

AIIMSGHY Hospital	Doc No.	E/NABH /AIIMSGHY/Quality/23
Vulnerable patient policy	Issue No.	01
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	Date	29/04/2026

Vulnerable patient policy

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES,
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The authority over control of this manual is as follows:

Preparation	Approval	Issue

The procedure manual with original signatures of the above on the title page is considered as 'Master Copy', and the photocopies of the master copy for the distribution are considered as 'Controlled Copy'.

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1. Definition of vulnerable patient:

Vulnerable patients are those who are or may be unable to protect and care for themselves from substantial damage or exploitation, or who require additional care.

As a result, there are possible dangers (physical or mental) connected with vulnerable patients during their hospitalization, which the hospital may foresee in order to provide appropriate preventive care.

2. Purpose of vulnerable patient policy in hospital:

To identify vulnerable patient and to prevent them against any harm or exploitation during their stay in the hospital and to provide them a safe and secure environment.

3. Scope:

The vulnerable patient policy is applicable in all patient care areas of the hospital

4. Policy:

The vulnerable patients shall be kept in safe and secure environment to minimize the risk of any harm or abuse.

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Staff must be taught to care for vulnerable groups, and all care providers must be made aware of the risks they face.

All vulnerable patients shall be identified by the nursing staff during admission and orange coloured identification band shall be secured as per the patient identification policy of the hospital.

4.1 Vulnerable Patients are:

1. All patients aged 65 years of age and above
2. All patients aged 14 years of age and below
2. Patients with pregnancy and in the post-natal care
- 3 Patients with limited physical mobility- Specially those who cannot perform their daily necessary activities of living i.e. going to the bathroom, eating etc.
- 4 Patients with impaired mental function
- 5 Comatose patients
- 6 An unconscious female patient left alone or unattended. Survivors of sexual assault.
- 7 Patients on wheel chairs, trolleys, with walking and hearing aids
- 8 Patients with impaired communication or language problems
- 9 Patient with impaired bladder function

4.2 For providing care to the vulnerable patients:

The hospital should provide a safe and secure environment:

1. Beds should be provided with side rails and lockable wheels.
2. The nursing staff should visit frequently and keep the patients and their families informed about the patient care area and safety measures.
3. All vulnerable patients must be admitted and treated in wards where such facilities are provided.
4. Patients falling into the above categories are encouraged to be admitted to the hospital with an attendant. If the patient does not have an attendant, the hospital may arrange for one.
5. Patients with mental illness must be accompanied by their legal guardian during admission in the hospital.

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6. The Hospital may take measure to prevent new born theft, sweeping and baby fall by providing CCTV cameras in all key areas, 24X7 Security Guard arrangement, providing window grills, frequent rounds by nursing staff and encouraging one attendant to accompany the patient at all times. The hospital shall also provide identification tag for both mother and baby.

4.3 PROCEDURE:

Care of Vulnerable Patients:

1. Prompt attention and service shall be provided while minimizing waiting times in OPD & diagnostics for vulnerable patients.
2. It is important to identify elderly patients who struggle with walking or are confined to bed, and ensure they receive assistance to visit a doctor or be admitted to the hospital. The staff will alert the ward boys when they encounter such patients, and they will arrange for transportation in a wheelchair.
3. Patients with physical disabilities should be given access to a wheelchair or trolley within the hospital.
4. All patients falling in the vulnerable group shall be screened for special assistance needs during hospitalization.
5. Nursing Assessment for vulnerable patients shall be done on admission and reassessment to be done depending on progress of patient status or any change of care level.
6. Depending on the vulnerable aspect, each patient will be provided with actions and support to ensure that care and safety aspects are addressed.
7. Vulnerable patients will not be left alone at any given time.
8. A female attendant shall attend female patients for their physical interventions such as bathing and toilet.
9. All minors shall be admitted along with an attendant approved by the family.
10. Any special requests made by the patient/family will be respected.
11. A list of vulnerable patients is generated in the daily census and informed to the Nursing In charge

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12. Regular monitoring will be ensured by supervisory staff to ensure the safety and security of vulnerable patients.
13. Vulnerable patients must have side railings on their beds to guarantee their safety.
14. There shall be one responsible bystander always with the patient.
15. The patient's condition and dietary and health-related activities will be communicated to the relatives.
16. Counselling facility for mentally challenged patients shall be provided.
17. Mentally challenged patients shall be provided special attention by the allotted nursing officer.
18. The nursing staff and the attendees shall show maximum tolerance and patience while dealing with these patients.
19. Attendants/relatives shall be encouraged to be with them whenever advisable.
20. Special cares should be taken by the treating doctor or the attending nurse/technician to explain things related to the disease and treatment carefully and patiently.
21. In case informed consent needs to be obtained while treating a child or mentally challenged patient, it shall be ensured that consent is obtained from the persons directly related to the patient like father, mother, brothers or sisters.
22. Everything about the proposed procedure / treatments shall be informed along with possibilities of likely complications that may arise.
- 23. Installation of CCTV cameras in all key areas, 24X7 Security Guard arrangement, providing window grills, frequent rounds by nursing staff and encouraging one attendant to accompany the patient at all times to prevent new born theft, sweeping and baby fall. The hospital also provides identification tag for both mother and baby to prevent the same**
- 24. Medical measures like screening and prevention for hypoxia, hypothermia, bed sores, pain management should be done. Restorative care, and judicious use of medications, may be practiced.**

Other measures:

- Wearing Safety Belt during transportation on a wheelchair or stretcher.
- Availability of Comfortable environment to vulnerable patients.

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- Consent for Restraint from family member.
- Restraint Monitoring (2 hourly).
- Pressure ulcer preventive care provided to the bedridden patient and fall risk assessment.
- Anti-skid Mat outside the washroom and dry surface
- Anti-skid tiles in toilet
- Toilets for Divyangjan