

Digitizing the Admission Process

Category: Digital Excellence

Focus Area: Implementation and effective use of Clinical Applications

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Problem Statement

The conventional admission process involved multiple manual activities and communication channels between consultants, the registration desk, nursing units, dietary services, and the insurance team. These manual processes resulted in:

Delays in completing patient admissions.

Increased waiting time before bed allocation.

Manual communication through phone calls and paper requisitions.

Delayed bed preparation by nursing staff.

Late communication of prescribed dietary requirements.

Delays in initiating insurance processing.

Difficulty in maintaining confidentiality for sensitive admissions such as Medical Termination of Pregnancy (MTP).

Increased risk of communication errors and duplication of work.

The hospital required a standardized, automated, and integrated admission workflow to improve efficiency and patient safety.

Objectives

An integrated Electronic Medical Record (EMR)-based Admission Workflow was implemented.

1. The consultant creates an Admission Note in the EMR by selecting: Ward/Unit,

Prescribed Diet, Vulnerable Patient, Insurance Tag & MTP Tag (where applicable)

2. The Registration Desk completes the patient's admission entry in the EMR.

3. Once the admission is confirmed, the EMR automatically:

Notifies the assigned nursing station.

Sends the prescribed diet to the Dietary Department.

Alerts the Billing/Insurance Team.

Flags vulnerable patients for enhanced safety precautions.

Activates identity masking for MTP patients to ensure confidentiality.

Intervention & Methodology

Integrated consultant-to-registration-to-ward admission workflow.

Instant notifications to nursing, dietary, and insurance teams.

Automated diet order transmission and insurance tagging.

Real-time vulnerable patient alerts for patient safety.

Automatic identity masking for MTP admissions.

Paperless workflow with reduced duplicate documentation.

Advance bed preparation before patient arrival.

Results & Impact

Patient Experience

Reduced admission waiting time.

Bed ready before patient arrival.

Timely diet, nursing care, and enhanced privacy.

Improved patient safety and satisfaction.

Operational Efficiency

Real-time multidisciplinary coordination.

Automated notifications and paperless workflow.

Faster insurance processing with reduced manual work.

Quality Outcomes

Standardized admission process.

Improved communication and documentation accuracy.

Enhanced compliance with Digital Health Standards.

Challenges & Critical Success Factors

The successful implementation was supported by:

Integrated hospital-wide EMR platform.

Standardized digital admission workflow.

Leadership commitment to digital transformation.

Collaboration among clinicians, nursing, registration, dietary, billing, etc.,

Automated workflow rules and real-time notifications.

Role-based access controls and privacy safeguards.

Staff training and continuous user support.

Ongoing monitoring and quality improvement.

Key Learnings

Digital workflows significantly reduce delays caused by manual communication.

Real-time information sharing improves coordination across clinical and support departments.

Automated notifications enhance preparedness and reduce patient waiting time.

Embedding patient safety and privacy features within the EMR improves compliance and quality of care.

Standardized digital processes minimize variation and documentation errors.

Replicability :

Key success factors include:

Configurable admission workflows within the EMR.

Automated departmental notifications.

Digital tagging for patient safety and confidentiality.

Integration with dietary, nursing, billing, and registration modules.

Strong stakeholder engagement and staff training.

Reference Sources (If Applicable)

PSG Hospitals. Electronic Medical Record (EMR) Admission Workflow – Internal Process Document.

PSG Hospitals. Standard Operating Procedure: Inpatient Admission Process.

National Accreditation Board for Hospitals & Healthcare Providers (NABH). Digital

