

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
HEALTH & FAMILY WELFARE DEPARTMENT,
9TH Level, 'A'-WING, DELHI SECRETARIAT, IP ESTATE,
NEW DELHI - 110 002



No. PA/SS (Projects) /HFW/2014/1063-1067 - Dated: 13/01/2014

CIRCULAR

Sub Improving security environment in wake of the recent incidents of forceful entries into the hospitals.

Reports have been received from some hospitals recently regarding incidents of forceful entries by private persons, unauthorisingly, in restricted areas of hospitals, alleged misbehaviour with doctors, demanding of hospital records, etc which have raised serious concerns about the hospital security and patient safety. There are also reports of persons of electronic media entering into areas in violation of hospital protocols.

In order to avoid recurrence of such incidents in future, Directors and Medical Superintendents of hospitals, are advised as follows:-

1. If any person or group of persons forcefully enter or attempt to enter any restricted area of the hospital, security personnel at the site or the concerned doctor/staff should candidly ask them to first meet the Director/Medical Superintendent in his/her office and obtain prior permission.
2. If they do not heed the advice and do not seek prior permission of the Director/MS, their further entries into the inner areas of

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1. Dirc for n-9
attach all HOD/Branch/IC/DMS.
2. Notice Board
3. 1-7 TIC for get put it on our website
17/1/14

Circulate to
all below.

17/1/14

• All HODS/Branch 1/c
• Notice Board
• 1/c IT

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the hospital will be prevented by way of bringing additional security personnel in that area and closing further access.

3. The Police will be informed immediately at their PCR Call No.100 and also, as the hospitals generally are in regular contact with the Police Station, the SHO or other Senior Officer will also be informed simultaneously. Complaint in writing about the incident of forceful/unauthorised entry will also be made to the Police.
4. Entries into more sensitive areas or corridors, such as Casualties, Gynae wards, Labour rooms, OT, Gas pipeline manifold rooms etc should be taken as serious security breach having potential to affect the hospital services and undermining patient safety and privacy.
5. The hospital records, documents, drugs and medicines, if demanded, for scrutiny and examination by private persons should not be shown to them unless it is so permitted under law and is so allowed by the Director/MS for reasons to be recorded.
6. Media personnel seeking to do photography/videography should also be advised to meet the Director/MS for prior permission. If they do not heed the advice, then PCR should be called at 100 number and in addition, a written complaint should be made to the Police and the media house.

It is the foremost duty of the Directors and Medical Superintendents to maintain discipline, decorum, law and order and above all the patient's safety and welfare in the hospital premises.



(S.B. Shashank)
Spl. Secretary (Health)

Copy to:-

1. Director/Medical Superintendents of the Hospitals
2. Director, Health Services
3. Director, Family Welfare
4. Spl. Secretaries/ Addl. Secretaries/ Joint Secretary
5. PS to Secretary (Health)



(S.B. Shashank) 13.1.20
Spl. Secretary (Health)