

## Digitization of Payment services by Computer Facility, AIIMS

### BACKGROUND

Digital payments are a milestone in the digital journey of AIIMS. There are number of services for which the payments are made /received in AIIMS. These services are as under:-Employees, Examination Section/Academic Section, Patient Care Services and Vendor Payments/ Receipts.

### DEPLOYMENT OF DIGITAL PAYMENT ACCEPTANCE INFRASTRUCTURE

Developing an infrastructure to support the digital payments for patient services was a challenge in the Digital life of AIIMS. All the services and charges were entered online in to the e-hospital system after verification by the administration. Different modes for payment were made available in AIIMS which includes billing counters, self service Kiosk, POS machines

**COUNTERS:** A total of 34(24-RAK, 3-RPC, 1-IRCH, 6-CNC) cash counters are operational in AIIMS for billing related activities. POS machines are installed in all cash counters and patients can do their payments through these counters using credit card and debit cards in addition to cash payments.

**ONLINE WEB/MOBILE:** AIIMS has introduced online payment through paygov payment gateway for number of services such as OPD charges, lab charges, online donation and advance payment for inpatients.

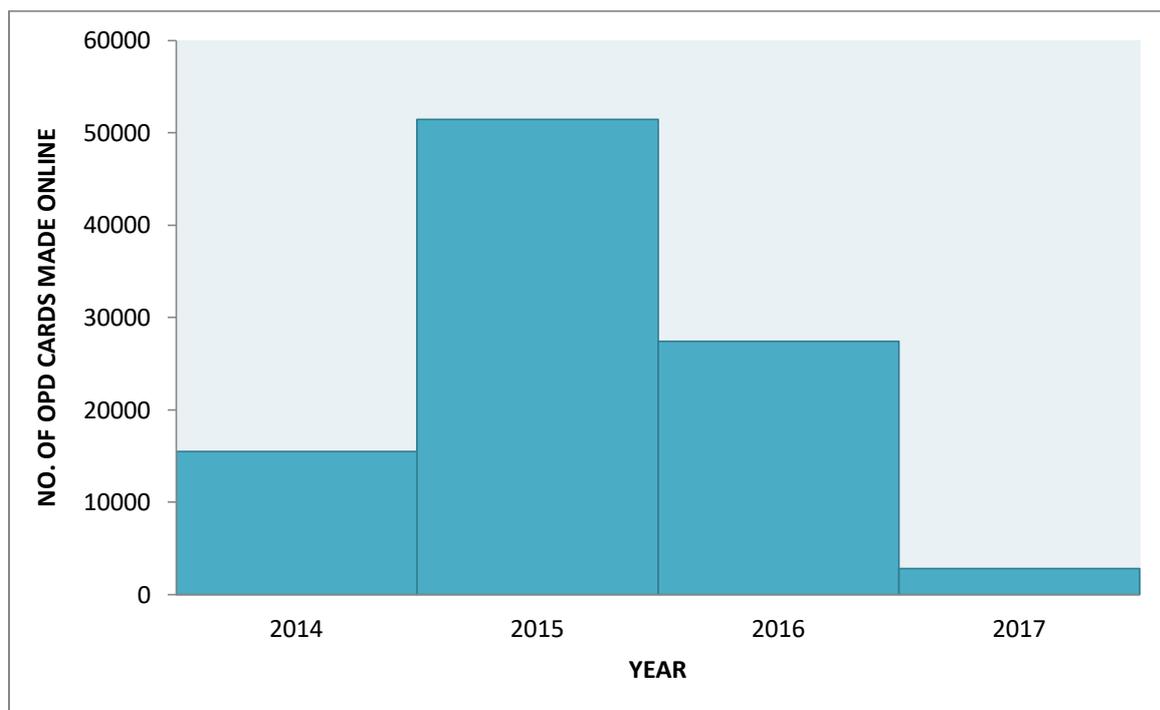


Fig.1 Number of OPD cards made using online payment from 2014-June 2017.

## SELF SERVICE KIOSK

Around 270 self service Kiosks are placed all over AIIMS and online advance payment can be done for admitted patients against their UHID. Anyone can access it through the payment portal in the kiosk. This is in addition to other services available at kiosk.

## ONLINE ADVANCE PAYMENT:

Patients can deposit any amount as advance against UHID and the charges will be deducted from their advance as and when the services are availed. This facility is currently available for all private ward patients and will be soon implemented for all categories of admitted patients as well as OPD patients.

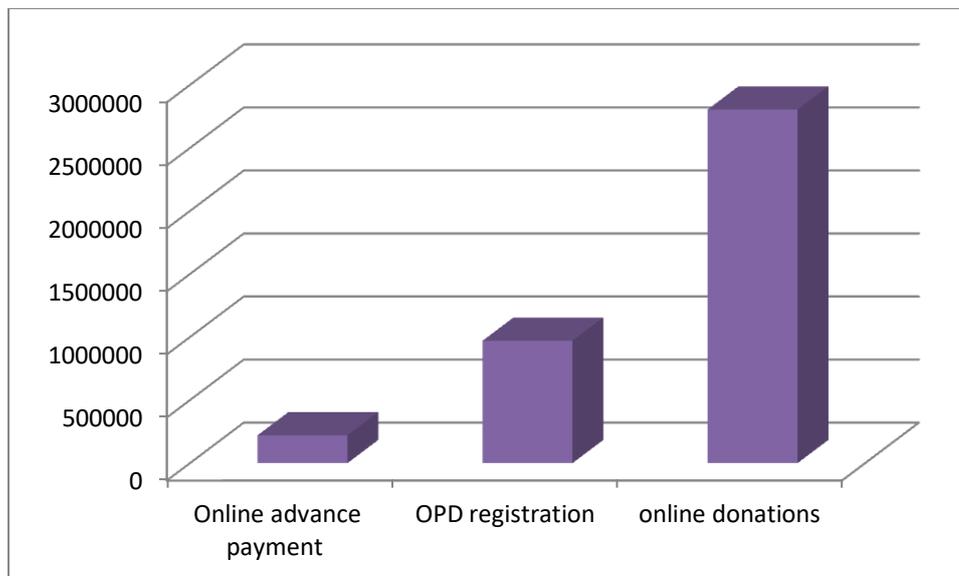


Fig.2 Online payments received for various services till date (6/6/17)

## ONLINE BILLING MODULE

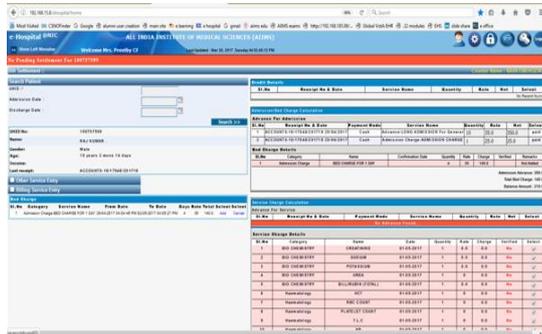
Billing module was introduced on May 2016 as a new initiative to streamline the process of billing at AIIMS.

The workflow of billing module is as follows:

- At the time of admission, payment will be taken from patient as advance charges from the billing counters. This payment can include advance payment of any amount.
- Service entry for all the services provided during the hospital stay will be done by service providers/nurses in the service entry template.
- At the time of discharge, billing clerk will verify the service entry and do the final bill settlement. Due /Refund amount will be settled by the billing clerk at billing counters.

Online billing has streamlined the payment process, ensured accountability and transparency of the services availed by the patient.

Different types of billing MIS like user wise, centre wise, patient wise, service wise collection details are available in the e-hospital software.



Interface of online billing module

### ONLINE EXEMPTION PROCESS:

Online exemption process was made live along with the billing module for replacing the paper work involved in the exemption process and also to make it more transparent and error free. Different patient categories like JSSK, MTP etc which had to be completely exempted throughout the particular stay were identified and configured in the system.

The workflow is as follows:

- The concerned faculty or the exempting authority will sign the exemption paper/ documents and online exemption of the service charges are done by the MSSOs of the concerned departments.
- All the supporting documents such as BPL card, signed forms etc are verified and uploaded for future reference.
- The exemption done by MSSO reflected during the billing process of the patient and MIS of the same can be retrieved at a later stage.

The online exemption process has enabled reinforcement of exemption policies and made the system more transparent.

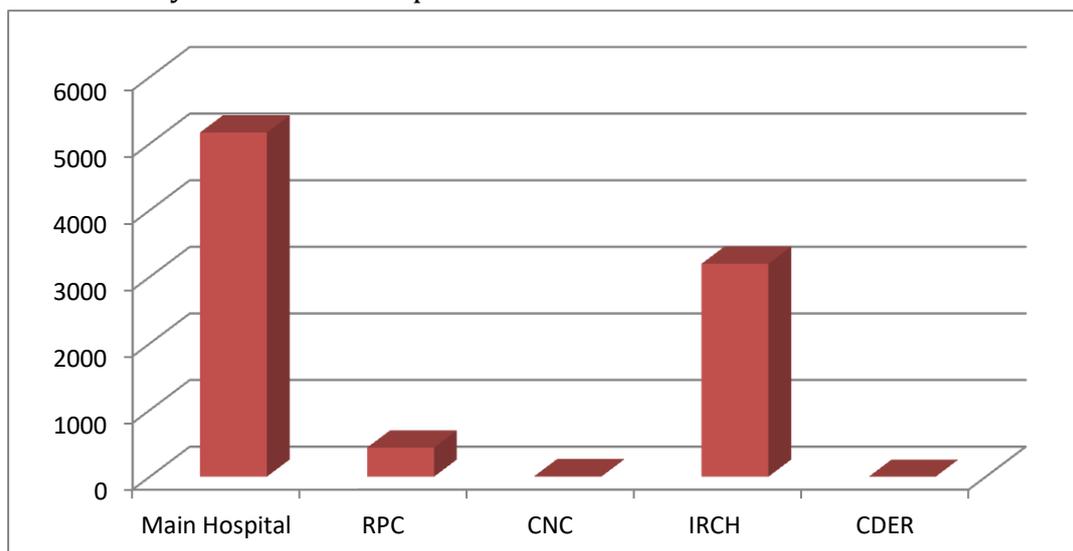


Fig.3: Number of patients exempted online in various centres- till date (6/6/17)

### **Online Grant process:**

The online grant process has been live since April 2017. It was introduced for various grants sanctioned to patients from various funding agencies like Rajya Arogya Nidhi, PM fund etc. All details of the grant along with the amount sanctioned is entered into the system against the particular patient's UHID and then the patient can avail the hospital services.

### **PROCESS OF IMPLEMENTATION**

- All details of the funding agency were collected from the finance department and configured in the system.
- The account numbers into which the grant amounts are credited were also configured in the system for audit purposes.
- The whole manual process from the receipt of grant to its utilization which was followed initially was replicated online.
- Testing of the software was done and required changes were incorporated in concurrence with the administration.
- Training to all users dealing with grants was given and unique IDs were created.
- The grant process was then made online from the financial year 2017.

### **Features:**

- An acknowledgment letter is sent to the concerned funding agency and an sms is also sent to the patient on receipt of the grant amount.
- The entire process of utilization of grant according to the services availed is also entered online which ensures transparency and ease the auditing process.
- A utilization certificate is sent to the funding agency once the fund is completely utilized.

### **CAFETERIA PAYMENTS:**

Online payments in 8 cafeterias of AIIMS (MOT café, CNC Café, Parking café, RPC OT café, RPC canteen, Faculty room, Teaching block cafe, IRCH cafe) was made live since November 2016. All the payments in cafeterias of AIIMS can be made online through paytym, mobikwik and SBI buddy. Customers can scan the QR code and make payments online.

### **ADOPT A PATIENT PROGRAMME:**

AIIMS launched 'adopt a patient' policy on 4th of June 2016, under which public donations can be made for patients who are unable to continue their treatment or bear the cost of buying equipment needed for rehabilitation at home. List of patients who require donations are updated in the website ([www.aiims.edu](http://www.aiims.edu)) after verification by the treating consultant. Any amount of donation can be made to any patient. This will be reflected against the UHID of the patient and can be utilised for their treatment.

A total of 23 patients from various centres of AIIMS have been benefitted from this programme and a total amount of Rs 14, 40,505 have been received for various patients.

Donations can be also made for whole of AIIMS or a specific centre of AIIMS (both eligible for 100% tax deduction). Donation can also be made for promoting research at AIIMS (eligible for 175% tax deduction).

**OUR ACHIEVEMENTS:**

- Billing related to patient care services are 100% online in AIIMS.
- All the service charges below Rs 15 were exempted except OPD registration charges from April 2016.

**FUTURE DEVELOPMENTS:**

We are in the process of implementing apps based payment mode which requires integration with HIS (e-hospital) software. We are also in the process of implementing ERP (SAP) software which includes modules like finance, material management, Project System & Payroll where we have considered all payment modes totally digitized.