

**GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA**

UNSTARRED QUESTION NO:3865
ANSWERED ON:27.04.2012
LABORATORY AND DIAGNOSTIC TESTS IN HOSPITALS
Sinh Dr. Sanjay

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

- (a) whether despite having adequate number of laboratories and diagnostic machines the Centrally administered hospitals in Delhi ask the patients to get diagnostic tests and x-ray done from outside;
- (b) if so, the reasons therefor and the reaction of the Government thereto;
- (c) the details of provision for registering complaint by the patients in this regard;
- (d) whether the Government has conducted any enquiry in this regard or investigated this illegal practice which causes inconvenience to the patients; and
- (e) if not, the reasons therefor and the manner in which such complaints are investigated so that the patients and kins of the patients may not face harassment?

Answer

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI GHULAM NABIAZAD)

(a) to (e): In so far as three Central Government Hospitals in Delhi, namely, Dr. R.M.L. Hospital, Safdarjung Hospital and Lady Hardinge Medical College & its associated hospitals are concerned, all the diagnostic tests which are available in the hospital are done in the hospital itself. In case of CGHS beneficiaries, the diagnostic test can be advised from CGHS approved centres as per rule, if they so desire.

There is a complaint and grievance cell in the concerned hospitals where complaint boxes are installed in various places in the hospital premises for lodging complaints by the patients.

In so far as All India Institute of Medical Science (AIIMS), New Delhi is concerned, all available tests are being done in various laboratories as per maximum handling capacity. Due priority is given to inpatients & Emergency patients and they do not have to get any tests done from outside. But since the number of OPD patients are very large in comparison to the maximum handling capacity of laboratories, they have to either wait for the required investigations at AIIMS or have the option to get these done from outside laboratories.