2. **Public health data and disease surveillance information** are reported to relevant authorities as required by law.
3. **Referral, transfer, and continuity-of-care documentation** is shared with external healthcare providers to ensure safe patient care.
4. **Insurance, billing, and reimbursement information** is shared only with authorized agencies and with appropriate patient consent.
5. **Audit, accreditation, licensing, and inspection documents** are made available to authorized external bodies as required.
6. All information shared with external agencies complies with **legal, ethical, and data protection requirements** to ensure confidentiality and security.

8.6 Community

Indaya Hospital shall ensure that:

1. The community is informed about **available hospital services, specialty clinics, and healthcare programs**.
2. Information is provided on **health promotion, disease prevention, and wellness initiatives** to improve community health awareness.
3. The community is informed about the hospital's **emergency preparedness plans and response measures** during disasters or public health emergencies.

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4. **Public health alerts, advisories, and awareness messages** are communicated to the community as appropriate.
5. The hospital promotes **community outreach programs, partnerships, and collaborations** to strengthen community engagement and trust.

9. CONFIDENTIALITY AND DATA PROTECTION

Inodaya Hospital shall ensure that:

1. All **patient and staff information** is maintained in a **confidential, secure, and protected manner** at all times.
2. Access to information is **role-based, authorized, and limited** to individuals who require the information to perform their official duties.
3. Disclosure of information follows **applicable legal requirements, ethical principles, and institutional policies**, including patient consent where required.
4. **Physical, electronic, and administrative safeguards** are implemented to prevent unauthorized access, loss, or misuse of information.
5. Any **breach of confidentiality or data security** is promptly reported, investigated, and managed in accordance with hospital policy and corrective action procedures.

10. COMMUNICATION CHANNELS

Inodaya Hospital shall ensure that:

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1. Information is communicated through **verbal means**, including direct communication between healthcare providers, patients, staff, and stakeholders.
2. **Written materials**, such as brochures, notices, guidelines, and policy documents, are used to support clear and consistent information sharing.
3. **Electronic health records and hospital information systems** are used to securely document and communicate clinical and administrative information.
4. The **official hospital website and approved social media platforms** are used, where appropriate, to share public information and health-related updates.
5. **Community forums, awareness programs, and outreach activities** are utilized to disseminate information and engage with the community effectively.

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