

POLICY OF MEDICAL RECORD SECTION, JPNATC
FOR PUBLIC

Dealing Time (including receiving request & handing over):

10.00 am to 12.30 pm & 2.00 pm to 4.30 pm

1. Request for Duplicate Discharge Summary, left
OPD Card, Papers of other Hospital any out side
an investigation report etc. after completion of
formalities –
min. 2 working days.

2. Insurance claims requests (as per laid down procedure of AIIMS)

A letter from the Branch Manager Claim of
concerned Insurance Company

A request letter from the Nominee/ claimant with:-

a) Photocopy Discharge Summary/Death
Certificate

b) Policy Number & Policy Bond Copy

c) Respective questionnaires / forms of the
companies

d) Correct & complete address of the Insurance
Company for correspondence

e) Fee of Rs. 50/- by Cash/Cheque/D.D. should
be deposited at the cash counter of JPNATC.

f) Application/s can be taken only from insurance
company through ordinary mail/speed post and


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These forms
should be filled
in duplicate
and submitted
to the
Medical Record
Section, JPNATC
along with the
required fee.

due reply will be send to concerned insurance company by speed post.

Min. 3 weeks from the date of receiving the request

3. Request for record verification (i.e. treatment record, Medical Certificate, Fitness Certificate, Reimbursement Certificate, Disability Certificate etc. by any agencies - Min 4 working days.

4. Name correction in death/discharge records.

a) Affidavit of Rs. 10/- on Non-Judicial Stamp Paper as per prescribed Performa by the legal heir duly attested by the First Class Magistrate or the Sub-Divisional Magistrate,

b) One I.D./Aadhaar card of the Patient/ Deceased

c) I.D. Proof of Legal Heir/next of kin.

d) Show original copy of Death Slip and attach photocopy of Death Slip.

e) Documents relating to the correction which needs to be updated in the record- **One week.**

5. Transmission of On-Line Death Registration to New Delhi Municipal Corporation (NDMC) - within 48 hours of the event.

5A. Dispatch of Hospital Death record documents in hardcopy to New Delhi Municipal Corporation (NDMC) from MRS, JPNATC. - (within 15 Working days)

6. Dispatch of complete insurance claim to the concerned insurance company after filling by treating


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specialty and countersigning by Faculty In-Charge,
MRS, JPNATC, on provided correspondence address –

Within 2 days

**8. Information to FRRO on-line within 48hrs (about
Foreign patient/s) and dispatch of hard copy of
information as and when received in Section)**

AO
8/11/21