

	<b>INODAYA Hospitals - Kakinada</b>		Documentation code: INH/PRE.Doc.No:07
	<b>Policy on Patient education about their health needs</b>		Prepared date: 11/11/2025
	Reference: PRE.5 NABH Standards- 6th Edition		Issue Date:1/11/2025
	Issue no: 01	Review No: 0	Review date: 10/11/2025

## PRE 05: POLICY ON PATIENT EDUCATION ABOUT THEIR HEALTH NEEDS

### 1.0 POLICY:

- All **patients** have the right to receive information about their health status, treatment plans, medications, lifestyle modifications, and follow-up requirements.
- Patient education should be:
  - **Accurate** and evidence-based.
  - **Understandable** (language appropriate to patient literacy level).
  - **Culturally sensitive** and respectful.
- Education should be **documented** in the patient's medical record, including topics discussed and educational materials provided.
- Staff shall **assess the patient's comprehension** and encourage questions to ensure understanding.
- Special attention should be given to:
  - Patients with chronic conditions.
  - Patients with low literacy or communication challenges.
  - Pediatric and geriatric populations, involving family/caregivers.

Prepared by: 	Verified by: 	Approved by: 
Dr. Gowtham Krishna	Mrs. Lakshmi Lavanya	Dr. G. Rammohan
Medical Director	Chief Executive Officer	Managing Director

	<b>INODAYA Hospitals - Kakinada</b>		Documentation code: INH/PRE.Doc.No:07
	<b>Policy on Patient education about their health needs</b>		Prepared date: 11/11/2025
	Reference: PRE.5 NABH Standards- 6th Edition		Issue Date:1/11/2025
	Issue no: 01	Review No: 0	Review date: 10/11/2025

- Patient education is **an ongoing process** and continues throughout hospitalization, at discharge, and during follow-up visits.

## 2.0PURPOSE:

To have a mechanism for educating Patient and families about their healthcare need

- To empower patients with knowledge about their medical conditions, treatment options, preventive care, and self-management.
- To ensure patients can participate actively in decisions regarding their health.
- To improve adherence, outcomes, and patient satisfaction.

## 3.0SCOPE:

- Applies to all patients (inpatient, outpatient, emergency, and follow-up) and their families/caregivers.
- Covers patient education delivered by physicians, nurses, allied health professionals, and patient educators.
- Includes verbal counseling, written materials, visual aids, digital tools, and demonstrations.

## 4.0RESPONSIBILITY:

Prepared by: 	Verified by: 	Approved by: 
Dr. Gowtham Krishna	Mrs. Lakshmi Lavanya	Dr. G. Rammohan
Medical Director	Chief Executive Officer	Managing Director

	<b>INODAYA Hospitals - Kakinada</b>		Documentation code: INH/PRE.Doc.No:07
	<b>Policy on Patient education about their health needs</b>		Prepared date: 11/11/2025
	Reference: PRE.5 NABH Standards- 6th Edition		Issue Date:1/11/2025
	Issue no: 01	Review No: 0	Review date: 10/11/2025

Role	Responsibility
<b>Physicians</b>	Explain diagnosis, treatment, risks, and alternatives; answer questions.
<b>Nurses / Allied Health Professionals</b>	Reinforce education, demonstrate procedures, provide written materials, assess comprehension.
<b>Patient Educators / Health Educators</b>	Develop materials, conduct group sessions, provide counseling.
<b>Quality / Patient Safety Team</b>	Monitor effectiveness, conduct audits, maintain compliance with accreditation standards.

#### 5.0 DISTRIBUTION:

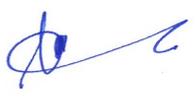
Hospital wide

#### 6.0 PROCESS DETAILS:

##### 6.1 DESCRIPTION OF THE PROCESS:

Patients and their family shall be educated in the language they can understand. Patient education shall include:

- Safe and effective use of medication and the potential side effects of the medication.
- About diet and nutrition.
- About immunizations

<b>Prepared by:</b> 	<b>Verified by:</b> 	<b>Approved by:</b> 
Dr. Gowtham Krishna	Mrs. Lakshmi Lavanya	Dr. G. Rammohan
Medical Director	Chief Executive Officer	Managing Director

	<b>INODAYA Hospitals - Kakinada</b>		Documentation code: INH/PRE.Doc.No:07
	<b>Policy on Patient education about their health needs</b>		Prepared date: 11/11/2025
	Reference: PRE.5 NABH Standards- 6th Edition		Issue Date:1/11/2025
	Issue no: 01	Review No: 0	Review date: 10/11/2025

- About their specific disease process, complications, prevention strategies and preventing infections.

At admission, identify patient education needs based on:

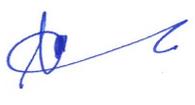
- Diagnosis, treatment plan, and prognosis.
- Patient's literacy, language preference, and learning ability.
- Cultural, social, and emotional context.

### *Education Delivery*

- **Verbal Counseling:** Explaining the diagnosis, treatment options, medications, and procedures.
- **Written Materials:** Brochures, pamphlets, discharge instructions in the patient's preferred language.
- **Visual Aids / Multimedia:** Videos, charts, diagrams to illustrate procedures or lifestyle modifications.
- **Demonstrations:** Teaching use of medical devices, exercises, or self-care techniques.
- **Family/Caregiver Involvement:** Include them when patients cannot understand or are dependent on caregivers.

### **6.2ACTIVITY AND RESPONSIBILITY:**

S. No.	Activity	Responsibility
1.	Evaluation of psychosocial status	Concerned doctor

Prepared by: 	Verified by: 	Approved by: 
Dr. Gowtham Krishna	Mrs. Lakshmi Lavanya	Dr. G. Rammohan
Medical Director	Chief Executive Officer	Managing Director

	<b>INODAYA Hospitals - Kakinada</b>		Documentation code: INH/PRE.Doc.No:07
	<b>Policy on Patient education about their health needs</b>		Prepared date: 11/11/2025
	Reference: PRE.5 NABH Standards- 6th Edition		Issue Date:1/11/2025
	Issue no: 01	Review No: 0	Review date: 10/11/2025

	depending upon the stability, counselling has to be plan.	or his team member
2.	The comfortable language of the patient has to be chosen	Concerned doctor or his team member
3.	Depending upon the medical advice the procedure or the disease & its estimated prognosis shall be explained.	Concerned doctor or his team member
4.	Depending upon the disease pattern specific diet requirements & restrictions shall be informed.	Concerned doctor or his team member
5.	Depending upon the need immunization & local availability along with the importance of proper immunization shall be informed.	Concerned doctor or his team member
6.	Detail post discharge follow up schedules in prevention of further complications & disease progress should be explained.	Concerned doctor or his team member
7.	Importance of ongoing treatment & importance of regular medication in controlling the disease shall be explained	Concerned doctor or his team member
8.	Medicine Administration & Drug interaction, importance of time in dosage maintenance	Concerned doctor or his team member

Prepared by: 	Verified by: 	Approved by: 
Dr. Gowtham Krishna	Mrs. Lakshmi Lavanya	Dr. G. Rammohan
Medical Director	Chief Executive Officer	Managing Director

	<b>INODAYA Hospitals - Kakinada</b>		Documentation code: INH/PRE.Doc.No:07
	<b>Policy on Patient education about their health needs</b>		Prepared date: 11/11/2025
	Reference: PRE.5 NABH Standards- 6th Edition		Issue Date:1/11/2025
	Issue no: 01	Review No: 0	Review date: 10/11/2025

9.	Importance of personal hygiene in maintaining good health & also infection control measures to prevent cross transmission	Concerned doctor or his team member
10.	Patients Rights& responsibilities shall be explained	Concerned doctor or his team member

 <b>Prepared by:</b>	<b>Verified by:</b> 	<b>Approved by:</b> 
Dr.Gowtham Krishna	Mrs.Lakshmi Lavanya	Dr.G.Rammohan
Medical Director	Chief Executive Officer	Managing Director