

Discharge time audit sheet

Time every hand-off of a discharge on one sheet: from the consultant's decision to the patient leaving the ward. The total uses NABH's definition of time taken for discharge; the insurer column shows IRDAI's three-hour clock.

Discharge log

Ward: _____ Month: _____ Recorded by: _____

[illegible]

How to fill it

Write each time in the 24-hour clock (e.g. 14:35) as the step finishes. Leave out day-care patients.

Discharge minutes = L – A. NABH's indicator runs from the consultant's formal approval of discharge to the patient leaving the clinical unit, reported monthly in minutes. Extra time the patient asks for is not counted: note it and subtract it.

Insurer minutes = R – S (cashless patients only). IRDAI's Master Circular of 29 May 2024 gives the insurer three hours (180 minutes) from receiving the final discharge request. Keep the sent and received times exactly — they decide who bears charges beyond three hours.

Monthly summary

Payer	Discharges	Median discharge min	Longest	Within our target	Insurer over 180 min	Slowest step this month
Cash						
Insurance / TPA						
PM-JAY or state scheme						
CGHS / ECHS						
All discharges						

NABH asks each hospital to set its own benchmark and improve on it. Our target: _____ minutes.

Sources

NABH, Accreditation Standards for Hospitals, 6th edition (effective 1 January 2025): AAC.12 and the indicator "time taken for discharge" — portal.nabh.co

IRDAI, Master Circular on Health Insurance Business, IRDAI/HLT/CIR/PRO/84/5/2024, 29 May 2024 — irdai.gov.in