



## ANALYSIS OF TIME TAKEN FOR THE DISCHARGE PROCESS IN A SELECTED TERTIARY CARE HOSPITAL

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### Abstract:

With quality playing an important role in operational parameters of a health care institution, the time for completion of the discharge process assumes importance. The cut-off has been stipulated at 180 minutes (3 hours). As the discharge is directly linked with clientele satisfaction it assumes paramount importance, more so maintenance of the proper turnaround times (TAT) supplements further admissions and thereby promoting operational excellence. Owing to the fact the admission and discharge are the first and last interaction process where a patient/relative interacts with the operations desk, the importance of the same for clientele retention is also thought to be of paramount importance. The present study was conducted in a Medical college and a tertiary care corporate hospital where analysis was done to study, map and reform the discharge process, also none the less document fluctuation of client satisfaction with the reforms.

### Biography:

Alumni of prestigious PGI, AIIMS, KEM, National law school, XLRI and IIM A rare combination of a clinician, an operations expert, a medical lawyer and a financial analyst, who has done angioplasty in total package of 50 thousand, and YET Ebita was positive Results-focused & mission-critical business leader with experience in diverse business verticals of Healthcare segments.

### Publication of speakers:

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4. Silva et.al (2014). "Reasons for discharge delays in teaching hospitals": PMC, Vol. 48(2) pg. 214. Available at: <http://www.ncbi.nlm.nih.gov>.

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**Citation:** Yatin Talwar, Webinar on Health and Medical Tourism; Medical Tourism 2020; July 28, 2020; Dubai, UAE