



राजस्थान स्टेट हैल्थ एश्योरेन्स एजेन्सी
स्वास्थ्य भवन, तिलक मार्ग सी-स्कीम, जयपुर

No.F. 1008 (91)NHM/BSBY/2018-19/202

Dated 27-02-19

Circular

Operation notes are a crucial aspect of patient documentation for surgical procedures. A proficient operation note describes the patient's personal details and indications for operation, details of steps of a procedure performed along with instructions for post-operative care. They are particularly vital when a complication occurs and needed for management. The content of the note can have legal implications in the event of litigation as well as for remunerating surgeons for the services rendered. It also facilitates the Insurer while processing and payment of the claims.

Poor quality of the operation notes is a cause of concern in the health care system, due to the implications for patient safety in the event of a complication and for quality of patient care. The illegible note can cause difficulty for medical and nursing staff in understanding specific post-operative instructions, cautions concerns, Medical abbreviations used that may not be standardized or uniform can cause ambiguity.

It has been noticed that hospitals lose out on remuneration/claim payment for poorly documented or absence of documentation of extra procedures which were not pre-planned but decided and undertaken during surgery based on the medical condition of patient. Not only this, it may also become a reason of disciplinary action against hospital/surgeon/both if not documented properly with the facts of procedure conducted.

In this regard hospitals are directed that immediately after surgery, a record of the operation should be made including for all procedures conducted under BSBY. This document should necessarily be uploaded with claim documents at the time of submission of claim:-

- i. Date and time of surgery performed.
- ii. The name of the operating surgeon(s) and assistant
- iii. Name of the theatre anaesthetist
- iv. The diagnosis made and the operative procedure carried out
- v. Type & Size of the Incision
- vi. Operation diagnosis
- vii. Description of the operative findings
- viii. Extra procedures
- ix. Details of tissue removed, added or altered
- x. Identification of any prosthesis used, including the serial numbers of prostheses and other implanted materials
- xi. Closure technique/ Details of sutures used
- xii. If any changes occurred in the planned procedure should be clearly mentioned in the OT notes



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- xiii. An accurate description of any difficulties or complications encountered and how these were managed.
- xiv. The surgeon's signature with registration number and seal of hospital.

Good surgical practice emphasizes on legible operative notes for every operative procedure that are preferably typed.

Hospitals are directed to submit complete OT notes as mentioned above while submitting claim under BSBY. If OT notes are not completed or lacs any substantial/ vital information; Insurance company may reject the claim on merit basis. Other than this, if any complaint against hospital is made by Insurer/beneficiary or if in any enquiry it is found that hospital has hidden any material information for its financial benefit or due to malafied intent, hospital may be asked to furnish reasons on the same in written or in person or both. Further, if hospital fails to explain any satisfactory reason to such act, disciplinary action may be initiated against hospital as per the guidelines of the scheme.

These orders shall be made effective from 1st March, 2019.

(Dr. Samit Sharma)
Chief Executive Officer,
State Health Assurance Agency

Dated 27-02-19

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Copy to following for information & necessary action:-

1. PS to CEO, RSHAA.
2. PS to ACEO, RSHAA.
3. PA to JCEO, RSHAA.
4. Deputy directors Medical & Health all zones.
5. Suprintendent and principals of all medical collages.
6. Sh. D.V. Jund, Regional Manger, The New India Assurance Company.
7. Smt. Mangla sharma, The New India Assurance Company.
8. BSBY Project Office. (bsbynia@gmail.com)
9. Nodal officers, All Governemnt health institutions working under BSBY.
10. All empanelled private hospitals.
11. Incharge server room for email to all concerned.
12. CSR for mail to all concerned.
13. Office copy.

Chief Executive Officer,
State Health Assurance Agency