

STANDARDS FOR ACCREDITATION OF HEALTH SERVICES

- Procedure to address complaints related to problems in services and negligence of attending medical and para-medical staff.
- Display of basic charges
- Due notification of specific charges to the patient at the time of admission.
- Emergency charges to be notified separately.
- List of doctors to be displayed prominently with timings and days.
- Professional Liability Insurance.
- Accreditation not only for units offering allopathic treatment but to apply to units offering all types alternative therapies like homeopathy, ayurvedic, naturopathy etc.
- Facility to attend emergency situation with nominated persons and telephone numbers
- Standardisation of Fees
- Charging of different fees based on insured/uninsured patient to be viewed seriously as it leads to overall increase in (i) Medical Costs and (ii) Insurance Costs.

- Disposal of Bio-medical waste under supervision of nominated officer as it leads to (i) Pollution and (ii) Poses risk of Health Hazards due to re-use.
- Maintenance of clinical records
- Providing all treatment papers to the patient during and after completion of treatment.
- Accreditation to apply to all Hospitals, whether private, government, run by local bodies or charitable trusts.
- Facility of public telephone to be made available.
- Separate standards to be provided for in respect of staff, equipments etc. for maternity home, nursing home, general hospital, speciality /super-speciality hospital, laboratories, physiotherapy establishment.
- Construction of building and its approach/access to be convenient and easy for critical patients apart from complying with Municipal Bye-laws.
- Pure drinking water to be made available to patients and their relatives for 24 hours.
- Staff (including sanitary workers) to be medically examined on periodical intervals for contagious diseases.
- Proper sterilization to be maintained for all equipments, Operation Theatre and Intensive Care Units.
- Only qualified nursing staff to be employed.

- Maintenance of proper records of births and deaths.
- Information to patients about specific risks associated with particular surgical procedure and also its alternative.
- Counselling to be made available for patients and the relatives for patients with terminal illnesses like AIDS, Cancer etc.
- Ethical Committees for
 - a) Withdrawal of life support system
 - b) Donation and receipt of organs.
 - c) Assisted Fertilisation.
- Concessional rate for poor patients

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