

	INODAYA Hospitals - Kakinada		Documentation code: INH/IMS.Doc.02
	IMS 1b.POLICY ON IDENTIFIED NEEDS ARE CAPTURED AND OR DISSEMINATED		Prepared date: 11/11/2025
	Reference: IMS.1.b NABH Standards – 6 th Edition		Issue Date: 11/11/2025
	Issue no: 01	Review No: 0	Review date: 10/11/2026

IMS 1b.POLICY ON IDENTIFIED NEEDS ARE CAPTURED AND OR DISSEMINATED

1.0 POLICY:

Inodaya Hospital is committed to providing timely, accurate, and relevant information to patients, staff, and external stakeholders. Our policy ensures that information delivery is standardized to improve clinical outcomes, enhance operational efficiency, and maintain transparency with the community and regulatory bodies.

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

EDP: Electronic data processing

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5.0 SCOPE:

- This policy applies to all departments, administrative offices, and clinical areas within Inodaya Hospital

6.0 RESPONSIBILITY:

- **Hospital Management:** Oversight, approval of policies, and monitoring compliance
- **Department Heads / Unit In-charges:** Implement procedures and ensure accurate documentation
- **Clinical and Nursing Staff:** Provide and document patient-specific information
- **Front Office / Patient Relations Staff:** Disseminate visitor and general hospital information and maintain records
- **Quality / IT / Medical Records Departments:** Audit, monitor, and maintain documentation for all dissemination activities

7.0 DISTRIBUTION:

EDP and Medical Record Department

8.0 PROCESS DETAILS:

8.1 Availability of Written Guidance

Inodaya Hospital shall develop, implement, and maintain comprehensive **written policies, procedures, and standard operating guidelines** for the systematic capture and dissemination of information. The written guidance shall clearly define and include the following:

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- The **types of information** to be shared, including clinical, administrative, safety, and public information
- The **target audience** for information dissemination, including patients, visitors, staff, and the community
- The **approved methods of dissemination**, such as verbal communication, written materials, electronic platforms, display signage, and digital media
- The **process for capturing and documenting** information provided to patients, visitors, and staff
- The **frequency of data collection, review, and evaluation** of information dissemination activities
- The **persons responsible** for implementation, supervision, monitoring, and compliance with the guidance

All written guidance shall be **formally approved by hospital management**, communicated to relevant stakeholders, and **reviewed periodically** to ensure ongoing effectiveness, compliance with regulations, and alignment with hospital objectives.

8.2 Capture and Documentation

Inodaya Hospital shall ensure that all information provided to patients, visitors, and staff is **systematically recorded, documented, and monitored** in a structured and accountable manner. The hospital shall implement mechanisms to ensure that the **capture of information is accurate, traceable, and accessible** to authorized personnel, while maintaining confidentiality and compliance with legal and ethical standards.

1. **Patient Information:** All patient-specific information, including explanations regarding diagnosis, treatment plans, procedures, risks, benefits, discharge instructions, and follow-up care, shall be **detailed in the patient's medical record or file**. This ensures continuity of care and allows healthcare providers to reference and track information shared with the patient.

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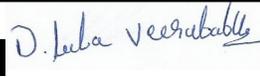
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2. **Visitor Information:** Information provided to visitors, including guidance on visiting hours, hospital policies, safety instructions, and patient support services, shall be **captured in visitor logs or acknowledgment forms**. These records shall include the date, time, type of information shared, and the person responsible for providing it.
3. **Staff Communication and Training:** All communication with staff, including policy updates, orientation sessions, clinical training, and professional development activities, shall be **documented comprehensively**. This documentation shall record attendance, materials provided, topics covered, and confirmation that staff have received, understood, and acknowledged the information.
4. **Periodic Data Collection and Monitoring:** Indaya Hospital shall conduct **regular and periodic data collection** according to the frequency specified in the written guidance. This ensures that all information dissemination activities are monitored, evaluated, and improved as needed. Data capture shall be integrated into daily operations, with periodic audits performed to verify accuracy, completeness, and compliance.
5. **Documentation Responsibility:** The responsibility for capturing and maintaining records shall be clearly assigned to designated personnel, including clinical staff, patient relations staff, and department heads, with oversight provided by hospital management. This ensures accountability, traceability, and the ability to respond effectively to internal reviews, audits, and regulatory requirements.
6. **Confidentiality and Security:** All captured data shall be **stored securely**, whether in physical or electronic format, and access shall be restricted to authorized personnel. Any breach, error, or gap in documentation shall be reported and addressed according to hospital policy and corrective action procedures.

8.3 Mechanisms for Dissemination

Indaya Hospital shall ensure that all identified information needs are **effectively and consistently disseminated** through approved and appropriate communication channels. The

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hospital shall adopt multiple mechanisms to reach patients, visitors, staff, and the community, ensuring that all communication is **clear, culturally appropriate, accessible, and easy to understand**. The approved mechanisms include:

- **Hospital Website and Internet Platforms:**

Inodaya Hospital shall use its official website and internet platforms to share general hospital information, details of services and facilities, patient rights and responsibilities, hospital policies, and health education or public health messages. These platforms shall be regularly updated to ensure **accuracy and relevance**.

- **Printed Materials and Booklets:**

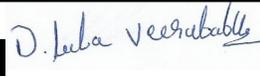
The hospital shall provide printed materials such as patient information booklets, admission and discharge guides, visitor guidelines, staff manuals, and handbooks. These materials shall be designed to **support understanding, reinforce verbal communication, and provide a permanent reference** for patients, visitors, and staff.

- **Display Signage:**

Directional signage, notices of visiting hours, patient safety instructions, infection control measures, and emergency procedures shall be displayed in strategic locations within the hospital. Signage shall be **visible, easy to read, and regularly maintained** to ensure effectiveness.

- **Verbal and documentation Communication:**

Healthcare providers and staff shall disseminate information verbally through patient counseling, orientation sessions for patients, visitors, and staff, and health education programs. Verbal communication shall be **interactive, culturally sensitive, and tailored to the audience's language and comprehension level**.

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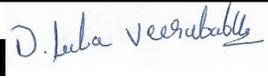
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Inodaya Hospital shall ensure that **all dissemination methods are integrated, monitored, and documented** to confirm that information reaches the intended audience in a timely and understandable manner. The hospital shall also collect **feedback from recipients** to continually improve communication strategies.

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