

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

SOP 2: Outdoor Patient Management

1. Purpose:

- To ensure that all services to outpatients are coordinated so that they get the required care from service providers in the hospital.
- To respond to the need and expectations of the patients and to enhance patient satisfaction.

2. Scope:


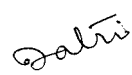

It covers the persons who visit the OPD facility (new and follow up patients) for treatment, investigation, consultation, checkup and immunization.

3. Responsibility:

- The registration clerks are responsible for issuing registration slip and providing consultation appointments.
- The OPD Nursing In-charge is responsible for monitoring the respective OPD unit functioning, maintaining necessary records and assisting the consultants.
- The Consultants are responsible for examination of the patients and for determining the line of management of the ailment / case thereof.

4. Procedure

S No	Activity	Responsibility	Ref Document/ Record
4.1	OPD Consultation Process		
4.1.1	OPD Registration Process	All members of Medical staff and personnel of Medical Records Dept. (Registration, Admission, Discharge and Transfer services), Front office and Reception staff at BKH	
4.1.1.a	Patient visits the registration facility in OPD section Patient can just walk up the OPD registration counter for registration		
4.1.1.b	Patient demands to be registered for a particular service through OPD.		
4.1.1.c	If the service demanded by the patient is specified by the patient		

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

	right at the outset in clear terms then the process of registering the patient for that service is commenced immediately.		
4.1.1.d	In case of an unstable patient the duty doctor in emergency takes over the patient and the concerned specialist is contacted for emergent management.		
4.1.1.e	New patient furnishes demographic details at the registration counter and registration number is generated at registration counter		
4.1.1.f	Patient pays the users charges in cash only (except for BPL, SC, ST, and pregnant females)		
4.1.1.g	At the End of day staff on duty takes out cash records and the amount so collected are deposited with the cashier in the accounts department of the hospital		
4.1.1.h	A New Patient is given a fresh OPD card with OPD room number indicated.		
4.1.1.i	Follow up patient's OPD card is taken and the current date is entered after registration.		
4.1.1.j	For Follow up patients, in case there is no space on the previous OPD card, a fresh OPD card with the current date is issued.		
	After the patient is registered, the patient is directed to the doctor for OPD consultation.	Receptionist at the Registration Desk	OPD slip
4.1.2	Patient Calling System		
4.1.2.a	Patient waits outside concerned doctor room for his/her turn.	Duty Staff	

Prepared By	Issued By	Approved By
<i>SP</i>	<i>Salvi</i>	<i>V. S.</i>

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

	Patient is called by Doctor/attendant as per his/her turn on the basis of “first come first examine” basis.		
	If clinic caters to both male and female patient a definite turn is fixed for female and old patient. Two patients are not allowed at one time in clinic.		
	For any critical patient needing urgent attention queue can be bypassed for providing services on priority basis		
4.1.3	Receiving the patient in clinic	Medical Officer/ Specialist	
4.1.3.a	Doctor/Attendant greets the patient and guides him to sit on patient stool/chair by his side and not full face across the desk.		
	No patient is consulted in standing position.		
	If patient is accompanied by relatives/attendant as per hospital policy they are also offered seats.		
	But if patient wants to be consulted alone and/or doctor feels it necessary he asks other to leave the clinic		
4.1.4	History Taking		
4.1.4.a	Doctor reads the referral documents / other treatment related documents if any provided by the patient.	Medical Officer/ Specialist	OPD slip
	Doctor takes the history including main presenting problem, past medical history, history of main presenting problem, family history, occupational history, habits like smoking & alcohol, allergies, drugs and other treatment history and other bodily systems that are not covered in presenting complaint as required.		
	In case of complaint of pain details		

Prepared By	Issued By	Approved By
<i>SP</i>	<i>Salvi</i>	<i>V. S.</i>

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

	including site, radiation, severity, time course, aggravating factors, relieving factors and associated symptoms are asked as required.		
	Doctor notes down the relevant history on the OPD slip		
4.1.5	Physical Examination	Medical Officer/ Specialist	OPD slip
	Examination table with footsteps and screens for privacy have been provided in the clinics. Daylight is preferred over artificial light for examination.		
	A female attendant / nurse /relative is required to accompany the female patient at the time of examination in the case doctor examining is male. While examination of private parts it is essential.		
	Doctor takes a verbal consent before examining the patient.		
	Physical examination including examination of temperature, pulse and examination is done as required.		
	Doctor note down the relevant findings of examination on the OPD slip.		
4.1.6	Risk Assessment & Differential Diagnosis	Medical Officer/ Specialist	Procedure for patient registration, admission, Discharge and Referral Management
	Based on data gathered for History and Physical examination severity of problem is assessed.		
	Differential diagnosis is given on the basis of collected information.		
	If patient requires some urgent treatment / procedure same is arranged at OPD or patient is		

Prepared By	Issued By	Approved By
<i>SP</i>	<i>Satri</i>	<i>V. K.</i>

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

	shifted to emergency/ OT/ Dressing Room/ Injection room as required.		
	If the patient requires admission he/she and accompanying person is informed and patient is shifted to ward.		
	If patient requires such interventions / consultation which are not available in the hospital patient is referred to higher center.		
4.1.7	Investigations	Medical Officer/ Specialist	
	In case laboratory/ radiology investigations are required to be performed, investigation requisition form is filled by the doctor/ OPD attendant.		
	Only those investigations which are not available in hospital and essential for arriving diagnosis are prescribed for outside.		
	After the investigation patient come back to OPD for the consultation.		
	Final Diagnosis is arrived on the basis of investigation reports and clinical findings.		
4.1.8	Prescription	Medical Officer/ Specialist	OPD slip/ Prescription
	Doctor prescribes the drugs/procedures after arriving provisional diagnosis/ final diagnosis.		Procedure for Pharmacy Management
	If required drugs are part of essential drug list and available in the hospital pharmacy they are prescribed in generic name and patient is directed to collect it from OPD dispensary.		
	In exceptional conditions only when required drugs are not available in in-house Pharmacy it		

Prepared By	Issued By	Approved By
<i>SP</i>	<i>Satri</i>	<i>V. S.</i>

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

	is brought to notice of the facility In charge who take further action to locally procure the drugs.		
	Doctor mentions his /her name, initials, date & registration no. on the prescription. A stamp for the same has been prepared for the same.		
4.2	Drug Dispensing		
	If medicines are prescribed, the patient goes to the pharmacy to collect it.		
4.3	Follow Up	Medical Officer/ Specialist	OPD slip
	Cases where follow up visit is required the same is mentioned in the OPD slip and the patient / relatives are informed by the doctor about the date and time for the next follow up visit.		
4.4	Nursing Process in OPD		
	In case Medical officer prescribes for dressing, Dresser/ Nurses on duty perform dressing as per Medical officer advice. They enter the details in dressing room register. Patients are advised by dressing personal for next dressing if doctor prescribes the same.	Dresser/ Nurses on duty	Dressing Register
	In case medical officer prescribe for the immunization, Nurses on duty generates a immunization card and immunizes the patient and details are entered in the Immunization card and immunization register	Nurses	Immunization Card Immunization register
	Injections as instructed by the treating doctor are administered by the Nursing staff.	Nurses	Injection
	Nurses are also responsible for checking the functioning of instruments at OPD clinic and report for the maintenance and breakage if any.	Nurses	

Prepared By	Issued By	Approved By
<i>SP</i>	<i>Salvi</i>	<i>V. S.</i>


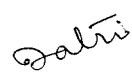

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

4.5	Patient Privacy and Confidentiality		
	Patients privacy is maintain during all OPD procedures including consultation, examination, counseling and procedures like injection and dressing. Screens and curtains have been provided at all such areas of OPD.	PMO/ Hospital Administrator / Medical Officer/ Specialist	
	Information and records pertaining to diagnosis and treatment of patients are not shared with anybody except clinical staff involved in treatment.		
	Patient physical assessments are conducted in a location that affords visual and auditory privacy.		
4.6	Duty Roster		
	A duty roster is prepared monthly for deputation of Doctors and Nurses in OPD.	PMO/ Hospital Administrator	Duty Roster
	Information for Doctors availability is updated as per the roster. In case of non availability of any Doctor alternate arrangements are made if possible. If Clinic remains unattended information the same is displayed on the notice board.		
4.7	Punctuality, Dress Code and Identity		
	Hospital Administrator monitors that all the doctors are available at their clinic at scheduled time. Any Discrepancy is reported to PMO who takes corrective action in this regards.	PMO/ Hospital Administrator	
	Same measures are also taken for Nursing and support staff.		
	All the staff wear their respective uniform/Apron with name plate/ I-Card.		

Prepared By	Issued By	Approved By
<i>SP</i>	<i>Salvi</i>	<i>V. S.</i>


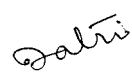
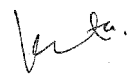
Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

4.8	Disable Friendly OPD		
	Ramps with handrails have been provided at entrance and for other elevated area.		
	Wheelchairs / Trolleys have been providing on entrance/ reception.		
4.9	Hand Hygiene	Medical Officer/ Specialist	
	Doctor/Nurse staff wash hands between examining two patients with soap following the steps and duration.		
	Alternately alcohol based hand rub is used for the same.		
	Hand washing facilities with running water and soap/ Hand rub have been at all point of use.		
4.10	Clinic Management	OPD In charge/ Hospital Administrator	
	Hospital Administrator ensures that all necessary instruments/ equipments/furniture/consumables including patient stool, thermometer. BP apparatus, examination table, other examination equipments, hand washing facility, X-ray View box, examination gloves, screens and curtains are available in the clinic before start of day.		
	Any deficiency is noted and discussed with PMO for correction and corrective action.		
4.11	Patient Amenities		
	Patient amenities like safe drinking water, adequate chairs in waiting area, clean toilets, fan and air cooling/heating are made available and monitored for their functionality and adequacy on regular basis.	OPD In charge/ Hospital Administrator	
	A May I Help You Desk has been		

Prepared By	Issued By	Approved By
		




Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

	provided at OPD with dedicated staff.		
4.12	Prohibition of Smoking		
	Smoking is prohibited in OPD as well other areas of Hospitals under Prohibition of Smoking in Public Places rules 2008.	OPD In charge/ Hospital Administrator	Prohibition of Smoking in Public Places rules 2008.
4.13	Administrative and non clinical work at OPD	Hospital Administrator/ Medical Officer/ Specialist	
	Administrative work like attestation of certificates and issue of medical certificates are not entertained in the OPD timings		
	Medical representatives from pharmaceutical companies are not entertained in OPD timing		
	Notice for the same is displayed at the OPD.		
4.14	Patient Satisfaction Survey		
4.14.1	Sample Size		
	Sample size for patient satisfaction survey is calculated on the basis of case load of previous three months.	Hospital Administrator/ Enquiry Counter Personnel	Sample Size calculator.
4.14.2	Data Collection		
	Patient feedback is taken on OPD Patient Satisfaction format printed in local language on continuous basis.		
	For illiterate patients Enquiry counter personnel or any other designated staff take the interview and record the feedback on the form.		
	When collecting the feedback it is ensured that all categories of patients eg. male, female, BPL, old age and revisit patients get representation		
4.14.3	Analysis		
	Analysis of data collected is done on quarterly basis.		Patient Satisfaction

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

			survey analysis sheet
	Overall and individual attribute scores are calculated by taking arithmetic mean.		
	Lowest scoring attributes (bottom two) are identifies.		
4.14.4	Root Cause Analysis		
	Root cause analysis is done in management review meeting.	Hospital Administrator/ Process Owner	Minutes of meeting of MRM
4.14.5	Action Plan		
	Corrective and preventive action is decided and action plan is prepared for the same.		
	Progress on action plan is tracked on monthly basis.	Hospital Administrator/ Process Owner	Action Plan
4.15	Monitoring of waiting times	Hospital Administrator	
	Waiting time for registration, consultation, investigations, pharmacy and consultation time are monitored through time motion study and data is analyzed on monthly basis.		
	Processes having long waiting time and causing patient dissatisfaction are discussed in management review meeting and corrective and preventive actions is taken after arriving on route cause.		

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 2	Document No CH/GGN/OPD/1
	OPD	Date of Issue: 01-01-2016

5. Records

S No	Name of Record	Record No	Minimum retention period
1	Immunization Register		
2	Doctor's OPD Register		
3	Dressing Room Register		
4	Injection Register		

Prepared By	Issued By	Approved By
SP	Satri	V. K.