

To

The Administrators

Christian Medical College

Ludhiana

Subject: Repeated incidents of assault involving doctors and staff

Respected administrators,

This is to bring to your notice the recent episodes of assault and intimidation by patient's relatives against treating doctors, mainly the residents and staff.

These incidents have been occurring with increasing frequency over the past few months. The latest incident involves three pediatric residents which occurred on 22 Feb around 6 30 pm. This incident is regarding a patient named Miss. Muskan, 16yr old female admitted on 17th Feb 2018 with a diagnosis of suspected swine flu. She was mechanically ventilated & on vasopressors. In spite of all efforts her condition continued to deteriorate & this was explained regularly to the patient relative. On the 22nd of Feb, 2018 the relatives expressed their desire to shift to PGI Chandigarh. Then they backtracked on their decision in the morning and decided to continue with the treatment at CMCL. In the afternoon the patient relative finally took a decision to shift the patient to PIMS Jalandhar & hence the file was sent for billing in the afternoon. During the evening rounds in the presence of the consultant Dr. Gurmeet the patient had a cardiac arrest following which she was re-intubated & CPR was initiated. The relatives were informed about this event by the consultant herself. After completion of CPR for a good 1 hour, death was declared by Resident Dr. Noah to the parents. Following which a mob broke open the glass door and entered PICU threatening to kill the residents and then started assaulting Resident Dr. Pradeep. Resident Dr. Joseph prevented a major sharp injury on Resident Dr. Tennyson by blocking the broken glass piece which was held by woman relative. Soon after Resident Dr. Tennyson was dragged by the mob and assaulted repeatedly and was dragged through the wards as has been witnessed in the video. There were no security guards until then.

We as a community are left frightened and insecure and feel unsafe to carry out the responsibilities given to us.

These are some of the areas we would like to be addressed:

- Adequate security at critical areas with display of notice boards mentioning legal action against patient & patient relatives.
- Every consent form should mention about the laws protecting doctors and establishments.
- Every new file should contain a patient information leaflet.
- Immediate response team. Initiation of code purple system.
- Limiting the number of relatives per patient to under 2.
- Institution protocol made for such situations such as immediate FIR being launched when such incidents occur.
- Functional CCTV with real time recording.
- Regular follow up to make sure that the issue is followed to its conclusion.
- Training on how to communicate with relatives in such situations.
- Senior doctors should be present when sensitive issues especially declaration of death are being dealt with.
- Counselling rooms with video recording facility while having conversation with relatives.
- In the eventuality of any doctor or staff being assaulted, the institution should give necessary counselling and support to the person concerned, in addition to first aid and leave from work and time to recover.

We hope our concerns will be addressed at the earliest.

Thanking you,

Yours sincerely,

Doctors and Staff of CMC

(Attached with signatures of concerned doctors)