



# Clinical Connect

Fostering a culture of innovation and excellence

EMR Special

One Year In. Many Steps Ahead:  
Fortis EMR Journey Continues



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## Leadership Message



**Dr Bishnu Panigrahi**

Head - Medical Strategy & Operations Group  
Fortis Healthcare

As we mark the first anniversary of our in-house Electronic Medical Records (EMR) implementation at Fortis Healthcare, we take great pride in this milestone. This journey has been about more than just digitization—it has been about enhancing clinical efficiency, ensuring patient safety, and driving operational excellence across our hospitals.

From conceptualisation to implementation, our goal has been to ensure that EMR is not just a technological upgrade but an enabler of clinical excellence. This initiative has been a cornerstone in our commitment to enhancing patient care and ensuring that our medical professionals have the best tools at their disposal for access to informed decision making.

Over the past year, our collaborative efforts across departments have led to the seamless rollout of OP EMR system in 13 hospitals and IP EMR at Fortis Manesar. Our integrated digital system empowers clinicians to shift focus from cumbersome paper-based records to what truly matters—deliver exceptional patient care.

Throughout this journey, the synergy between our implementation team, operations teams, IT experts, and healthcare professionals was exemplary. We tackled challenges ranging from data migration to change management head-on, ensuring that each hospital received customized training and continuous support. These collective efforts have fostered an environment where technology and care converge to achieve high levels of efficiency and accuracy.

The benefits of EMR are evident. Complete and correct medical data, reduced documentation time, standardized clinical pathways, and safer ordering are just a few of the enhancements that are helping us progress and elevate our care standards.

Today, as we celebrate this significant achievement, we also reaffirm our commitment to ongoing innovation and excellence in healthcare. At Fortis Healthcare, our focus has been on ensuring that this transformation is not just technological but deeply embedded in clinical excellence, operational efficiency, and patient safety.

It is heartening to see members of the Fortis Medical Council and senior clinicians embracing EMR with growing confidence. Their leadership and willingness to adopt digital workflows set a strong precedent for the rest of the clinical community. Their commitment to leveraging EMR for improved decision-making and enhanced patient outcomes is a testament to the system's potential.

That said, our journey does not end here. While adoption among early users has been promising, there is a continued need to focus on increasing user-based adoption across all hospitals and specialties. Ensuring comprehensive training, continuous engagement, and tailored user support is crucial for making EMR an indispensable part of daily clinical practice.





**Bipin Kumar Chaudhary**  
 Chief Information Officer  
 Fortis Corporate Office

### Transforming Healthcare Through EMR Implementation at Fortis Healthcare

At Fortis Healthcare, our digital transformation journey has reached a major milestone with the successful deployment of Electronic Medical Records (EMR) across 13 hospitals. This initiative is a key pillar of our digitization strategy, backed by strong leadership support.

#### A Journey of Collaboration and Dedication

Even before officially joining Fortis, I witnessed first-hand the dedication of our teams at FMRI, working relentlessly on this transformative project. It was clear that such an ambitious initiative required extraordinary coordination and expertise.

I joined just before implementation at Mulund and soon visited our Mulund and BG Road facilities, where ATE and our internal teams were engaged in the rollout. The synergy between our Medical Services Operations Group (MSOG), corporate IT teams, unit IT teams, Unit Medical, and Admin teams was remarkable. Their commitment ensured a seamless transition, with critical contributions from hospital staff.

With the third implementation at BG Road, ATE led the deployment, marking their final on-site involvement. From then on, our India team took charge, embracing the challenge of on-site execution. The true test came at Noida, where our in-house team successfully led the implementation, reinforcing our confidence in their expertise.

From our first in-house deployment to the 13th hospital, our teams demonstrated resilience, adaptability, and a commitment to excellence. Overcoming challenges with minimal disruptions, we refined our approach, ensuring each rollout improved upon the last.

#### Driving Adoption for Maximum Impact

While EMR implementation has been successful, adoption levels vary. Some hospitals have exceeded 60% adoption, while others remain as low as 20%. Increasing adoption is essential to unlocking EMR's full potential.

Higher adoption leads to better patient care, data accuracy, and operational efficiency. Teams must focus on training, engagement, and learning from

high-adoption hospitals. Encouraging medical professionals to integrate EMR into daily workflows will help make it an indispensable tool.

Hospital leadership plays a vital role in driving adoption. By emphasizing EMR's benefits, addressing concerns, and reinforcing its importance, we can ensure a smoother transition and higher compliance. Our goal is to enhance healthcare delivery through digital excellence.

#### How My Team and I Can Support You

As CIO, my focus is to ensure our IT team provides the necessary support for a seamless EMR transition. Beyond implementation, we aim to empower users with the right tools and knowledge. Our commitment includes:

- **Support:** Round-the-clock IT assistance.
- **Enhanced System Usability:** Continuous refinements based on user feedback.
- **Open Communication:** Proactively resolving concerns and improving efficiency.
- **System Stability & Security:** Ensuring a robust, high-performing, and secure EMR system.

Together, we can maximize adoption and drive digital transformation in healthcare.

#### Expectations from Healthcare Professionals

EMR's success depends on active user participation. To fully leverage its benefits, we expect:

- **Consistent Usage:** Regular documentation within the EMR system.
- **Training Participation:** Engaging in sessions to enhance proficiency.
- **Feedback & Improvement:** Providing insights to refine system functionality.
- **Encouraging Adoption:** Advocating EMR usage among peers.

By embracing these expectations, we can collectively drive meaningful change in patient care and hospital efficiency.

#### EMR: The Foundation of Digital Healthcare

At Fortis, EMR is more than a record-keeping tool—it is the backbone of our digital healthcare ecosystem. By centralizing patient data, it enhances accuracy, streamlines workflows, and improves care quality.

#### Paving the Way for AI-Driven Healthcare

EMR is a steppingstone toward AI-driven, patient-centric healthcare. Leveraging a strong data infrastructure, AI can enable predictive diagnostics, early disease detection, and personalized treatment plans. Predictive analytics will optimize hospital resources, while automation will improve operational efficiency and patient experience.

The successful EMR rollout is not the end of our digital transformation, it is just the beginning. Each step forward unlocks new opportunities for innovation and excellence in patient care. By embracing EMR, we are shaping the future of healthcare.

The journey is underway, and the future of healthcare begins now!



**Dr Narayan Pendse**  
Director - EMR  
VP - Medical Strategy & Operations  
Fortis Healthcare

Digital transformation in Healthcare is challenging, and the challenge is multi-fold when it comes to implementing hospital based Electronic Medical Records systems.

It is with a deep sense of pride and fulfilment that Fortis MSOG Medical IT team looks back at the year gone by.

Our EMR journey began on January 25th last year, when Out Patient (OP) EMR was introduced at our flagship hospital – FMRI Gurugram. In the last 13 months OP EMR has been implemented at 13 Fortis hospitals including those at our major hubs in NCR, Mumbai, Bengaluru and Punjab – with two more units lined up for implementation before close of this financial year – an impressive record indeed! This has been further augmented with the roll out of In-Patient (IP) EMR implementation at Fortis Manesar. Preparations are on for roll out of the fully loaded IP EMR along with many exciting applications and features.

The 'icing on the cake' has been our stellar show at NABH Digital Health Accreditation, with 7 hospitals achieving Platinum and Gold levels!

All this has been possible due to the unwavering support and stewardship from Fortis leadership – Dr Ashutosh Raghuvanshi, Mr Anil Vinayak, and Dr Bishnu Panigrahi; and the continued partnership and support from Corporate IT team.

Based on our implementation experience, following are the '10 Commandments' of EMR implementation:

- Know Your Customer – Clinicians are the most important (and toughest) customers - be prepared to hard sell the 'product'! respond in timely manner. If end user feels deserted, adoption nosedives!
- Know Your Product – Product must be worthy, and team well-versed with its features especially strengths and limitations!
- Plan well – 'If you fail to plan, you plan to fail'. Planning includes - Project, People, Support, and Possibilities!
- Prepare your Turf – each hospital is unique; start pre-implementation activities early so as to know the people, practices, and culture! be realistic in expectations and open in receiving feedback
- Engage all Stakeholders – and include all of them – even those who may play a minor role!
- Study the Process – software applications don't work in isolation. Understand the integrations and interplay between applications and their importance!
- Thorough Documentation - including project plan, business requirements, design documents, test scenarios, test success and failures, release notes, user roles, new/restructured processes, and issues management. What isn't documented, isn't delivered!
- Be flexible - create local 'super users'; schedule trainings as per user convenience, train and re-train, and be patient!
- Teamwork – the last commandment - the most important determinant of success!
- Leadership Support – EMR implementation is a 'test match', not a T20 game - strategize accordingly, and keep expectations realistic – change doesn't happen overnight!

## THE EDITORIAL TEAM

### EDITORIAL TEAM

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Please send your comments,  
feedback and suggestions to  
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## Clinicians' Perspective – EMR in Everyday Practice

### Adapting to EMR: A Call for Commitment to Digital Healthcare



**Dr Gourdas Choudhuri**  
 Chairman - Gastroenterology and  
 Hepato-Biliary Sciences  
 Fortis Memorial Research Institute

EMR has become the new benchmark for any modern health care provider including hospitals. It brings several advantages including easily accessible clinical data of patients, investigation reports, medications, procedures etc providing a continuity of care over time across departments and satellite centers, and across different doctors engaged in the patient's care.

The list of advantages of EMR are impressively long and dwarfs the disadvantages. I was a reluctant user, scoring 0% for quite a while, finding the process of entering data distracting from the focused attention and eye contact during interaction with my patients sitting across the table. I therefore did the second-best thing: getting Pratiti, my dietician colleague trained at entering of data! And lo and behold, she has done amazingly well, with my name beginning to feature in the list of doctors scoring well on filling EMRs.

My take now is that EMR is a necessity. There is a need to keep pace with technology and implement a modern version that would record the voice/conversation as text, and not come as a time-consuming task for the doctor watching the screen, punching on the keyboard with the patient sitting across.

Till that time, we need to trudge on with what we have. Please do make that extra effort to fill up the EMRs for the patient's long-term benefit and continuity of care.

### Fortis Healthcare Embraces EMR



**Dr Rajat Sharma**  
 Consultant - Cardiology  
 Fortis Hospital, Mohali

Fortis Healthcare has embarked on a transformative journey by implementing an advanced Electronic Medical Record (EMR) system across its network,

signalling a pivotal shift towards digitized healthcare. This initiative underscores Fortis's commitment to enhancing patient care, streamlining operations, and setting new benchmarks in medical excellence and embracing a low carbon footprint and a eco conscious journey.

The EMR system serves as a comprehensive digital repository of patient health information, encompassing medical histories, diagnoses, medications, laboratory results, and treatment plans. By transitioning from traditional paper-based records to this integrated digital platform, Fortis ensures that authorized clinicians and healthcare professionals can access accurate and up-to-date patient data in real-time. This seamless access facilitates informed decision-making, reduces the likelihood of medical errors, low carbon footprint, and

enhances the overall quality of care.

One of the most significant impacts of the EMR system is the improvement in operational efficiency. Automated data entry and retrieval streamline administrative tasks, allowing healthcare providers to devote more time to direct patient care. The system's interoperability enables synchronization across various departments, ensuring that patient information is consistently updated and accessible, thereby reducing redundancies and enhancing coordination among medical teams. Eventually a better patient experience and care.

Moreover, the EMR system enhances patient engagement by providing individuals with access to their health records through the MyFortis Patient portal. This empowerment allows patients to actively participate in their healthcare journey, fostering transparency and encouraging adherence to treatment plans. Additionally, the digital platform facilitates secure communication between patients and healthcare providers, enabling timely consultations and follow-ups.

The data analytics capabilities inherent in the EMR system offer profound insights into patient outcomes

and treatment efficacy. By analysing aggregated data, Fortis can identify trends, monitor public health concerns, and develop targeted intervention strategies. This evidence-based approach not only enhances individual patient care but also contributes to broader healthcare research and policy formulation.

Looking ahead, the integration of the EMR system positions Fortis Healthcare to embrace future technological advancements. The foundation is set for incorporating artificial intelligence and machine learning algorithms to predict patient risks, personalize treatment plans, and optimize resource allocation. Furthermore, the digitized records facilitate telemedicine initiatives, extending the reach of quality healthcare to remote and underserved populations.

In conclusion, the launch of the EMR system at Fortis Healthcare marks a significant milestone in the evolution of healthcare delivery. By harnessing digital technologies, Fortis not only enhances operational efficiencies and patient outcomes but also paves the way for innovative healthcare solutions that are responsive to the dynamic needs of the communities it serves.

## Revolutionizing Healthcare: The Power of Electronic Medical Records



**Dr Bimlesh Dhar Pandey**

Senior Consultant – Rheumatology  
Fortis Hospital, Noida

Co Author - Sonali Kumari, Dr Jatin Arora  
Clinical Research

The EMR and its utility is not just a felt need but it is now the norm about better late than never. We are caught up in present world where errors are not welcome and reduction of errors is now the hallmark of present medical management.

My first objective is to narrate a story, A 55-year-old lady with rheumatoid Arthritis comes back to the emergency department with Pancytopenia and bad oral ulcers. She was prescribed by myself Methotrexate standard drug

for weekly consumption once a week for 12 Weeks. However, the lady during the brief OPD consultation could not understand well and had taken the same medication on daily basis for 12 days. Story does not end here, she required prolonged admission and an expenditure out of her pocket which ran into few lakhs.

The objective of EMR now can be easily highlighted, where the prescription errors needs to be brought down as It is not the matter of convenience, it is the matter of safe medical practice. The use of legibly written prescription with correct way of dosing and its frequency is easily done on EMR rather than language based one to one conversation. The prescription error alone is not the idea. It is beyond the prescription error where patient most often misplace their last treatment paper and they are lost how and what do in future so again the EMR is a great help to retrieve the past. As a Clinician when I need to review the prescription of individual who has been following for years the only saving grace is an EMR. When I need to conduct a study where the diseases are rare and the number are few then again EMR is of great help.

Even to conclude or construct the thought process of number of rare diseases there is no other way than

EMR. Comprehensive EMR can be a network also a larger goal. If we extend the EMR concept today or tomorrow we will have EMR as standard protocols which the health ministry will also like.

So According to me EMR is reality, EMR is need of our and EMR up taken in last one year has helped me in humble manner to reduce prescription error, to ensure safe medical practice and to ensure that we become better healthcare provider.

## Empowering Healthcare with Digital Precision for Better Patient Experiences



**Dr Shubham Vatsya**

Senior Consultant - Gastroenterology  
 Fortis Hospital, Vasant Kunj

The introduction of Electronic Medical Records (EMRs) has drastically transformed the healthcare industry, improving both patient care and operational efficiency. One such system, the Fortis Electronic Medical Record (EMR), has been at the forefront of this digital shift, significantly enhancing the patient experience. With its streamlined workflow and data accessibility, Fortis EMR has made a profound impact on medical practice, patient outcomes, and hospital management. However, like any technological advancement, it also presents certain challenges that need to be addressed for continued improvement.

### Improved Workflow Efficiency

Fortis EMR has significantly improved workflow efficiency within healthcare facilities. Traditionally, patient records were stored in paper files, which were time-consuming to manage and prone to errors. Fortis EMR, however, provides healthcare professionals with immediate access to patient data, eliminating the need for manual searches and reducing the chances of misplaced files. Physicians can quickly view patient histories, lab results, treatment plans, and medications, ensuring that decisions are based on the most up-to-date information.

This immediate access to patient information leads to faster decision-making and a more organized healthcare environment. Medical staff can spend more

time interacting with patients rather than dealing with administrative tasks, thus improving patient satisfaction and reducing wait times. The EMR system's integration with other hospital management software further enhances communication and coordination between departments, facilitating smoother patient flow through the hospital.

### Enhanced Patient Outcomes

The Fortis EMR system also plays a vital role in enhancing patient outcomes. By digitizing patient information, it minimizes the risk of human error and ensures that critical medical details are not overlooked. For example, allergies, previous surgeries, or ongoing treatments can be flagged within the system, alerting medical staff before making decisions that could negatively affect the patient's health.

Furthermore, Fortis EMR allows healthcare professionals to make data-driven decisions using advanced analytics. It helps in tracking patient progress, identifying potential risks early, and adjusting treatment plans accordingly. This proactive approach not only improves the quality of care but also contributes to better overall health outcomes for patients.

### Challenges in Electronic Medical Record Systems

While Fortis EMR has revolutionized the healthcare industry, it has not been without challenges. One of the most common issues is printer malfunctions. In some cases, medical staff still require printed documents for patient records, prescriptions, or discharge summaries. Printer breakdowns or delays in printing can cause frustration and disrupt the workflow, leading to delays in patient care.

Another challenge faced by Fortis EMR, as with many other electronic systems, is the poor quality of paper used for printing. Low-quality paper can degrade quickly, leading to smudged or illegible printouts. This issue not only affects the appearance of the documentation but also presents a challenge in

maintaining accurate records for future reference.

## Conclusion

Despite these challenges, the Fortis Electronic Medical Record system has proven to be a game-changer in improving patient care and operational efficiency. By

enhancing workflow, reducing errors, and driving better health outcomes, Fortis EMR has elevated the standard of care in healthcare facilities. As technology continues to evolve, solutions to overcome challenges such as printer malfunctions and paper quality will likely emerge, further enhancing the potential of EMRs.

## Reflections on EMR Implementation



**Dr Hatinderjeet Singh Sethi**

Additional Director – Internal Medicine  
Fortis Hospital, Manesar

At the outset, I would like to extend my warmest congratulations to IT Team, Fortis on successful deployment of new EMR, may it bring value and success to your stakeholders.

Electronic Medical Records (EMR) software has revolutionized the healthcare industry by digitizing patient records, improving accessibility, and enhancing overall healthcare delivery. This software provides a systematic and organized way for healthcare professionals to manage patient information, including medical history, diagnoses, medications, and treatment plans. The implementation of EMRs has been a transformative process, offering significant benefits, but also posing challenges that require the collective input and collaboration of clinicians, administrators, implementers, and stakeholders.

From a clinician's perspective, EMR software streamlines the documentation process, enabling more accurate and efficient record-keeping. With easy access to real-time patient data, physicians can make informed decisions, resulting in better clinical outcomes. However, some clinicians have expressed frustration with the learning curve and potential disruptions in workflow as they adjust to new systems.

Administrators find EMR systems invaluable for managing patient data, billing, and compliance with regulatory requirements. These systems improve the efficiency of healthcare operations, reduce errors, and

facilitate better coordination among various departments. However, the upfront costs and the ongoing need for technical support and training are concerns that administrators must carefully consider.

Implementers and IT specialists play a critical role in ensuring that EMR software is effectively integrated into healthcare settings and should be doctor friendly. Their expertise is essential in customizing the system to meet the unique needs of different medical practices and ensuring that it aligns with healthcare regulations. However, they also face the challenge of managing data security and privacy concerns, as well as ensuring that all users are adequately trained.

For stakeholders, such as patients, the adoption of EMR software holds the promise of better communication between healthcare providers and more personalized care. However, privacy concerns and the digital divide—where not all patients have access to technology—remain important considerations.

However, the journey to successful EMR acquisition is not without its challenges. Implementers must navigate technical complexities, ensure interoperability and address concerns around data privacy & security. Stakeholders must balance competing demands, manage change resistance, and ensure that EMR systems align with organizational goals and strategic objectives.

My experience with the new EMR has been a mixed bag, as I am still getting familiar with its capabilities. I'd say we are both in a learning phase—the EMR is still evolving, and I am adapting to its tune. It's a mutual growth process, where we are both learning from each other. I am excited to see how our partnership will shape up in the future.

In conclusion, the adoption of Electronic Medical Records software represents a significant step forward in healthcare, offering benefits such as improved efficiency, accuracy, and patient outcomes. However, it requires ongoing collaboration, training, and adaptability from all parties involved to address challenges and optimize the system for all users.

## Transforming Patient Care: EMR @ Fortis Hospital, Faridabad



**Dr Ravi Shekhar Jha**

Director and Head - Pulmonology  
Fortis Hospital, Faridabad

The introduction of the Electronic Medical Records (EMR) system in our hospital last year marked a significant shift in how we deliver patient care. Initially met with apprehension, the transition has now proven to be a game-changer for both patients and healthcare providers.

Patients have been the biggest beneficiaries. Many have expressed satisfaction with the seamless experience—shorter waiting times, fewer misplaced reports, and

instant access to their medical history. No longer do they need to carry bulky files; instead, all their records are available at the click of a button. The ease of retrieving past prescriptions and reports has also led to better continuity of care.

For doctors, however, the shift was not without challenges. Initially, adapting to the new system was time-consuming. Many struggled with navigating the interface, and some felt it took away valuable consultation time. However, through structured training sessions and continuous technical support, we gradually overcame these hurdles. With time, doctors have recognized the benefits—faster access to patient history, reduced paperwork, and improved coordination between departments.

The EMR system has also enhanced patient safety, minimizing prescription errors and ensuring better follow-ups. Overall, while the transition was demanding, the long-term benefits have been undeniable. With increased efficiency and better patient outcomes, our hospital's journey with EMR has been a resounding success.

## EMR at Fortis - A Milestone Worth Celebrating



**Dr Gayathri Dinesh Kamath**

Additional Director – Obstetrics & Gynaecology  
Fortis Hospital, Bannerghatta Road, Bengaluru

As a proud Fortisian, I have been closely associated with this organization since its inception at Fortis Bannerghatta Road. As an Obstetrician, I deal with high-risk pregnancies and women with complex obstetric histories. In my role as a Gynaecologist, I interact daily with women regarding their menstrual issues and fertility concerns. Adopting EMR into my practice at Fortis over the past year has truly been a game-changer.

Initially, the thought of transitioning to EMR for every

patient seemed daunting. However, with the guidance and support of Mr Anurag and his team, the process of embracing the user-friendly interface has been surprisingly smooth.

For doctors, EMR streamlines workflow significantly. In a busy outpatient setting where we see over 40 patients daily, it is invaluable to know at a glance how many patients are waiting to be seen, identify those requiring urgent intervention due to severe pain, and quickly spot any drug allergies highlighted in the system. This instant access to patient data saves us time on paperwork, reducing the risks associated with illegible handwriting or missing information. Ultimately, this contributes to delivering better, more informed care with fewer errors.

One of the key advantages of EMR is the ability to provide real-time access to patient information across multiple departments and consultants, fostering improved collaboration among specialties. This enhances patient care through seamless communication and better decision-making.

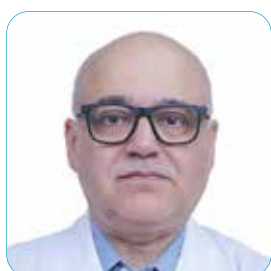
Additionally, the system's ability to facilitate easy access to data for research and audits is a significant benefit

for clinicians. It supports continuous improvement in clinical outcomes and plays a crucial role in advancing medicine as a whole.

To summarize, adopting EMR has been a win-win for both doctors and patients at Fortis. For doctors, it offers an efficient system, while for patients, it ensures better, more timely care. However, one important consideration remains: as clinicians, we must ensure

that we dedicate enough time for eye-to-eye contact with our patients. Despite the efficiency EMR brings, there's always the risk that patients may feel unheard if we become too focused on the technology. Striking a balance between leveraging EMR for better care and maintaining personal, empathetic communication with our patients is key to ensuring the best possible experience for everyone.

## Pros and Cons of Electronic Medical Records



**Dr Pankaj Soni**  
Principal Director - Internal Medicine  
Fortis Hospital, Vasant Kunj

### Evaluating the Impact of EMRs on Healthcare: My Experience

Electronic Medical Records (EMRs) have revolutionized the healthcare industry by transitioning patient information from paper-based files to digital formats. This transformation offers a plethora of advantages while presenting certain challenges.

In my experience, EMRs enhance the quality of patient care with comprehensive and accurate patient information. It leads to better decision-making, reducing

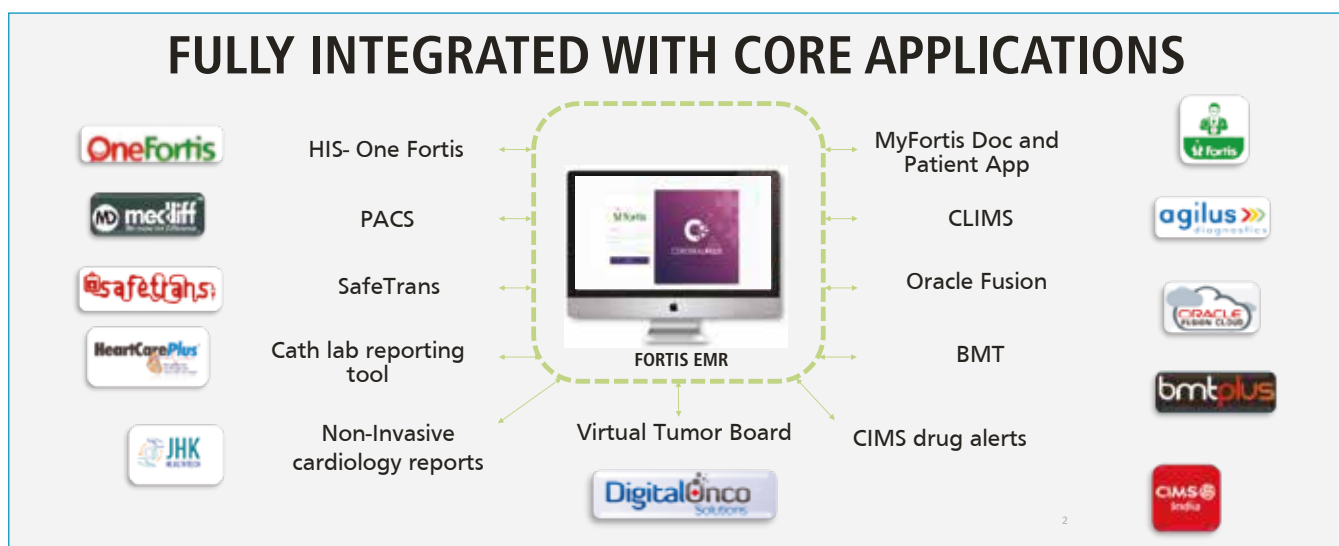
the likelihood of errors and enhancing treatment outcomes. It has facilitated better coordination during cross referrals with other specialists.

I find it easy to manage and retrieve information about patient histories, lab results & medication lists leading to reduction in medical errors. Automated alerts about potential drug interactions, allergies are a feature which adds to safe prescription

I feel that adoption of EMR requires training and adaptation for healthcare providers and staff. There is a learning curve and some resistance to transition. There is a risk of data breaches and cybersecurity threats. System downtime can hinder access to patient data, potentially compromising patient care.

In OPD Focus on data entry and screen navigation, can potentially be detracting from face-to-face communication.

In my experience over last 10 years the adoption of Electronic Medical Records has transformed healthcare delivery, offering numerous benefits and some challenges. The ongoing evolution of EMR will shape the future of healthcare.



## Nurses Perspective EMR @ Fortis



# The Silent Backbone: Nurses' Role in Electronic Medical Records (EMR)



**Capt Sandhya Shankar Pandey**  
 Corporate Chief of Nursing  
 Fortis Healthcare

In the fast-paced emergency department of a metropolitan hospital, Nurse Priya worked swiftly amid controlled chaos. A patient with chest pain had just arrived, and every second counted. As doctors stabilized the patient, Priya updated the Electronic Medical Record (EMR) with vital signs, medical history, and administered medications. This real-time documentation provided crucial information to the care team, ensured protocol adherence, and enhanced patient safety. Her efficiency underscored a fundamental yet often overlooked reality—nurses are the backbone of effective EMR utilization in modern healthcare.

## Nurses' Expanding Role in EMR

EMRs have revolutionized healthcare, and as the largest segment of the workforce, nurses play a pivotal role in ensuring their accuracy, functionality, and patient-centered care. Their responsibilities extend beyond data entry to real-time monitoring, care coordination, and decision support.

A study by Kutney-Lee et al. (2019) found that over 96% of nurses in acute care settings regularly use EMRs to document care and manage workflows (1). This engagement improves patient outcomes by reducing medication errors, enhancing communication, and facilitating evidence-based practice (2).

## Impact of Nurse Engagement

Higher nurse engagement with EMRs is directly linked

to improved patient outcomes. HIMSS reported that 70% of hospitals with advanced EMR adoption saw a 15% reduction in adverse drug events (3). Robust nurse-EMR interaction also cuts documentation errors by 23% and improves clinical efficiency (4).

Despite these benefits, challenges persist. Cumbersome interfaces and increased documentation workload frustrate nurses, making user-centered design and continuous training essential for optimization (5).

## Key Contributions of Nurses in EMR

1. **Data Accuracy and Integrity** – Nurses ensure accurate records, which are vital for clinical decision-making and continuity of care (Kruse et al., 2018, Nov).
2. **Care Coordination** – EMRs enable seamless collaboration across teams, improving interdepartmental workflows (Centers for Medicare & Medicaid Services, 2021, Oct).
3. **Patient Safety and Quality** – Documentation of interventions and alerts for allergies and drug interactions enhance safety (Calysta EMR, 2023, Dec).
4. **Compliance and Reporting** – Nurses ensure thorough documentation for legal, ethical, and accreditation requirements (Blumenthal and Tavenner, 2010, Aug).

## Barriers in Strengthening EMR

1. **Usability Challenges** – Poor design increases documentation time, with 50% of nurses reporting that EMRs interfere with patient care.
2. **Training Gaps** – Inconsistent training leads to errors and stress.
3. **Time Constraints** – High patient loads limit documentation time, reducing face-to-face engagement.
4. **System Downtime** – Technical failures disrupt workflows.
5. **Data Overload** – Excessive information overwhelms nurses, increasing cognitive burden.
6. **Resistance to Change** – Poorly designed systems and workload concerns lead to adoption reluctance.

## It's a win-win for All: Skills that Nurses Develop through EMR Implementation

Nurses involved in EMRs enhance their technical, analytical, and leadership skills:

- **Technical & Digital Literacy** – Mastering EMR systems and ensuring data privacy.
- **Critical Thinking** – Using clinical decision tools to improve assessment accuracy by 68%.
- **Communication & Collaboration** – Improving nurse-physician communication efficiency by 56%.
- **Time Management** – Optimizing workflows and reducing documentation burdens.
- **Problem-Solving & Adaptability** – Handling technical

issues; 80% of nurses gained troubleshooting confidence.

- **Ethical & Legal Knowledge** – Ensuring compliance with patient data regulations.
- **Leadership & Advocacy** – Nurse-led quality projects increased by 45%.

## Future Directions

As Fortis Healthcare advances its digital transformation, nurses will remain at the forefront of EMR innovation. Strengthening nurses' role in EMR is not just a technological necessity—it's a step toward safer, and more efficient patient care.



# EMR @ Fortis – FAQs: Your Quick Reference Guide



**Anamika Gandhi**  
Medical IT Team – MSOG  
Fortis Corporate Office



**Dr Sukriti Sud**  
Assistant Manager – MSOG,  
Fortis Healthcare

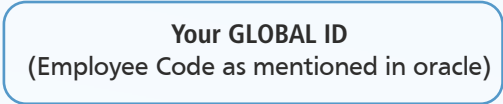
As clinicians continue to adapt to the EMR ecosystem at Fortis, here are some frequently asked questions curated by the Medical IT team to support smooth, confident usage.

## Login & Access

1. Which browser should be used to access EMR?



2. What is the username for logging into EMR?

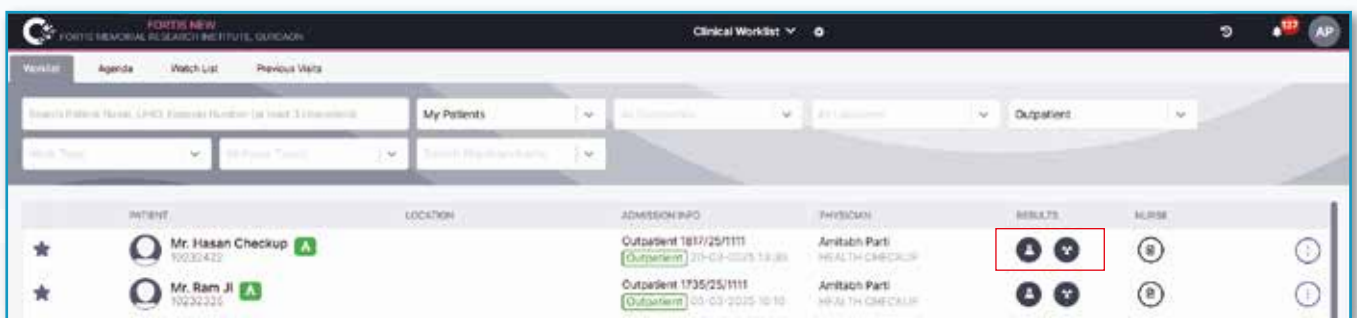


## Documentation & Confidentiality

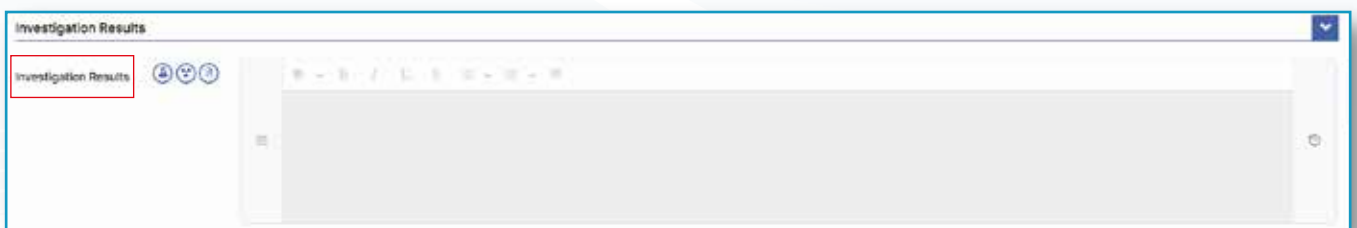
3. How can clinicians access lab and radiology reports of the patients during EMR OP consultations?

There are two ways to access these reports:

- Use the icons from CM worklist screen under the heading 'Results'. First icon can be used for accessing lab reports and the second icon can be used for accessing radiology reports.

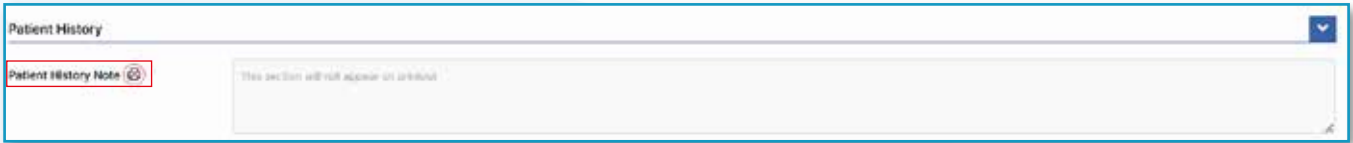


- Clinicians can navigate to 'Investigation Results' section using 'blue coloured shortcut icons.'




**4. Is there any section where clinicians can record sensitive or confidential information for personal usage and that should not appear on the prescription?**

Use the 'Patient History Note' section in the assessment form, indicated by the 'crossed printer' icon. Entries made here will not be printed on the prescription and are meant solely for the clinician's individual reference.

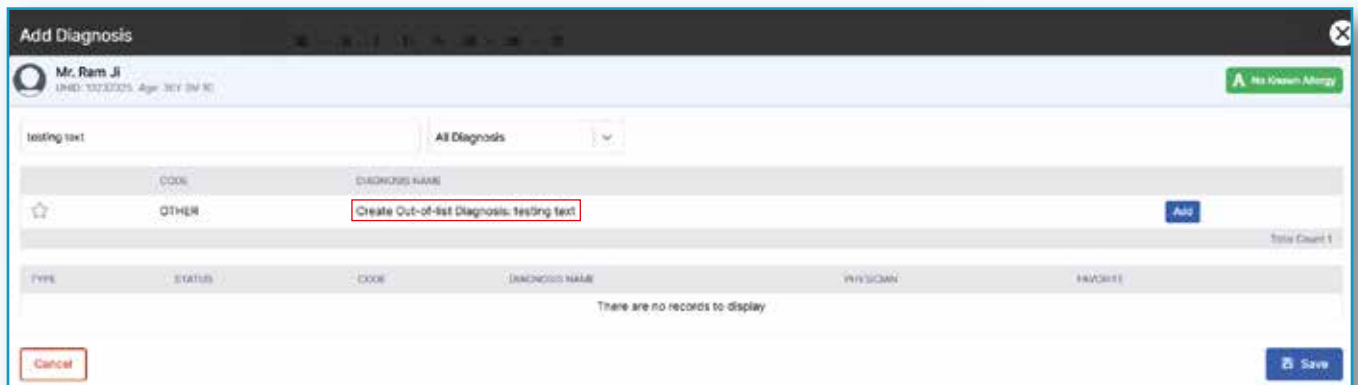


Patient History

Patient History Note  This section will not appear on printout

**5. Can clinicians enter diagnoses, investigations, or medications in free text?**

Yes; if a required item is not available in the dropdown, doctors can use the 'Out of List' option to enter it as free text. These entries can also be saved as favourites for future use. Please note that such entries will not be useful from data retrieval purposes (e.g. for research purposes)



Add Diagnosis

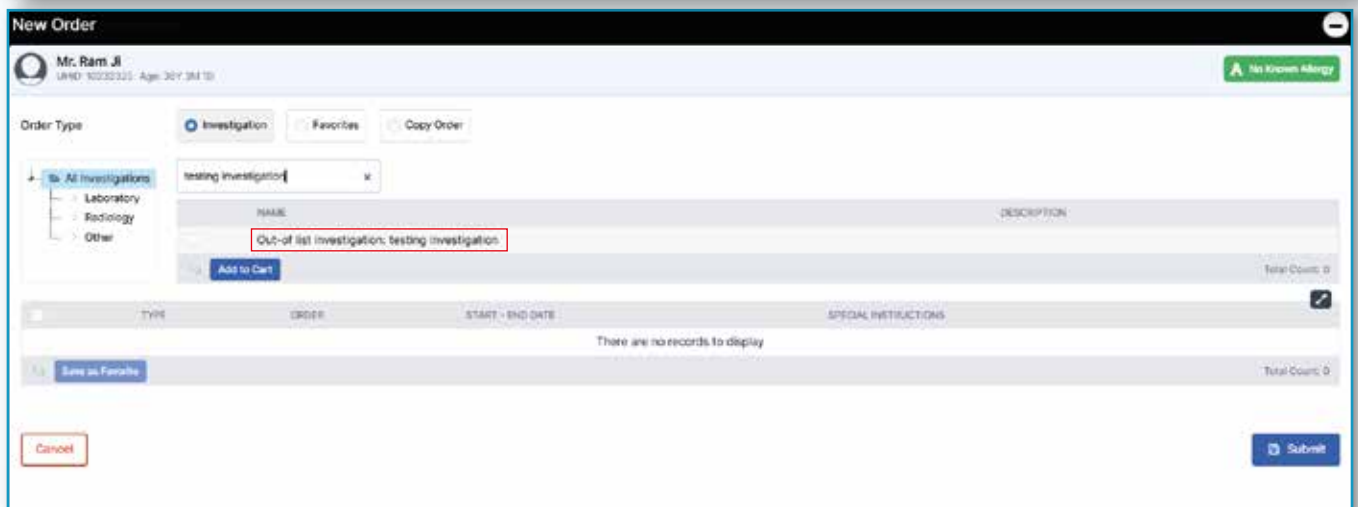
Mr. Ram Ji  
UHID: 10232325 Age: 30Y 3M 10

testing text All Diagnosis

CODE	DIAGNOSIS NAME	ACTION
OTHER	Create Out-of-list Diagnosis: testing text	Add

There are no records to display

Cancel Save



New Order

Mr. Ram Ji  
UHID: 10232325 Age: 30Y 3M 10

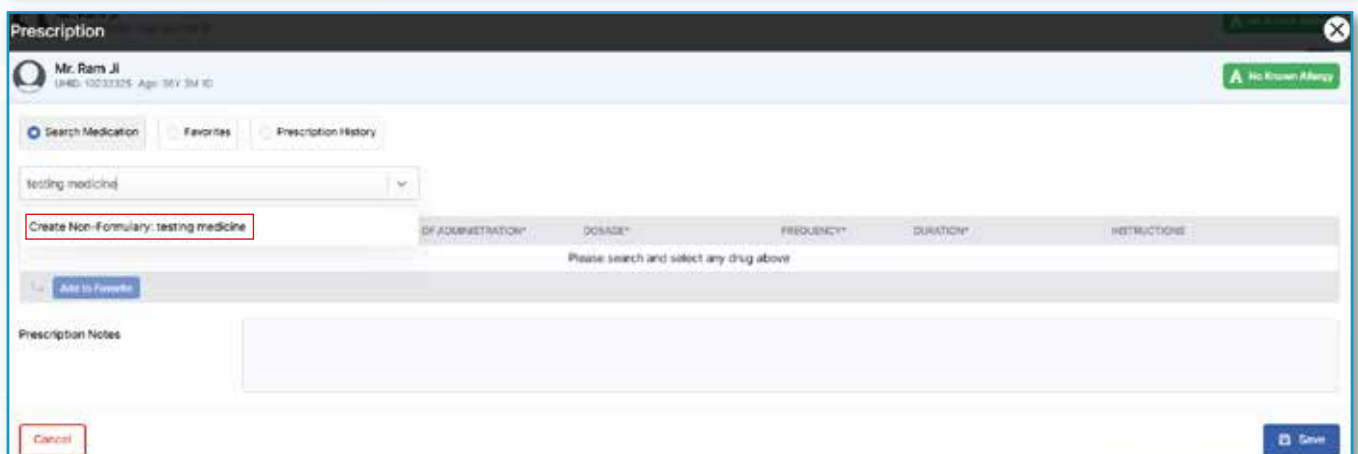
Order Type: Investigation Favorites Copy Order

testing investigation

NAME	DESCRIPTION
Out-of-list Investigation: testing investigation	

There are no records to display

Cancel Submit



Prescription

Mr. Ram Ji  
UHID: 10232325 Age: 30Y 3M 10

Search Medication Favorites Prescription History

testing medicine

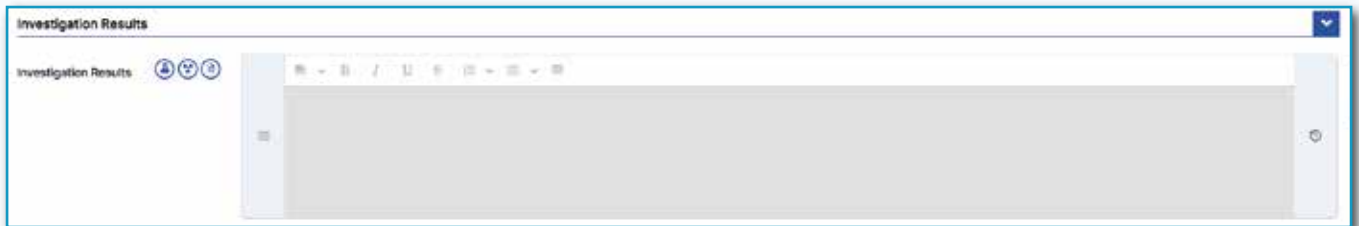
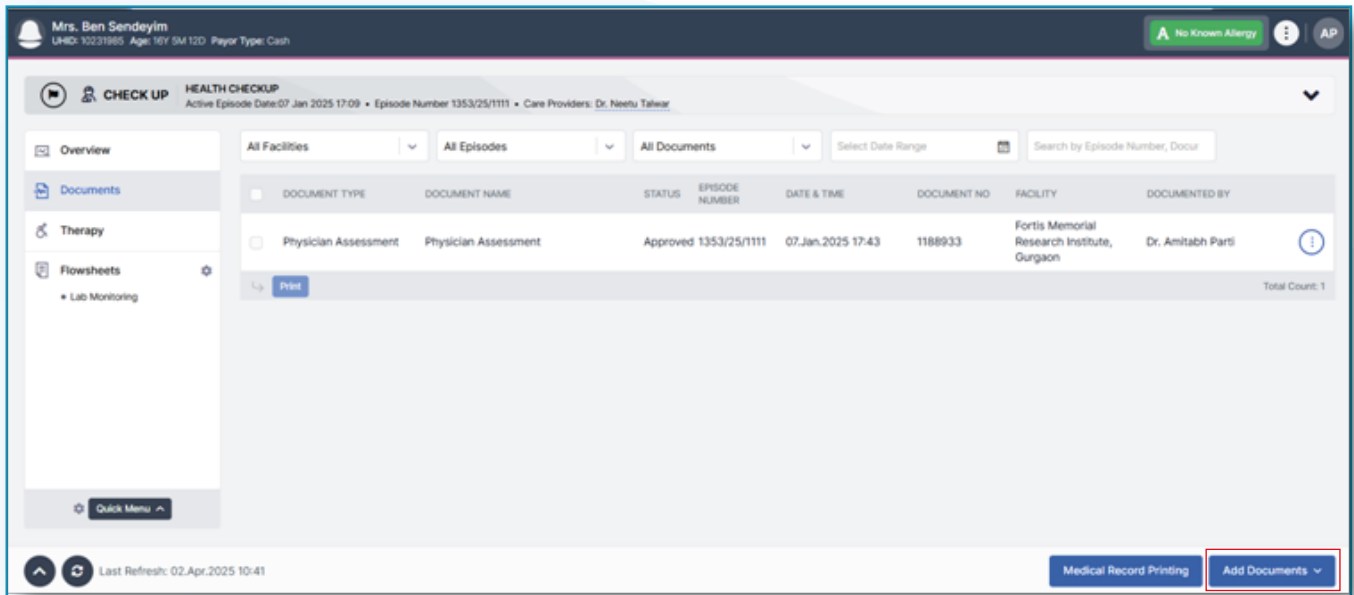
DRUG ADMINISTRATION	DOSAGE	FREQUENCY	DURATION	INSTRUCTIONS
Please search and select any drug above				

Prescription Notes

Cancel Save

**6. Is there any provision of adding external medical documents to the EMR? E.g. when a patient presents reports from outside Fortis**

Scan and upload the documents to the 'Documents' section. They can then be viewed under 'Investigation Results – Clinical Documents' in the assessment form.



## Saving & Editing Notes

**7. What's the difference between 'Save as Draft' and 'Save as Final'?**

**Save as Draft:** Temporarily saves the form; allows edits later. Prescription printing is disabled in this mode.

**Save as Final:** Locks the form and allows prescription printing.

**8. What are the time limits for draft, final, and addendum entries?**

**a. Save as Draft**

An assessment form saved as Draft will remain available in draft mode until the following midnight. It can be edited at any time before then—and multiple times if needed. While the form is in draft mode, the Investigations section can be printed if required.

**b. Save as Final**

Once the assessment form is saved as Final, the entire form remains editable for up to first 8 hours from the time of first final as save.

**c. Addendum**

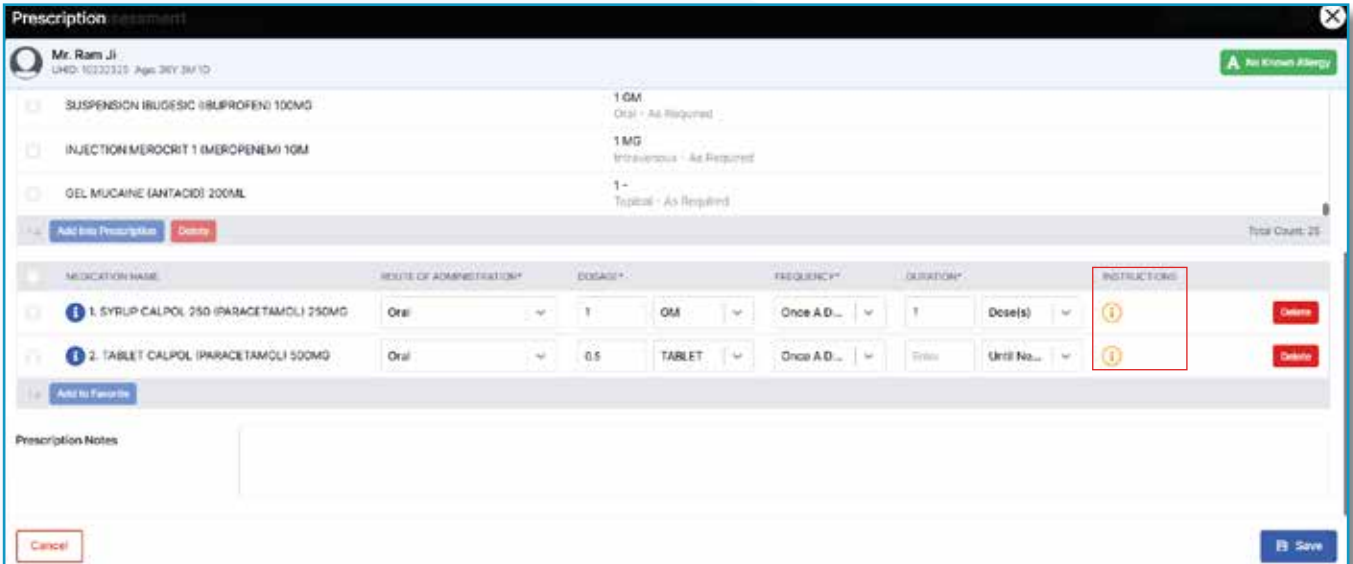
After the 8-hour edit window has closed, an Addendum can be added as a free-text note for up to 24 hours following the final save.

**NOTE:** The above-mentioned timeline rules do not apply to phc consultations as they remain open for indefinite time until the form is saved as final.

## Prescription & Display Settings

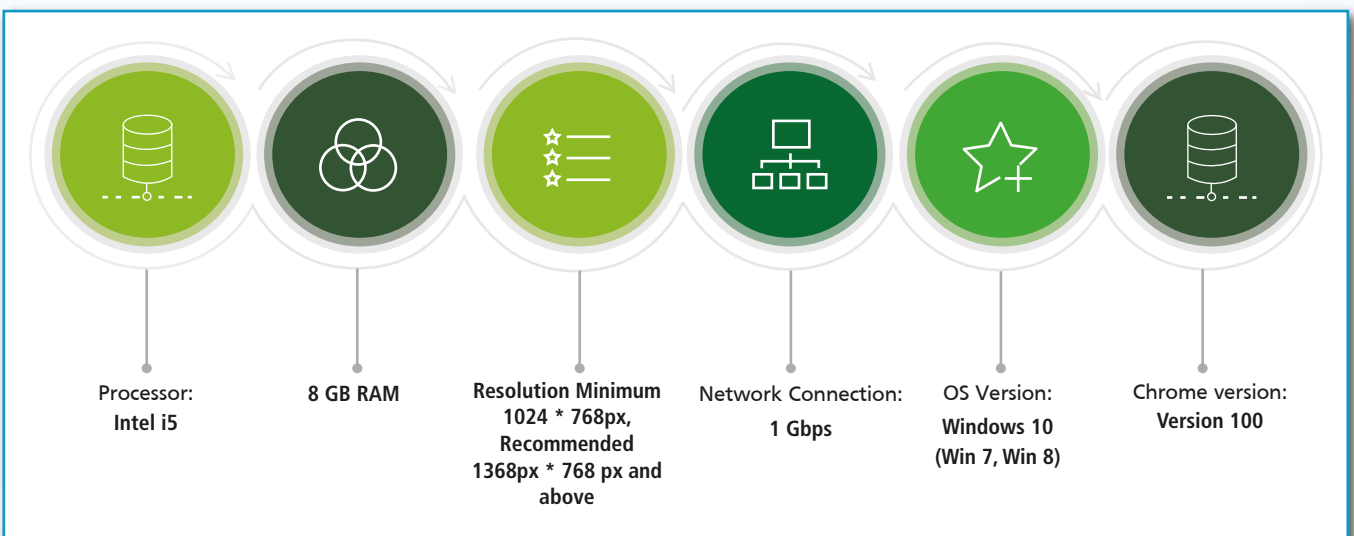
### 9. Where can medicine-specific instructions be added in the prescription?

Medicine-specific instructions can be added using the yellow 'i' icon that appears after a medication is entered in the 'Add Prescription' section of the assessment form."



MEDICATION NAME	ROUTE OF ADMINISTRATION*	DOSAGE*		FREQUENCY*	DURATION*	INSTRUCTIONS
1. SYRUP CALPOL 250 (PARACETAMOL) 250MG	Oral	1	GM	Once A.D...	1	Disels)
2. TABLET CALPOL (PARACETAMOL) 500MG	Oral	0.5	TABLET	Once A.D...	Once	Until No...

### 10. What are the IT specifications preferable for optimal EMR functioning?



It is suggested to set the google chrome zoom settings between 67% and 80% for a better visual appeal while using EMR.

### 11. Is there any limit regarding screen inactivity time in EMR?

EMR screen becomes inactive if left idle for 15 minutes. In that case, the user needs to login again using their credentials.

For additional assistance, please contact your unit super user or local IT team.

## Clinicians EMR Toolkit: Practices That Work

### EMR – The Future of Healthcare: Enhancing Efficiency, Accuracy and Patient Outcomes



**Dr Vikram Sharma**

Director - Urology  
 Head - Robotic Urological Surgery  
 Fortis Memorial Research Institute

On the anniversary of EMR implementation at FMRI I feel privileged to have been in the forefront of a quantum leap in patient data management and improved patient care.

Despite the initial hiccups we've managed to streamline our EMR program to a point where it seems inconceivable to function without it. This has been largely in part due to the constant engagement of the EMR team with the clinicians to address all major and minor glitches in the program, which are integral to the rollout of such a mammoth project.

We are now reaping the benefits of EMR in our practice in the form of:

- Access to Accurate Information
- Reduced Errors
- Better Coordination
- Increased Efficiency
- Time-Saving
- Preventing Duplicate Tests and Procedures
- Improved Data Security and Privacy
- Better Patient Engagement
- Increased Awareness of patients to their health decisions.
- Data-Driven Clinical Decisions
- Clinical Alerts and Reminders
- Easy Data Aggregation
- Less Paper Waste
- Better Patient Outcomes

EMRs reduce the time spent on paperwork, allowing healthcare providers to focus more on patient care. In addition, EMRs allow for easy access to clinical guidelines, decision support tools, and patient data, enabling healthcare providers to make informed decisions.

In this digital age with an increasing penetration of AI it becomes very important to stay abreast of this tech and integrate with the development team to keep on refining this indispensable tool for clinicians.

I wish all stakeholders in our EMR program the best of luck and assure them of our continuing support.

### EMR: A Journey- Past, Present and Future



**Dr (Prof) Vinit Banga**

Director and Head - Neurology and  
 Neurovascular Intervention  
 Fortis Escorts Hospital, Faridabad

**Early days:** When I was told to use EMR, after having used the conventional prescribing methods, I found it a bit difficult to accept and then adjust to the working model. For somebody who has always used the conventional pen paper mode of prescriptions, it was an uncharted territory. But, I also knew that the conventional prescriptions had a lot of disadvantages. Like it happens with every change, the initial time is a bit difficult to navigate. The same happened with EMR. As initially the most of the medicines were not listed, and we have to call the team repeatedly to make sure that they are added to the formulary. Certain

investigations which were not done in the unit or also not available and had to be incorporated into the system. As a Neurologist, I was used to writing long points in history and with very less experience in typing, I used to find it difficult to write history and examination of my patients and it used to take more time in seeing every patient but gradually the speed picked up and the problems started to dwindle down.

**The progress:** Once I started using EMR, I realised that a lot of things that I could not do with the conventional prescription are very easy in this format. For example, I could type the composition of the medicines making it easy for the patient by any alternative brands or generic. The patients did not have to carry their record all the time and we don't have to take the photocopy of the patient's prescription for MRD, which meant less paper, saving environment and availability of records if the patient loses them. It also meant that the problems with dispensing medicine which pharmacy used to encounter because of poor handwriting was not an issue anymore. Gradually the time I spent in the initial days in using EMR brought more efficiency in my OPD as I could talk to the patient more and give him more time instead of giving time in writing the prescription because, especially during follow-ups, it was very convenient and less time consuming to get the

prescription. One of the things that really helped me in bringing the TAT down was ending most of my diagnosis to favourites, which ensured that I don't have to type the same thing repetitively. Another positive aspect was that the typing mistakes were reduced to minimum leading to avoidance of medicolegal repercussions. One thing that I never imagined, but happened after EMR was that when I used to write a prescription, the patient used to ask me about how to take medicines, but in EMR format, time and dosage with its relation to meal is clearly mentioned.

**The Future:** EMR and its current format is doing a lot of good but I believe that with certain innovations and modifications in future, it can further increase the efficiency. For example, when the EMR will be connected to the pharmacy, it will bring up the conversion rate of in-house pharmacy. The same way the seamless merger of EMR to diagnostics will mean that the patients don't have to run from pillar to post in getting their test done, and it would be easy for the coordinators to guide them about the same with less dropouts and more conversion. Stagnation is bad for everything. And we should keep innovating and moving forward in a journey to use and incorporate EMR in our practise to improvise the way we manage our patients.

## Electronic Medical Records (EMRs) and E-Prescribing: An Outstanding Experience



**Dr Nupur Gupta**

Director – Obstetrics and Gynaecology  
Fortis Memorial Research Institute

Working with electronic medical records (EMRs) has been a transformative experience, especially when it comes to writing prescriptions.

1. Earlier, when we were writing prescriptions manually we had check drug interactions through books, which was time-consuming but also left room for human error. However, using the EMR

has made the process seamless. When I began to enter Mrs X's new medications into the system, the EMR immediately flagged a potential drug interaction between her current antihypertensive and the new medication which I intended to prescribe. This alert prompted me to choose a safer alternative, ultimately preventing a possible adverse reaction.

What impressed me further was the EMR's ability to pull Mrs X's complete medication history prescribed by our Internal medicine team & other colleagues. This support allowed me to know her medical history in detail & also have communication with Consultants fostering the continuity of care.

2. Once the prescription is finalized, we don't have to worry about illegible scripts — a common issue with manual prescriptions. We are also able to see prescription history and can continue same or make changes for our pregnant moms. From patient's perspective, they are more confident about

following the prescription medicines with timing and relation to food.

3. This feature has also enhanced patient education & satisfaction as each drug detail & composition is mentioned.

4. One good thing is about marking drug allergy.

This experience has reinforced our belief in the power of technology in healthcare. This thoughtful integration of EMRs into clinical practice has also bridged the gap between technology and compassionate care.

## Shifting Gears and Revving-up with EMR Adoption



**Dr Shobha Manish Itolikar**

Consultant Physician - Internal Medicine  
Fortis Hospital, Mulund

Electronic Medical Record (EMR) system is the digital version of traditional paper-based medical record of patients. EMR has totally revolutionized the way we access and manage patients in our daily practice. By enabling real-time access to patient records, it empowers the healthcare professionals with the capacity to make better therapeutic decisions, whilst reducing medical errors, and ensuring patient safety. Fragmented and scattered patient records hidden within heaps of paper are now collated within a single domain accessible with the click of a mouse. Can life get easier than that?!

As a clinician in Internal Medicine, my first brush with EMR usage happened during the COVID era when distance, contactless consultation had become the norm. As a newbie user of a novice app I was fraught with scepticism and a range of emotions like fear of change, doubt about the efficacy of the platform, uncertainty about the user interface but once I adopted the digital platform, I realized what a boon it was to my practice. It did take some time to getting used to, but once I had maneuvered my way through the app layout, design and special features, it seemed like a breeze.

Which is why, when FORTIS EMR was launched exactly a year back, I took to it like a fish would to water. After having used it daily since its inception, I can vouch for its user-friendliness and consistency of performance. Here, share my experiences-

### On the technical front

- 1 Clear, legible **organized documentation** of records, leaving no room for medicolegal errors or confusion for the patients, pharmacists, doctors and colleague doctors!
- 2 **Accessibility:** Patient records can be accessed comfortably from any location within the hospital network.
- 3 Easy **migration within the application** especially to the laboratory and radiology apps, thus eliminating the need for a separate login and multiple credentials for the same.
- 4 Round-the-clock **availability of back-end team** to iron out the glitches which are few and far between nowadays since the developers have improvised since its launch.

### On the clinical front

- 1 **Improved Workflow:** OPD scheduling and execution is now a seamless and smooth process.
- 2 Repetitive entry of historical data is now a thing of the past since it appears in the electronic form during follow-up visits, hence it's a huge **time-saver**.
- 3 **Easy accessibility and retrieval** of patient records especially if unavailable from patient end like it often happens. This ensures continuum of care.
- 4 More scope for **research** since the data is collated in one place.
- 5 Easier **communication** and collaboration with colleagues across different specialties
- 6 Platform is **customizable and scalable**, thus enabling us to build personalized templates and drug-bank database.
- 7 **Built-in warning features** help prevent drug-prescription errors

There aren't really any negatives except for the digital blind spot which slips in an occasional error into the form. Hence, I urge the users to also proof-read the printed prescription paper before signing it.

**Overcoming digital hesitancy:** Many of us hesitate to adopt EMR as we feel that it detracts us from a doctor-patient connection since our eyes are glued to the monitor, but I beg to differ because voice contact can surely keep us connected with the patient after the initial few moments of eye-contact spent listening to their symptoms. Also, proper placement of the computer device is very vital to avoid this feeling of

disconnect. The onus also lies with us to physically and emotionally close the visit so the patient experience is not affected while using EMR.

I sign off by congratulating Team Fortis for the successful implementation of Cerebral Plus EMR system. I also take this opportunity to encourage my colleagues to adopt this system as it definitely translates to better patient care.

## Embracing the Future of Healthcare – EMR System @ FEHI



**Dr Ankur Gupta**

Consultant Physician - Internal Medicine  
Fortis Escorts Heart Institute

Six months ago, Fortis Escorts Heart institute (FEHI) took a transformative step toward enhancing patient care and operational efficiency by launching its state-of-the-art Electronic Medical Record (EMR) system. This innovative system has revolutionized the way clinicians and staff manage patient workflows in Outpatient Department (OPD). The transition to EMR has not only streamlined processes but also significantly improved the quality of care provided to patients.

One of the most notable benefits of the EMR system is its ability to address the long-standing issue of patients arriving without their complete previous health records especially from other multispecialty departments. In the past, this lack of information often delayed diagnosis and treatment, causing frustration for both patients and clinicians. Now, with the EMR system, clinicians can effortlessly scroll through a patient's complete medical history, including previous consultations, diagnoses, and treatments. This comprehensive view enables faster and more accurate decision-making, ensuring that patients receive timely and effective care.

The integration of lab reports into the EMR system has been another game-changer. Clinicians no longer need to sift through piles of paperwork or wait for physical copies of test results. All relevant data is readily available within the system, eliminating the hassle of understanding a patient's case and allowing for quicker,

more informed decisions. This seamless access to information has not only improved workflow efficiency but also enhanced the overall patient experience.

Prescription management has also seen a remarkable improvement. The EMR system generates clear, printed prescriptions that minimize the risk of errors in medication procurement and administration. Patients now receive precise instructions on how to take their medications, reducing confusion and ensuring better adherence to treatment plans. Additionally, the system includes critical patient information such as allergy history, family medical history, previous medical conditions, and substance abuse history. This allows clinicians to prepare thoroughly before even meeting the patient, creating a more personalized and efficient consultation process.

The implementation of the EMR system was not without its challenges. Initial hurdles included hardware installation, software training, and adapting the system to meet the specific needs of clinicians. However, the dedicated efforts of the IT department, administrative staff, and pharmacist ensured a smooth transition. Customizations were made to address clinician feedback, and errors were promptly resolved, resulting in a system that is both user-friendly and highly efficient. A special thanks and applause to everyone involved for making this possible in just six months!

Today, Fortis Escorts Hospital has fully embraced the EMR system in OPD management, and the results are evident. Clinicians approach patient care with greater confidence, knowing they have access to accurate and comprehensive information. Patients, too, have noticed the difference, appreciating the hospital's ability to provide personalized and informed care. The EMR system has not only improved operational efficiency but also reinforced Fortis Escorts' reputation as a leader in patient-centric healthcare. I am eagerly looking forward to seeing the EMR system incorporated into inpatient care (IPD) as well, as I believe it will further elevate the quality of care we provide.

## Testimonials



**Dr Harpreet Singh Mann**  
Director – Neurology  
Fortis Hospital, Mohali

As a doctor, transitioning to EMR has been a breakthrough. It's truly a significant advancement in how we manage patient records. I can now access everything I need; patient histories, prescriptions, lab reports—all in one place. This streamlined access not only saves me time but also allows me to spend less time on paperwork, giving me more time to focus on patient care. While it took a little time to adjust, I now appreciate how much more efficient and seamless the process has become. EMR has also improved the clarity of medical records, ensuring prescriptions are legible for patients and pharmacists. It has undoubtedly made a positive difference in my practice.



**Dr Anupam Biswas**  
Senior Consultant – Endocrinology  
Fortis Hospital, Noida

Electronic Medical Records (EMRs) have transformed healthcare at Fortis Hospital Noida by improving efficiency, accuracy, and patient care. It allows instant access to patient records from multiple locations, enabling better coordination among different departments in the hospital. We can quickly retrieve patient history, lab results, and imaging reports without waiting for paper files.

EMRs have minimized medication errors by integrating drug-allergy and drug-drug interaction alerts. Standardized documentation has reduced misinterpretation of handwritten notes. EMRs enable tracking of patient outcomes, disease patterns, and treatment effectiveness. It also offers better data security than paper-based systems. Many times, patients fail to bring their previous prescriptions or forget to show what other medications they were taking prescribed by another departments. EMR help in retrieving this data saving time and efforts.

Overall EMR has been a boon for the Fortis Hospital, Noida family and although there are certain challenges we are really happy the way those issues are addressed without any delay.



### Dr Harsimrat Bir Singh Sodhi

Additional Director – Neurosurgery  
 Fortis Hospital, Mohali

Electronic Medical Records (EMR) are digital copies of traditional paper-based medical records. They store patient's history, diagnoses, treatment plans, prescriptions, and other essential health information. We use EMRs within FORTIS which allows for more efficient management of our care. By keeping patient's data electronically, EMRs help in storing information in the eco-friendliest way. This improves the quality of our care, compiles all data including patient reports and investigations. It is advantageous to the doctor to retrieve all patient Information on one click. For the patient it is beneficial to store information which may replace multiple files and papers.

In the era of digitalisation, it helps us to be in line with the government rules. Adding to this, there's no problem of any problems in reading the illegible handwriting and the medicines prescribed are all in capital letters and have the generic name of all medications written on it.



### Dr Swati Mohan

Senior Dermatologist and  
 Laser Specialist  
 Fortis Escorts Hospital, Faridabad

## The OP EMR - a humongous Step towards a New Era in Maintaining Records of OPD patients

I, Dr Swati Mohan, Senior Dermatologist and Laser Specialist at Fortis Escorts, Faridabad, have been writing prescriptions manually for many years. The introduction of the EMR (Electronic Medical Record) system has significantly simplified prescription generation, making it easier to understand not just for the patient but also for attendants, chemists, and referring doctors. The clarity it brings—from documenting patient history and examination findings to diagnosis, investigations, and treatment—is remarkable and comprehensive. Additionally, the EMR serves as a well-preserved document; even if the patient loses a copy, the record remains easily accessible days or even months later. This seamless access to the complete clinical record—history, diagnosis, investigations, and treatment—enhances continuity of care. I would consider this clarity and accessibility of records a true feather in the cap of the progress made through EMR implementation. As a Senior Consultant, I did not face any challenges in adopting this transition, thanks to the support and facilitators provided by my hospital at the start of the program. It has indeed been a welcome advancement in the OPD sector.



**Dr Manjeet Singh Arora**  
 Consultant – General Medicine  
 Fortis Hospital, Mulund

## The OP EMR - a humongous Step towards a New Era in Maintaining Records of OPD patients

My Teacher	My Guide	My Tutor
Anita Cherian	Anirudha Mhatre	Dr Josheeta P

On Monday, 26th February 2024, Ms Anita Cherian, escorted by our IT team, entered my consulting room in the Health Check department. Introduced as an MSOG team member, she was here to train me on using the Electronic Medical Record (EMR) system—the digital version of paper medical records.

Excited to learn something new, I listened as Anita patiently explained EMR’s benefits. My enthusiasm soared as I generated my first test print of a patient’s report. A minor error appeared, but like a great teacher, Anita reassured me, saying, "No worries, doctor. You’re doing great!" Her patience and encouragement reminded me of a kindergarten teacher guiding a curious student.

### A Transformative Learning Experience

When my first actual patient’s data was entered, I took a few extra seconds to ensure accuracy. Anita encouraged me, saying, "Very good! Go ahead and print." At that moment, I realized age is no barrier to learning—I was mastering EMR!

Wanting to optimize the Health Summary, I suggested compressing the two-page format into a single page. Anita accepted the challenge, and within minutes, she modified the layout. Eureka! My joy was shared by my patient, who noted how Fortis now matched the digital healthcare experience which his daughter enjoyed in the US.

This was a proud moment for me and for Fortis Healthcare. The seamless transition to EMR not only enhanced efficiency but also strengthened our commitment to digital healthcare and patient-centric innovation.

### Technology and Teamwork

Adopting EMR has been a team effort. During any

technical challenges, my go-to support has been Dr Josheeta Pandit, who ensures that every report is digitally processed and not done manually. Her dedication, along with the support of the IT team, has been instrumental in making EMR a success at Fortis.

### Why EMR is a Game-Changer for Clinicians

- Enhances self-upgradation and technological adaptation
- User-friendly and easy to navigate
- Readable prescriptions for patients and pharmacists
- Ensures confidentiality and data security
- Consolidates history, investigations, and treatment plans in one place
- Saves paper, reducing environmental impact and costs
- Minimizes medication errors
- Streamlines prescription generation
- Supports clinical decision-making with better insights
- Highlights allergies for safer treatment planning
- Reduces conflicts in cross-references
- Improves clarity in communication among healthcare teams
- Identifies patients needing preventive care

The EMR journey at Fortis Healthcare has been a transformational experience—for doctors, staff, and most importantly, for our patients. As we move forward in this digital age, embracing technology will continue to enhance efficiency, accuracy, and patient care.



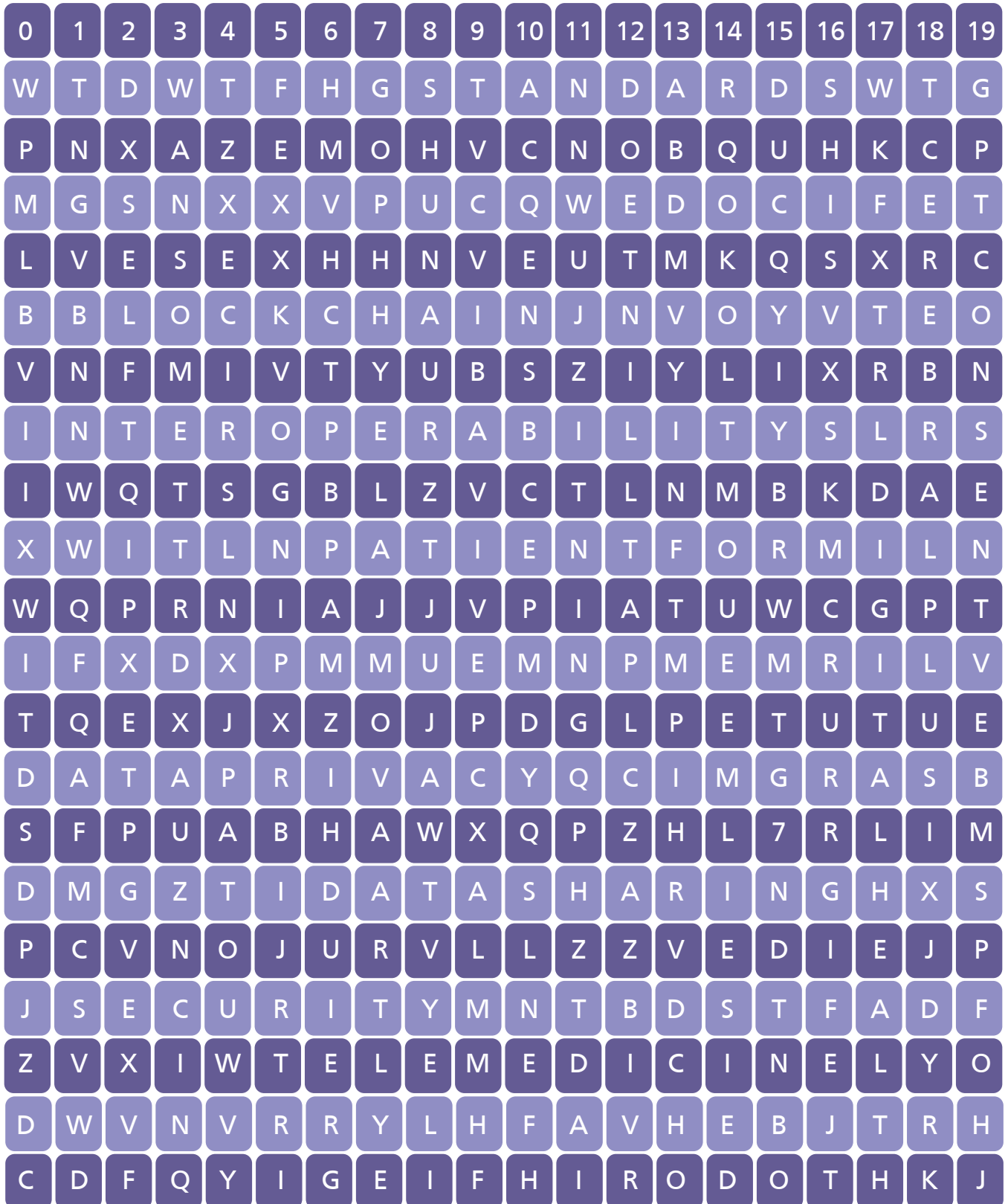
'Gurudakshina' -Nostalgic Moment



Firtst Enthusiatic Clinician to Go Live on EMR

## EMR Word Hunt: Decode the Digital Buzzwords

Contributions by Dr Sukriti Sud, Assistant Manager – MSOG, Fortis Healthcare



## Administrative Lens & Operational Insights



### EMR Story at Fortis Mulund



**Dr. S. Narayani**

Head – SBU  
Fortis Hospitals, Mumbai

Enabling EMR in Fortis Mulund was a roller coaster ride but a moment and initiative which would stay etched as the beginning of a major transformational experience for all stakeholders.

Change is inevitable – it happens in different ways, some disruptively and some insidiously. Fortis is undergoing a digital transformation insidiously in the last couple of years. A lot has happened without we even realizing the full impact. EMR is probably the biggest in the transformation in terms of long-standing impact and making a positional shift. EMR was an aspirational ask from all clinicians always. So, when Fortis Mulund was chosen as one of the first hospitals to go live with EMR, there was excitement.

The run-up to the ‘D-day’ on February 23rd 2024 involved meticulous pre-roll out planning with multi-functional teams, awareness sessions and wonderful preparedness to tackle every glitch we could likely encounter

As the system went live, we saw and cheered our very own EMR Dhonis and Kohlis, among clinicians who led from the front and got off to a great start. Some were initially hesitant, as expected with any big change. They took time to adapt. But with time, practice, and support, they became more comfortable with the new system.

If Phase 1 was about going live - we did so with great gusto. Phase 2 was meant to sustain and scale up the implementation. However, Phase 2 was disappointing and did not unfold as expected. While the initial

momentum was strong, ensuring long-term engagement required more effort than initially thought. Yet, despite these hurdles, progress was made, and the journey continues. What was truly heartening was the support from the teams, and as clinicians became more comfortable with EMR, they not only embraced it but also started sharing valuable suggestions for improvement. The unit and corporate team’s swift response in providing quick solutions—both in terms of infrastructure and software—to make it easier kept up the momentum.

Phase 3 was about refining this adoption further—nudging and monitoring users, ensuring continued engagement, and preventing dropouts. With steady progress and clinicians engaging with the EMR more, we started getting feedback on how we could be better to meet the needs of clinicians and patients alike.

EMR adoption we hope will lead to improved analytics, enabling hospitals to detect patterns, prevent complications, and optimize patient care pathways and enhancing decision support systems.

Moreover, the Fortis wide EMR adoption has the potential to create a seamless, unified healthcare ecosystem, allowing for better continuity of care across our hospitals

All in all, we are well entrenched in this transformation and now look forward to the bigger challenge—implementing EMR for inpatient care.

We also look forward to a voice to text modality which we think will make EMR easier to adopt. As we await EMR for IP we look forward to it being an enabler of safer, efficient and more personalized healthcare.

The decision to bring EMR to Fortis, the tireless efforts of MSOG, the meticulous planning and implementation by Dr Pendse and the entire EMR team, the unit task force and finally the clinicians have all made this a reality

Finally, this statement by Robert Wachter, in The Digital Doctor, also highlights the dilemma: “One of the great challenges in healthcare technology is that medicine is at once an enormous business and an exquisitely human endeavor.”

## EMR Implementation Across Delhi NCR Hospitals



**Dr Rajeev Nayyar**  
Director - Medical Operations (Delhi NCR -2)  
Fortis Healthcare

India has witnessed rapid digitalization in recent years. At a healthcare conference two years ago, a speaker emphasized that digitalizing healthcare records is no longer optional—institutions that fail to adapt risk falling behind. The success of UPI in India, enabling even street vendors to conduct seamless transactions, is a testament to how technology can revolutionize industries.

Recognizing this shift, Fortis embarked on its EMR journey in January 2024 after an extensive evaluation by the IT and management teams to identify a system that would provide a competitive edge across its facilities.

The EMR team, led by Dr Narayan Pendse, who previously spearheaded the One Fortis Project, adopted a phased implementation strategy. Fortis Memorial Research Institute (FMRI), Gurugram, was chosen as the first site, with the OPD serving as the pilot phase. To ensure a smooth transition, a group of Super users including clinicians, were trained to support their peers alongside the unit IT team.

As expected, adopting a new technology came with challenges. Many clinicians, particularly senior ones, were accustomed to handwritten prescriptions and

found the shift to digital documentation difficult. While the initial enthusiasm was high, with multiple Fortis hospitals eager for early implementation, reality soon set in—only a handful of tech-savvy clinicians embraced it at first. However, the introduction of pre-set formats for investigations and prescriptions helped ease the transition.

During the first phase, the MSOG IT team provided on-site training and daily support at FMRI, ensuring real-time troubleshooting. A dedicated clinicians' feedback group was also created, allowing the central EMR team to address concerns promptly and refine the system for future rollouts.

Following its success at FMRI OPD, the EMR system was gradually deployed across NCR hospitals throughout the year and is now operational in all Fortis hospitals. The central EMR team continuously monitors utilization and resolves issues in real time, ensuring seamless adoption. Clinicians now have instant access to patient history, lab and radiology reports, NIC data, and peer consultations, significantly enhancing patient care. The integration of pharmacy services with EMR further streamlines medication procurement for patients.

A major milestone was reached with the full-scale EMR implementation at Fortis Hospital, Manesar, making it a completely digital hospital—a significant step towards Fortis' vision of becoming a paperless, eco-friendly, and sustainable healthcare system. While the journey has had its share of hurdles, commitment and collaboration have paved the way for a digital transformation in patient care. I extend my sincere appreciation to the MSOG IT team and the Corporate Leadership for their unwavering efforts in embedding EMR into Fortis' DNA, under the guidance of Dr Bishnu Panigrahi and CEO Dr Ashutosh Raghuvanshi.

## Electronic Medical Records (EMR): "Need of the Hour" - A Management Perspective



**Dr Shanu Sharma**  
Medical Director  
Fortis Hospital, Noida

At Fortis Healthcare, we've made a lot of changes over the years to improve the care we give to our patients. One of the biggest changes has been the use of Electronic Medical Records (EMR). EMRs help in many ways, like making our hospital run more smoothly, improving patient care, and increasing the hospital's revenue.

Before we further discuss the benefits and challenges of the EMR, I would like to share a true story which motivated our clinicians for EMR.

An International patient who had visited several hospitals and struggled in multiple OPDs to get a clear

prescription, came to Fortis for a particular clinician as he came to know that the physician is using EMR in Fortis Noida.

He was completely satisfied with the E-prescription generated through our EMR system and was very appreciative of the same. He left with a very positive feedback and which eventually had a very positive reinforcement.

As an administrator and a clinician, myself, my focus is majorly towards how it will help the doctors at our hospital in their day-to-day practices with improving patient safety and quality.

1. **Accuracy:** E-prescriptions reduce errors that can happen with handwritten prescriptions, ensuring patients get the right medications and dosages.
2. **Streamlined Documentation and Record-Keeping**
  - **Time Efficiency:** For clinicians and doctors, one of the most significant improvements is the ability to streamline documentation.
  - **Accurate and Up-to-Date Records:** Beneficial for doctors in busy environments who need to quickly review patient history, radiology investigations, lab results, medications, and treatment plans.
3. **Improved Diagnosis and Treatment**
  - **Quick Access to Patient History:** EMRs consolidate all of patient's medical history into a single, easily accessible platform.

- **Clinical Decision Support:** EMRs are often integrated with clinical decision support tools (CDS), which provide alerts or reminders to doctors about potential issues, such as drug interactions and allergies.

#### 4. Reduced Risk of Medical Errors

- **Decreased Handwriting Errors**
- **Medication Management:** Alert clinicians to possible drug interactions or allergic reactions.

#### 5. Enhanced Communication and Collaboration

- **Easy Access to Information**
- **Referral Management**

#### 6. Easier Reporting and Documentation for Billing

- **Automated Billing**
- **Accurate Billing Codes**

While our newly implemented EMR systems offer various benefits, but they also presented us with challenges initially with the clinicians to accept it which are being tackled with the support of the entire EMR team.

## Conclusion

In summary, our EMR system have brought many benefits to Fortis Healthcare, from improving efficiency and patient care to boosting revenue. By carefully implementing the system, training our staff, and following necessary guidelines, we can continue to provide top-quality care for our patients while staying competitive in the healthcare field.

## Seamless Implementation of OP EMR



**Dr Monawar Khurshid**  
 Medical Superintendent  
 Fortis Escort Hospital, Faridabad

**Introduction and Background:** With a daily OPD footfall of approximately 500 patients, managing records and ensuring seamless data exchange between healthcare providers presented significant operational challenges.

The integration of Electronic Medical Records (EMR) was a transformative step, requiring careful planning and execution. A successfully implemented EMR system enhances efficiency, patient engagement, and satisfaction. This document highlights the strategies adopted during our EMR go-live, along with key insights and lessons learned in managing change and overcoming challenges.

**Challenges faced during OP EMR Implementation:** Doctors face challenges in adapting to digital tools, engage senior consultants, requiring training and workflow adjustments. Change management from traditional practices is difficult, implementation is time-consuming, consultant training is essential, and patient engagement remains a key concern.

**Stages of OP EMR Implementation:** As we are near the completion of the first year, we are pleased to announce

the successful implementation of OP EMR at Fortis Escorts Hospital, Faridabad, which was launched on June 11, 2024. The stages of implementation included.

1. Planning & Stakeholder Engagement – Identifying key stakeholders, defining objectives, and securing support.
2. IT Setup & Infrastructure – Installing computers, printers, and network connectivity to ensure system efficiency.
3. Training & Capacity Building – Conducting training programs for super users, consultants, and nursing staff.
4. Phased Rollout – Introducing EMR with select consultants before a full-scale deployment.
5. Continuous Monitoring & Support – Providing real-time assistance and resolving technical challenges.
6. Compliance & Recognition – Ensuring adherence to standards and appreciating high EMR adopters.

## Key Implementation Steps

**User Identification and Access:** The Medical Administration team, in collaboration with HR, refined the list of EMR users, including consultants, nurses, and physician assistants. Each user was assigned a designated ID, ensuring a structured and seamless transition.

**IT Infrastructure Setup:** A robust IT framework was established, equipping each consultant's room with multifunctional printers and computers. Thorough LAN cable checks ensured stable and fast network connectivity.

**Power Backup and Resources:** To prevent disruptions, all devices were connected to UPS backups. Sufficient stationery supplies were provided to facilitate uninterrupted documentation.

**User Credentials Display:** To enhance accessibility, user IDs and passwords were displayed on stickers at each consultant's desk, reducing login-related confusion.

**Comprehensive Training:** Extensive training sessions were conducted for super users, consultants, and nurses, ensuring they were prepared to navigate and utilize the system effectively.

**Customization for Enhanced Usability:** The EMR system was tailored with department-specific templates and medication lists, streamlining workflows and encouraging adoption.

**Phased Rollout:** A gradual implementation began with five tech-savvy consultants, allowing real-time feedback before full-scale deployment.

**On-Ground Support:** Super users and residents were assigned to provide real-time assistance, minimizing patient waiting times and addressing consultant queries.

**Patient Awareness Initiatives:** Awareness banners were displayed in OPD areas to inform patients about potential delays, maintaining transparency and trust.

**Ongoing Support and Recognition:** Regular post-launch support was provided, and top EMR users were recognized to encourage wider adoption.

Prospects on Patient Experience with the transition to EMR has resulted in:

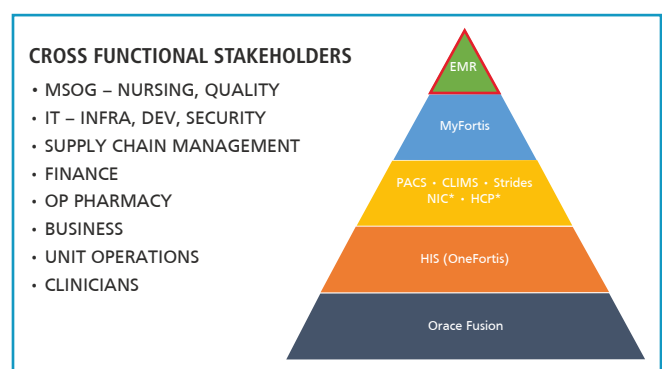
- More accurate and accessible patient records
- Improved clinical decision-making
- Enhanced communication among healthcare providers
- Better patient engagement and satisfaction
- Operational efficiency in hospital management

**Monitoring & Results:** Shifting from traditional practices to digital transformation is challenging. However, through consistent training, monitoring, and counselling, OP EMR utilization has increased from 30% to 60%, with 90% of consultants successfully adopting the system.

**Conclusion:** The successful integration of OP Electronic Medical Records (EMR) into hospital operations relies on strategic planning, structured training, and continuous support. Addressing challenges proactively and fostering staff participation enhances efficiency, patient experience, and satisfaction. This transition marks a pivotal milestone in modern healthcare transformation.

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## EMR – A Strategic Approach



**Dr Suchanda Gadre**  
Head Medical Services  
Fortis Hospital, Anandapur, Kolkata

Medical Record is an integral and crucial part of treatment and outcome. It not only ensures continuity of care, facilitates accurate diagnoses and treatments but it also serves as legal and insurance document and a crucial part of research documentation too.

The modern medical record was developed in the 20th century where data about each patient, including clinical data, was recorded, organized in a standardized format and stored (Indian J Ophthalmol. 2020 Mar;68(3):417–418. doi: 10.4103/ijo.IJO\_278\_20). As per few articles the major problem of traditional medical record was lack of standardisation across hospitals and physicians, poor archival and loss of information due to any natural or unnatural reasons. Therefore, the need of Electronic Medical Record evolved and it was in 1972 when first EMR was developed. Electronic Medical Record developed as an advancement in medical practice with benefits like

- Improve the accuracy of the information, support clinical decision-making and improve the accessibility of information for continuity of care.
- Meticulous patient documentation, standardised template, customised templates for each speciality. Ease in retrieving the patient data for research or academic purpose.
- Incorporation of Clinical Images, Sync with the Hospital Formulary and Billing codes.
- Operational Benefits- Generation of essential health care statistics crucial to the planning and management of health care services. Integration of billing codes has positive impact on financial audits. Regulatory compliance.

At Anandapur Unit, EMR for Outpatient was launched on 27th August 2024. With mixed feedback from across specialities, the journey of making EMR an integral part of patient care started. The chief reason for resistance to EMR was that it undermined personalized face-to-face patient care and turned the vital doctor-patient

interaction -the very soul of medicine into a new check box-based doctor-computer-patient interaction. Time taken to complete one prescription on EMR versus the time taken to write a prescription on paper was also a major factor for less adoption in the initial months. The logistics like Space for the desktops on the table, the position of monitor, the speed of Internet became the most preferred reasons for not adopting to EMR.

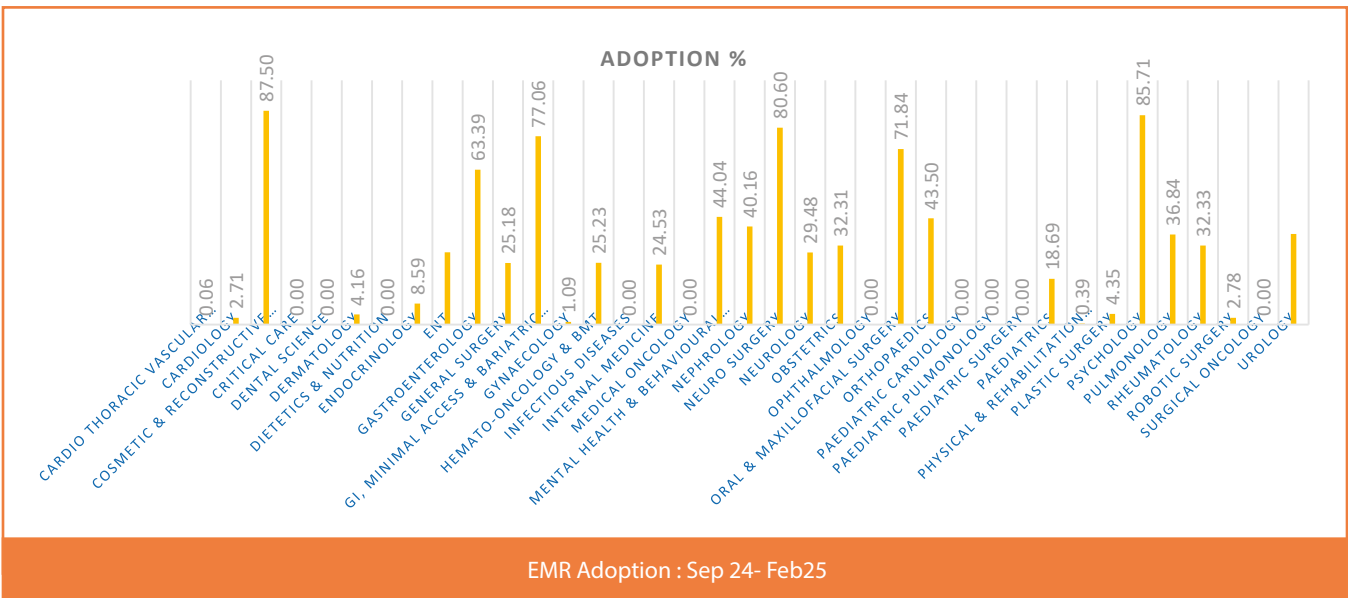
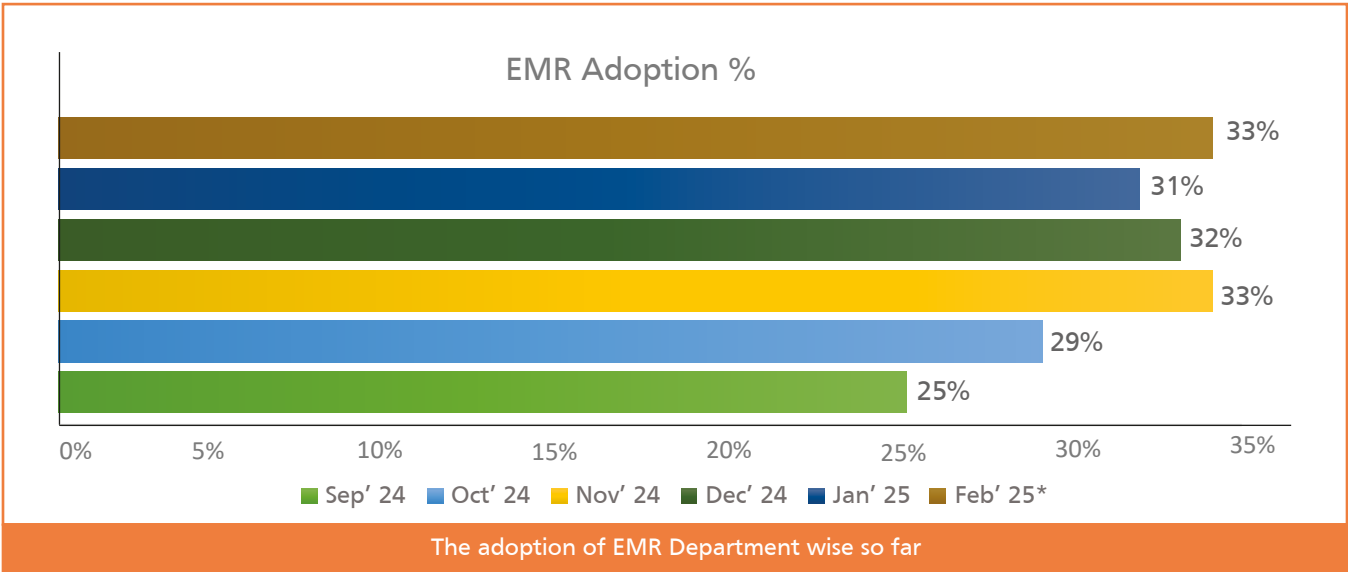
Not thinking through constraints and developing a strategic approach has helped the unit in increasing the adoption with a graph showing a gradual upward trend. The understanding of EMR through physicians’ eye and not forcing the implementation for the sake of adoption has been the key strategy for building up the adoption. The following strategies have been a stepping stone to a more sustainable path.

- Support of leadership
- Addressing the logistics challenges with immediate effect
- Creating a support team of superusers for handholding the physicians and Surgeons
- Respecting each feedback of users and escalating the same to Central support team on a frequent basis
- Sharing the response of feedback from central team with all users (Surgeons and Physicians) in Hospital Medical Council
- Acknowledging the highest users and the EMR Champions in Hospital Medical Council Committee and in HTML.
- Awarding the most supportive Superuser in HTML
- Creating a WhatsApp group with all stakeholders for immediate actions and resolution of concerns
- Daily Huddle by EMR lead from Med Administration with all superusers on progress and concerns of each day and addressing the same.
- Continuous training of superusers by EMR Lead.
- Promoting the benefits of EMR to new consultants and immediate training on their first day of joining by the EMR Lead from Med Administration.
- Focussing on target group with high OPD Footfalls and ensuring support and handholding to them on their OPD days.

With these Strategies Anandapur has been able to achieve a sustained adoption rate with a target of 50% adoption by first quarter of the FY 25-26.

EMR Adoption: Sep'24 - Feb' 25						
Adoption	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25*
OPD e-assessment completed	2894/11412 (25%)	2762/9311 (29%)	3891/11714 (33%)	3828/11915 (32%)	3853/12411 (31%)	2475/7467 (33%)

The adoption of EMR Month wise so far



Like the medical science can never be stagnant and continuous to progress and the doctors are required to continuously keep on updating their knowledge on newer advancements, similarly the EMR can never be a developed system and shall keep on evolving keeping in mind the comfort of the physicians and the patients as well. The adoption of EMR should be gradual as it cannot surpass the age-old tradition of pen to paper where a doctor feels more connected to the patient and understands the patients more compassionately.

The benefits of EMR have to be made understandable and proven and only then can we have a smooth transition from paper to paperless.

Further one cannot overrule the Impact of EMR on achieving the environmental sustainability goal. The benefit of EMR from all aspects starting from better clinical record to its contribution towards a greener earth should be focussed, encouraged and promoted. While few articles like "The Environmental Impacts of

Electronic Medical Records Versus Paper Records at a Large Eye Hospital in India: Life Cycle Assessment Study by Cordelia Kwon et al have established the GHG emissions from EMR on par with Paper medical record storage as the climate changing impact heavily depends on source of electricity, this article also emphasises on the benefits of EMR and its impact on environmental sustainability by reducing the number of travel the patient has make to hospital hence low transportation impact, by reducing the number of paper wastage in the forms of forms, formats and films hence low wastage, by reducing the space required to store the papers and file thus improving the operational efficiency by creation of additional space for patient care.

Therefore, a more practical approach, investing in time, putting constant efforts, understanding the challenges, concerns, addressing them and no enforcement is the key to better adoptability of EMR as we all know that Rome was not built in a day.

## Champions of Change: Super Users' Perspectives

### Smart Hospitals, Smarter Healthcare: A Personal Reflection on Our EMR Story



**Dr Vaibhav Jain**

Associate Consultant - Cardiology  
Fortis Memorial Research Institute

It was Christmas of 2021 when I had just joined Fortis Memorial Research Institute (FMRI). FMRI had already achieved a remarkable feat—being ranked the 23rd smartest hospital in the world. But I felt there was still room for innovation. Something was missing. During one of my early interactions with Dr Raghuvanshi, we discussed the need for an Electronic Medical Record (EMR) system, and that conversation led me to Dr Bishnu Panigrahi. That was the moment this journey truly began.

I soon became part of the core team evaluating various EMR software options that could align with the highest industry standards while keeping patient care at the forefront. We meticulously assessed several platforms before finally agreeing on Cerebral Plus (C+). Every decision we made was driven by one question: how will this benefit the patient? I still vividly remember the day when, during the evaluation phase, some of our teammates posed as patients to simulate a real-world hospital visit, ensuring that the patient experience was as seamless and efficient as possible.

The transition from selecting the software to its actual implementation was an emotional and intense experience. Everyone was gearing up for the 'D-Day'—the official launch. Preparations had been in full swing for over a month. The Acibadem team, which was developing the software for us, was present to oversee the rollout. The Meditorium on the first floor became the nerve center for testing, training, and gathering end-user feedback. I still recall how we were testing everything down to the finest detail—how the printouts were appearing, what elements were missing,

and how we could refine them. Dr Narayan Pendse and the C+ team were deeply involved, brainstorming and making last-minute tweaks to ensure everything was perfect. It was a collective effort, and I must take a moment to appreciate the MSOG team for their relentless dedication and teamwork.

However, as with any major transformation, the most challenging aspect was adoption. Change is never easy, and shifting from handwritten notes to digital documentation met with its fair share of resistance. Some doctors felt that their cognitive process was better when writing by hand; others believed their handwriting was too good to be replaced by typing. Many were concerned about the additional time it would take, fearing it might cut into the time they could spend with patients. But change is a process, not an event.

What truly made the difference was the approach of the MSOG team. They didn't just introduce a system; they walked alongside the doctors, understanding their pain points and finding solutions. They created customized shortcuts, built favorites for commonly prescribed medications and investigations, and provided unwavering support—always just a phone call away. Their patient, step-by-step engagement helped doctors gradually embrace the new system, making the transition smoother.

With the successful implementation at FMRI, the experience paved the way for expansion. What started as one hospital's initiative soon spread to 11 other Fortis hospitals, each adopting EMR with increasing ease and efficiency.

Looking back, this journey has been nothing short of remarkable. From an idea discussed over a conversation to a fully implemented system that is now improving patient care across multiple hospitals, the transformation has been profound. But this is just the beginning. The next step is extending EMR to inpatient departments (IPD) to make Fortis a truly paperless hospital. This will be a significant milestone in our journey toward smart, efficient, and patient-centric healthcare.

And while the journey of EMR implementation at Fortis is underway, the journey of innovation and refinement is never-ending. Here's to the future of smart healthcare!

## Revolutionizing Care through Smart EMR Solutions – Fortis Mulund Experience



**Dr Supriya Amey**

Medical Director  
Fortis Hospital, Mulund  
Director - Medical Operations  
Fortis Hospitals, Mumbai



**Dr Josheeta Pandita**

Assistant Medical  
Superintendent  
Fortis Hospital, Mulund

The healthcare landscape is undergoing a dramatic transformation, with the power of technology. One of the most significant advancements in modern healthcare is the implementation of Electronic Medical Records (EMR). Fortis Healthcare has embraced EMR as part of its ongoing efforts to enhance patient care, streamline operations, and stay ahead of the curve in delivering high-quality medical services.

Fortis Mulund being a tertiary care hospital, launching EMR had its own challenges like selecting appropriate platform which helps integrate OP to IP to Diagnostic services. Ensuring data safety, security and privacy and adopting to requirements of accreditations incorporating patient care and patient safety. Above all it was important that EMR solution provides good patient and

clinician experience without disrupting existing services.

It was a big culture change enabling a shift from Manual prescription mode to electronic mode and involved motivation, training, hand holding of all care givers more so clinicians.

Mulund went live on 23 Feb 2024 and within a short period of time we hit our first 200 prescriptions on EMR on 14 Mar 2024. The team was quite excited to watch a quick surge in adoption percentage, however within the next 2 months there was an equally rapid decline.

Anything which changes for good needs to be reproducible and sustainable. EMR adoption though started on a good note, sustaining it was the next challenge. We started reviewing data extensively to understand gaps to correct it, connecting one on one with clinicians to resolve their concerns, fixing infrastructure to suit their ergonomics, providing another set of training, appreciating the ones who did extremely well amid all challenges, creating a team of clinician superusers supporting other clinicians who can then adopt to certain level of acceptance. It was a roller coaster ride to get to the desired level of expectation.

Scaling up to the next level with addition of new features and integration of various other modules like HIS, PACS, Agilus, SRC, SIMS, OPD Pharmacy has resulted in improving patient data access, enhancing communication between patient and doctors, streamlining workflow and overall enhanced patient experience.

This journey of EMR adoption continues at Mulund, gearing itself for IP EMR integration.

## It's Happy to Work with EMR



**Jasmine Mandal**

Service Coordinator  
Fortis Memorial Research Institute

Over the past year, our journey with the Fortis EMR has been one of continuous learning, upgradation, and improvement. As a coordinator for Dr Amitabh Parti, Dr Rajiv Kumar Erry, and Dr Raman Abhi—renowned specialists in Internal Medicine—I've had the opportunity to closely observe and contribute to the EMR implementation process.

Working particularly with Dr Amitabh Parti, who has led the way by transitioning 100% of his OPD patient data onto the EMR, I've witnessed first-hand how the system has streamlined workflows, enhanced communication, and improved patient care delivery. While the initial transition posed challenges, both for the doctors and for me as a coordinator, the learning curve was well

worth the effort. Over time, the platform became smoother, more intuitive, and significantly more user-friendly.

One of the most impactful changes from a coordinator’s perspective has been the ease of accessing patient records across departments and even across Fortis hospitals. The time spent retrieving medical histories, managing prescriptions, and handling documents has reduced drastically. Features like automated alerts for drug interactions and instant

access to lab results have added an extra layer of safety for our patients.

Though our EMR system is just a year old, and there are still areas evolving to better meet the needs of our clinical teams, the transformation we've seen already is remarkable. Witnessing the positive impact on both clinicians and patients has deepened my appreciation for how far we've come. Fortis EMR has truly changed the way we work—making healthcare more efficient, collaborative, and patient-centric.

## EMR in OPD: Transforming Patient Care with Efficiency and Accuracy



**Dr Nivedita Singh**  
Head - FOS & Clinical Outcomes  
Fortis Hospital, Mohali

"The goal of EMR is not just to go paperless, but to make care more coordinated, transparent, and accessible." – Anonymous

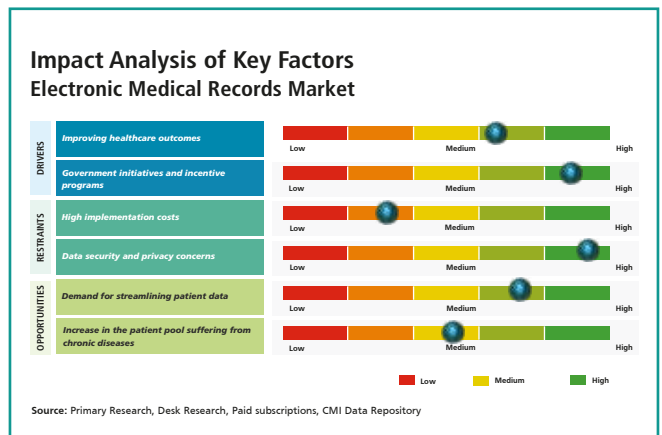
Digital transformation is reshaping healthcare, with EMR leading the way. In OPDs, EMR goes beyond reducing paperwork—it revolutionizes patient care and streamlines operations. No more fumbling through files; EMR ensures secure, accessible data and turns scribbles into clarity while meeting policy standards.

At FHM, we embarked on the journey of adopting EMR in OPD a while back. The transition from paper-based records to a fully digital system was no easy feat, but we tackled it head-on. To help ease the shift, we introduced On-Demand, Just-in-Time Training, allowing our doctors to learn at their own pace without interrupting their already packed OPD schedules. We also embraced a "Train the Trainer" model, selecting Super-Users from our team as go-to experts. These Super-Users offered real-time support, troubleshooting, and personalized assistance, making the switch smoother for everyone involved. Adding a hands-on practice approach helped build confidence and ensured our doctors were fully equipped to leverage the new system.

Of course, challenges remain. Senior doctors, often less tech-savvy, can find the transition tricky. High-traffic doctors juggling large patient volumes face additional complexities, and patients needing more specialized care, such as neonates and paediatrics, add even more pressure. Despite these hurdles, we are unwavering in our commitment to overcoming them and continuing to improve patient care and operational efficiency.

In the end, the shift to EMR in our OPDs has been a game-changer in the way we deliver care. While the road hasn't always been smooth, our dedication to real-time support, through our Super-Users and On-Demand Training, has given our doctors the tools they need to thrive. The result? A more efficient operation, increased time efficiency, better legibility of patient records and higher standard of patient care. As we adopt and enhance EMR, we remain committed to a culture of ongoing improvement. For us at FHM, EMR isn't just a tech upgrade—it's a transformative step toward delivering faster and more accurate patient care.

It's time to leave the paper behind and embrace a future where digital innovation and patient care align.



## Doctor in Actions: Harnessing EMR for Precision and Seamless Workflow



Dr H S Sodhi - Additional Director Neurosurgery



Dr Amit Sharma- Consultant Nephrology



Dr H S Mann - Director, Neurology



Dr Rajat Sharma- Consultant Cardiology

## Medication Safety



# CIMS Database Integration with Fortis EMR: Enhancing Prescription Safety & Decision Support



**Niti Tyagi**  
 Medical IT-MSOG  
 Fortis Corporate Office



**Dr Bhaskar Bhowmik**  
 Associate General  
 Manager-MSOG  
 Fortis Corporate Office

## Introduction

CIMS (also known as MIMS) is a well-known global Drug Database which is also a Clinical Decision Support System for enhancing safety in digital prescriptions – it flags drug interactions and allergy interactions etc, thus helping the user to make informed decision while prescribing and/or ordering a drug. Drug monographs are also available for quick reference.

Fortis EMR is now integrated with CIMS Database and at the time of saving the prescription/order EMR cross checks with CIMS in case there are any Interactions.

Fortis uses its own defined formulary which has been mapped to CIMS database for generating alerts.

## Benefits

- Drug Allergy alert:** If patient is marked allergic to a particular medication and user is prescribing/ordering same medication to patient – in such case CIMS will generate an alert.

Allergy documentation in EMR – Allergy alert will not be triggered if allergy is captured in free text; it is advised to use Fortis allergy master to document allergy. Acknowledgement and adding remark by prescribing doctor are mandatory to proceed further.

EMR allows only prescribing doctor or similar users to override an Allergy alert however nurses are not allowed to discontinue a documented Allergy because it is a medical decision and directly linked to the prescription.

- Drug Interaction:** Alerts for Interaction between two medication added to cart. Interactions are categorized as – mild, moderate, and severe.

For Patient safety purposes Acknowledgement has been made mandatory for all type of interaction alerts.

- Duplicate Ingredient (same generic):** Alerts for medications with same salt (e.g. different brands containing same generic – in isolation and/or in combination).

- Duplicate Therapy (same class):** Alerts for same class of medications being prescribed in prescription.

- Drug Monograph/ Drug Information:** Available for quick reference.

## Important Note

- If medications are added in prescription which are either not part of the Fortis Drug master or those which are part of Fortis Drug Master but prescribed/ordered using the non-formulary workflow (as free text rather than selection from master data), in such cases CIMS alert will not be triggered.
- CIMS uses USFDA database as reference. In case of combinations which are not part of database, Allergy and Interaction alerts will not be triggered reliably.

## Conclusion

The integration of CIMS with Fortis EMR enhances safe prescription practice by providing alerts for drug allergies, interactions, and duplicates. This helps healthcare providers make informed decisions while using the Fortis formulary and accessing detailed drug information. However, alerts will not be triggered for non-formulary medications or those not included in the CIMS database. Despite these checks, the system significantly improves patient safety, reduces risks, and supports better clinical decision-making, making it a valuable tool in ensuring high-quality patient care.

CIMS serves as a helpful aid in ensuring medication safety. Like any electronic CDSS, it should not be relied upon blindly and the prescriber is expected to understand its strengths and limitations. To ensure best practices in prescribing, it is crucial to thoroughly review all key aspects of the prescription, including dosage, frequency, drug options, and duration, before handing it over to the patient.

## On-Ground Superstars

Time to thank our incredible Superusers — champions behind the success of our EMR implementation. Their dedication and support have made this journey smoother. We look forward to the same spirit and enthusiasm as we continue to strengthen EMR adoption and ride the wave of Digital Health transformation.

### Fortis Memorial Research Institute, Gurugram

Name	Department
Dr Vaibhav Jain	Clinician
Dr Monika Patni	Quality
Minakshi Chopra	PCS
Ajay Pandita	IT

### Fortis Hospital, Mulund

Name	Department
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Lavina Lall	General Administration
Anirudha Mhatre	IT

### Fortis Hospital, BG Road

Name	Department
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Akshaya	Medical Administration
Anchatcharam Edappalayam Margabandhu	IT

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Megha Musyuni	IT
Tabassum Khan	PCS
Shobhit Gupta	PCS

### Fortis Hospital, Anandapur

Name	Department
Srimitra Chatterjee	PCS
Maumita Saha	Nursing Quality
Shyam	Nursing
Dr Shalini Paul	Medical Administration
Banrishisha Basaiwmoit	Quality

### Fortis Hospital, Faridabad

Name	Department
Dr Mahima Juneja	Medical Administration
Daudayal Sharma	IT
Komal Sharma	PCS head
Chandni Walia	OPD head
Kamna Sachdeva	Medical Administration

### Fortis Escorts Heart Institute, New Delhi

Name	Department
Dr Amrita Gupta	Medical Administration
Dr Sandaly Choubey	Medical Administration
Hitesh	Pharmacy
Mamta Sharma	PCS

### Fortis Hospital, Vasant Kunj

Name	Department
Dr Tanushree Narayan	Medical Administration
Shalini Dhody	PCS
Praveen Tanwar	IT
Jagdish Negi	Quality

### Fortis Hospital, Manesar

Name	Department
Dr Saachi Matta	Medical Administration
Dr Priyanka Kundrai	Medical Administration

### Fortis Hospital, Shalimar Bagh

Name	Department
Punam Pandhyal	Medical Administration
Nitin Rawat	IT

### Fortis Hospital, Mohali

Name	Department
Dr Harinder Sidhu	Medical Administration
Dr Nivedita Singh	Medical Administration
Dr Saurabh Prabhakar	Medical Administration
Anil Sankhyan	IT
Kamalpreet Kaur	PCS

## Behind The Scenes

### Medical IT Team – MSOG, Corporate Office



Dr Narayan Pendse



Dr Bhaskar Bhowmik



Dr Gaurav Mahindra



Anita Cherian



Dr Anurag Dadheech



Dr Avranava Roy



Avijeet Noel



Anamika Gandhi



Nitin Choudhary



Niti Tyagi



Souvick Acharyya



Dr Sukriti Sud

### IT Team – Corporate Office



## Are You an EMR Pro?

Contribution by Dr. Sukriti Sud, Assistant Manager- MSOG, Fortis Healthcare

### EMR Knowledge Bash

Test your EMR IQ and see how well you've absorbed the digital pulse of Fortis!

Please select the correct option for each of the following questions.

**1. What is the name of the EMR system being implemented at Fortis?**

- A. MediTrack
- B. Cerebral Plus
- C. MedXpert
- D. HealthWare

**4. Which of the following is a key standard for EMR interoperability?**

- A. HL7
- B. ICD-10
- C. CPT
- D. SNOMED-CT

**2. Which decision support system is integrated with Fortis EMR to enhance medication safety?**

- A. UpToDate
- B. Lexicomp
- C. CIMS
- D. HealthKart Pro

**5. What does role-based access control (RBAC) ensure in an EMR system?**

- A. All staff can view all data
- B. Only authorized personnel access specific data
- C. Patient data is publicly available
- D. No login is required to access data

**3. Fortis EMR is integrated with the following applications:**

- A. Lab Information System (for ordering and viewing Lab results)
- B. PACS application (for ordering and viewing Imaging results)
- C. MyFortis application (for OP appointment patients)
- D. All of the above)

**6. What is the purpose of audit logs in EMRs?**

- A. To delete patient records
- B. To record medication stock
- C. To track who accessed or modified data
- D. To scan documents into EMR

**7. What is a primary benefit of using EMRs over paper records?**

- A. Improves accuracy and continuity of care
- B. Slows down documentation
- C. Improves accuracy and continuity of care
- D. Eliminates the need for doctors

**10. Which of these is a key security measure to protect EMR data?**

- A. Open internet access
- B. Multi-factor authentication
- C. Shared passwords
- D. Removing encryption

**8. What is one major challenge in EMR adoption in India?**

- A. Too much use of robotics
- B. Lack of skilled nursing staff
- C. Standardization and interoperability issues
- D. Oversupply of EMR vendors

**11. What should a clinician do on noticing an incorrect entry in the EMR?**

- A. Ignore it
- B. Delete it without informing anyone
- C. Follow the EMR correction protocol
- D. Reprint the record without changes

**9. What does a Clinical Decision Support System (CDSS) in EMR do?**

- A. Automates insurance processing
- B. Replaces the doctor's role
- C. Offers evidence-based suggestions
- D. Schedules appointments

**12. How can clinicians support EMR implementation success?**

- A. Avoid using it for critical patients
- B. Submit usability feedback
- C. Minimize data entry
- D. Depend on IT team for all tasks



## Clinical Governance from Theory to Practice: Pre-Conference Workshop

Fortis Healthcare successfully hosted a Pre-Conference Workshop on 'Decoding Clinical Governance – From Theory to Practice' on 11th April at Fortis Escorts Heart Institute, Okhla, as part of the CAHOCON 2025 activities.

Designed to make the principles of clinical governance easier to understand and apply, the workshop translated complex concepts into practical knowledge through real-life scenarios, case discussions, group activities, panel discussions, and an interactive finale with a quiz.

The event witnessed active participation from clinicians, nurses, medical administrators, and quality professionals from across the Fortis network and renowned hospitals such as Holy Family and CK Birla Hospitals, Nursing students from Jamia Hamdard University, New Delhi and IIM Shillong.

Faculty members, including Dr. Narayan Pendse (Vice President – MSOG, Project Director – EMR Project), Dr. Akash Sud (Head – Clinical Governance, Quality, Patient Safety, MSOG), Dr. Vasundhra Atre

(Associate Director – Medical Services, Manipal Hospitals, Bangalore), and Dr. Rahul Deshmukh (Medical Director – MEDCARE Orthopedics and Spine Hospital, Dubai), delivered insightful sessions covering Clinical Audits, Clinical Outcomes, and other key areas within the domain of clinical governance. Ms. Minimole John (Chief of Nursing – Fortis Escorts Heart Institute) shared valuable nursing governance experiences and role of Nurse leaders.

A candid panel discussion, featuring senior leaders from India and abroad was another highlight. Moderated by Dr Narayan Pendse, the panelists, Dr. Bishnu Panigrahi, Dr. Vikram Agarwal, Dr. Shani De Silva, Dr. Rahul Prasad, Dr. Amrita Gupta, and Ms. Minimole John, actively shared ground-level experiences and tips for strengthening clinical governance practices.

The workshop stands as a testament to Fortis Healthcare's commitment to fostering a culture of clinical excellence, patient safety, and continuous quality improvement.



# Answer To The EMR Word Hunt: Decode the Digital Buzzwords

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## EMR Answer Key

- |      |      |      |       |       |       |
|------|------|------|-------|-------|-------|
| 1. B | 2. C | 3. D | 4. A  | 5. B  | 6. C  |
| 7. C | 8. C | 9. C | 10. B | 11. C | 12. B |

# The Fortis Network



Amritsar



Anandapur, Kolkata



Bannerghatta Road, Bangalore



Chirag Enclave, New Delhi



Cunningham Road, Bangalore



Defence Colony, New Delhi



Faridabad



FEHI, New Delhi



FHKI, Kolkata



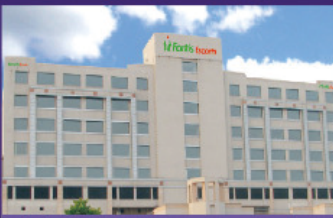
FLF Greater Kailash, New Delhi



FMRI, Gurugram



Greater Noida



Jaipur



Kalyan



Ludhiana



Ludhiana, Mall Road



Manesar



Mohali



Mulund, Mumbai



Nagarbhavi, Bangalore



Noida



Raigarh, Chhattisgarh



Rajajinagar, Bangalore



Shalimar Bagh, New Delhi



SL Raheja, Mumbai



Vasant Kunj, New Delhi



Vashi, Mumbai

Please send your comments, feedback and suggestions to [clinical.connect@fortishealthcare.com](mailto:clinical.connect@fortishealthcare.com)