

 <p>SKK AYURVEDA C-2/95 Janak Puri New Delhi-110058</p>	<p>Quality Operating Process</p>	<p>Document No : SKKA/015</p>
	<p>Vulnerable Patient Policy</p>	<p>Date of Issue : 10/12/2020 Issue No. : SKKA/I/015 Date of Revision: 10 /4/2021 Revision No. :</p>

<p>Service Name :</p>	<p>Vulnerable Patient Policy</p>
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<p>Approved By :</p>	<p>Dr Tarun Gupta</p>
<p>Reviewed By :</p>	<p>Dr. Rani Gupta</p>


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AMENDMENT SHEET

Paromita
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C-2/95 Janak Puri
New Delhi-110058

1. Purpose:

- To identify the groups of patients who will be considered 'vulnerable'.
- To define a mechanism of assessment and management of the vulnerable Patients

2. Scope: All vulnerable patients undergoing treatment in centre.

3. Responsibility: Consultant / Doctor / Therapist/Front Desk staff/Support staff

4. Policy: Panchkarma clinic ensures that vulnerable patients (elderly/ physically and / or mentally challenged patients /children/ patients with limited physical mobility/limited communication skill/foreigner in transit, and unescorted female) are protected from abuse, which we define as a violation of an individual's human or civil rights by any other person or persons.

A coordinated approach is used to manage any reported instance or suspicion of abuse against vulnerable patients admitted to the Clinic.

Who Are "Vulnerable Patients"

- All patients aged 65 years and above.
- Children below 12 years of Age.
- Pregnant Ladies.
- Patients with limited physical mobility.
- Patients with impaired mental function, Psychchiatric disorders.
- Patient who is not being able to communicate or has a language problem

Guidelines for Safety of Vulnerable Patients:

- To ensure a safe environment for all vulnerable patients the Clinic trains all staff members to be sensitive to such matters.
- Providing safety measures e.g. Grip bars in bathroom, anti slip mats in the therapy rooms and other surfaces as per the need and physically ensures a safe and secure environment.
- Provide Wheelchair whenever necessary.
- Provision of facilities and on-site inspections to the vulnerable group of patients so

as to ensure that they are safe from abuse, are done by the management.

- Provide prompt attention and service and minimize waiting times in OPD
- Vulnerable patients will not be left alone at any given time.

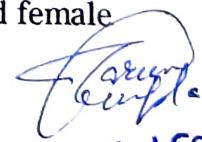
Informed Consent: Informed consent shall be taken as per informed consent policy

5. Procedure:

- The Reception staff shall facilitate the process of consultation of the vulnerable patients by giving them priority and reduce their waiting time. They shall facilitate their transport to their destination by arranging for wheelchair.
- The health support staff shall take appropriate measures to protect children, elderly patients, and others who are unable to protect themselves.
- The medical and nursing staff shall encourage family members of vulnerable patients to accompany them to Clinic.
- The medical and nursing staff shall educate family members of vulnerable patients on the proper safety and security measures adopted by Clinic.
- The patient's psycho-social needs shall be assessed by the medical and health support staff and special needs of vulnerable patients shall be documented on the case record or OPD slip in a conspicuous manner. The special requirements like 'Requires Wheelchair', 'Mentally Challenged', 'Hard of Hearing' or 'Visually Challenged' shall be endorsed on the first page of their OPD records.

Care of Lady Patients:

- All lady patients will be educated about their right to have an authorized female attendant (AFA) during their medical examination
- All lady patients shall be examined only in the presence of an authorized female Attendant (AFA).
- The treatment procedures will be conducted by female therapist only.


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Care of Children:

- The reception shall bring to the notice of the accompanying parents/guardians of the toddlers the risk of low set electrical sockets, sharp objects, self closing doors and the risk the children are exposed to in case they are left unattended.

- Trained health care professionals shall provide care to children.

Care of Vulnerable Elderly Patients:

- Evaluation of the vulnerable elderly patients shall include diagnosis, pre-Clinic and current medication and cognitive status.
- Special care shall be given to prevent falls/slips in these patients by providing them with aids to ambulation in the form of wheel chairs. These aids will be positioned in front area, the location of which will be prominently displayed at adequate places in panchkarma Clinic.

Training of the Staff: The centre will include 'care of vulnerable patient' as a topic in their training programme. Staff will be trained for care of vulnerable patients with respect to

- Understanding and recognizing vulnerable patients
- Principles of care at every stage, step down care
- Moving and handling of vulnerable patients.
- Training in prevention and management of falls, unconscious patients, interacting with caretakers for continued care.

Procedure to Follow in Case of Abuse of Vulnerable Patient:

- When a case of abuse of a vulnerable patient is suspected or disclosed, the main consideration is the protection of the vulnerable patient.
- When such an event occur the senior member of the team on duty is immediately informed. She / He will then inform the Vaidya. The concerns are documented in the medical records by the first person to report the abuse.
- A detailed investigation is carried out, by in-charge of the case, and corrective and preventive action taken.



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