



CASE STUDY # 24



Patient was not Hospitalized but still underwent Surgery!!

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This is a case of 37 years old male who was admitted from 4/8/23 to 15/8/23 for pain and swelling at the anal region with bleeding per anum. He was diagnosed with 'Prolapsed Internal Hemorrhoid Grade IV with Infection' and underwent Total hemorrhoidectomy under Spinal anesthesia.

The trigger of the client was whether the patient had undergone surgery on Day care basis or was he hospitalized.

Our team scrutinized the available documents and noted the following discrepancies:

- The hospital has created two documents of the nursing charts; one set mentions the patient's name in vernacular (Marathi) while the other mentions patient's name in Marathi as well as English; this raises question on the need for two sets of the nursing charts.
- Whitener has been applied in one of the sets of the nursing chart; this cast doubt as to what was being tried to be hidden.
- The TPR/BP charts appear to be written at one go as it is in one handwriting; the RR (Respiratory) rate has been mentioned 21/min for all the readings, this raised doubt on the veracity of the findings as RR may change by the hour.
- Overwriting has been done on the dates in the consent form; this raised a concern on veracity of this document.
- Inj. 'Test' dose given at 9 pm, but it does not mention the name of the medicine for which test dose was given; this is ambiguity in treatment of the patient.
- Lab reports do not mention the name and qualification of the pathologist and the reports have not been signed by him/her. The reports have been signed by the lab technician but as per the Honorable Supreme Court and IRDAI, the lab reports must be signed by MD Pathologist; it raised doubt on the veracity of the lab reports.
- IP register mentions patient admitted on 5/8/23 and discharged on 9/8/23, and as per the discharge summary patient was admitted on 4/8/23 and discharged on 15/8/23, but the patient says that he was admitted on 4/8/23, underwent surgery on 5/8/23 and was discharged on 9/8/23 and from 10/8/23 to 15/8/23 he visited the hospital and took treatment on day care basis. However, the anesthesia notes and the OT notes have been

written on 6/8/23; this shed doubt on the veracity of the admission and surgery of the patient.

- As per IP register, IP number is 551 but the discharge summary mentions it as 588; this raised a doubt on the veracity of the document.
- The IPD number is 588, Hospital bill number is 588, and hospital payment receipt number too is 588, this shed doubt on the veracity of the documents.
- OT notes mentions operated by Dr. K***** and Dr. D####; Dr. K***** is an MS (Shalya) and is qualified in Ayurvedic System of Medicine, but qualification of Dr. D#### have not been established, moreover his/her notes are not mentioned in the ICPs, this shed doubt on the existence of Dr. D####. OT notes do not bear surgeon's signature.
- The patient underwent Total hemorrhoidectomy under SA (spinal anesthesia), but OT charges have not been levied.
- The entire hospitalization bill of Rs. 40,000/- has been paid at the time of discharge on 15/8/23 implying that advance payment has not been taken by the hospital and the patient too confirms that advance payment has not been done; usually hospitals take advance payment at the time of the admission.
- The patient said that urinary catheter was applied from 5/8/23 to 7/8/23 but the hospital bill does not levy charges for the same.
- The patient said that he was admitted in ICU for 1 day, but the hospital has not levied ICU charges.
- The duration of the presenting complaints has not been mentioned in the ICPs, but as per the patient, he has complaints in the last 2-3 years, but pre-admission treatment papers are not available.

The inconsistencies and discrepancies noted above raised concerns on the veracity of the documents, lab reports and on the veracity of the rationality in management of the patient and it appears that the documents may have been created for the benefit of the insurance claim purpose.

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