

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA
UNSTARRED QUESTION NO. 263
TO BE ANSWERED ON 04.02.2025**

IMPROVING PATIENT SERVICES AT GOVERNMENT HOSPITALS

†263. SHRI BABUBHAI JESANGBHAI DESAI:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

- (a) whether Government is considering the full digitalization of hospital records in government-run hospitals to streamline processes, improve patient care and reduce paperwork;
- (b) the steps being taken to establish a one-window help desk in government hospitals to assist patients with all administrative and medical requirements, minimizing harassment and improving efficiency; and
- (c) the manner in which Government is ensuring that patient services in Government hospitals are centered around the needs of patients, especially in terms of accessibility, convenience and prompt attention?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

- (a) The Central Government Hospitals in New Delhi i.e. Safdarjung Hospital, Dr. Ram Manohar Lohia Hospital, Lady Hardinge Medical College and Associated Hospitals, and Rural Health Training Centre (RHTC), Najafgarh, are in the process of digitalization of hospital records to streamline process and to improve patient care services.
- (b) & (c) The aforementioned Central Government Hospitals cater to approximate 21000 OPD patients, 3200 emergency patients and 1200 IPD patients on daily basis. To guide and assist the patients and their attendants, help desks have been set up in the hospitals. These help desks and signages in the hospital premises provide help to the patients in locating the related departments and access different service, give information regarding other medical facilities and amenities. Patient care system is reviewed by the hospital administration from time to time. Various measures such as priority counters for emergency cases, senior citizens and pregnant women, adequate signages, proper lighting and grievance redressal mechanisms are in place for the convenience of the patient. To ensure prompt attention to the need of patient and courteous interaction with the patients/attendants, training/counselling of staff is done on regular basis. These efforts help in improving the overall healthcare service delivery in the hospitals.

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