



CASE STUDY # 18



Be vigilant while processing a claim!!

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The following case had been allocated for audit purpose by the insurer.

This is a case of 24 years male who was admitted for 8 days for high grade fever, cough, generalised weakness, vomiting, headache, since last night and breathing difficulty since last night. Examination findings on admission were as follows:

- Temperature: 101.6°F.
- Pulse: 106/min.
- BP: 100/60mm Hg.
- SpO2: 86% on RA.

Lab investigations showed: WBC: 9,300 cmm and 5,200/ cmm; Platelet count was 2,32,000/cmm and 3,15,000/ cmm; Sodium: 148 mmol/L and 144 mmol/L; Potassium: 3.1 mmol/L and 3.5mmol/L; Urine test revealed Pus cells: 10-12/hpf; Epithelial cells: 2-3/hpf; RBC: Not seen; Chest X-ray showed Bilateral severe pneumonia.

Patient was diagnosed Pneumonia.

Admission may be justified in view of the low SpO2 on admission, but the veracity of the lab reports and Chest X-ray report and the veracity of the rationality in the management of the patient is in doubt because:

- TPR/BP chart was not maintained despite patient was admitted for fever.
- SpO2 charting was not maintained, though patient's SpO2 was 86% on RA on admission and he was being administered oxygen.
- Lab reports do not mention the name and qualification of the pathologist and the reports were not been signed by him/her. The reports have been signed by the lab technician whose name and qualification have not been mentioned. As per the Honourable Supreme Court and IRDAI, the lab reports must be signed by MD Pathologist.
- Chest X-ray report too does not mention the name and qualification of the Radiologist and was not been signed by him/her; the report was signed but it did not

mention the name, qualification and designation of the person who has signed the report.

- Chest X-ray report mention 'Suggested: Clinical correlation SpO2 monitoring follow up', usually the radiologist does not opine for SpO2 monitoring.
- Instructions have been given for oxygen administration, but the quantity and mode of administration is not mentioned.
- Tests for, Vitamin B12, Vitamin D and Prolactin are not rational for the current diagnosis and clinical features.

The claim should not have been paid.

For details, drop in a mail to info@inchesgroup.com