

COMMUNITY HEALTH CENTRE, SAINKUL	
HOSPITAL ADMINISTRATION MANUAL	
Registration, Admission and Discharge Management	STANDARD OPERATING PROCEDURE HAM.01



STANDARD OPERATING PROCEDURES



FOR



REGISTRATION ADMISSION & DISCHARGE MANAGEMENT

COMMUNITY HEALTH CENTRE, SAINKUL

758043

ODISHA


 Superintendent
 CHC Sainkul, Keonjhar

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

1.0 Purpose:

- To provide guidelines for the processes in Outpatient department from the time patient arrives at registration to patient receiving medication and leaving the OPD.
- To provide guidelines for Admission and Discharge processes in the hospital.

2.0 Scope:

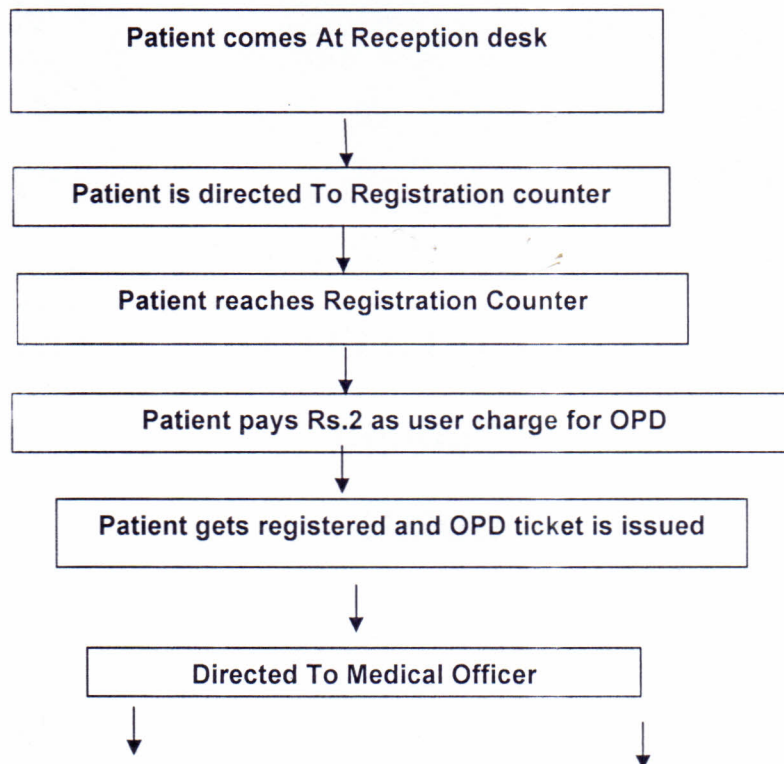
This policy is applicable for

- Registration
- Consultation
- Investigation
- Emergency
- Admissions
- Discharges

3.0 Reference:

Quality Management System Manual, MNL: QSM: 01, Section 7.1

4.0 Process Flow chart: Patient Flow in OPD



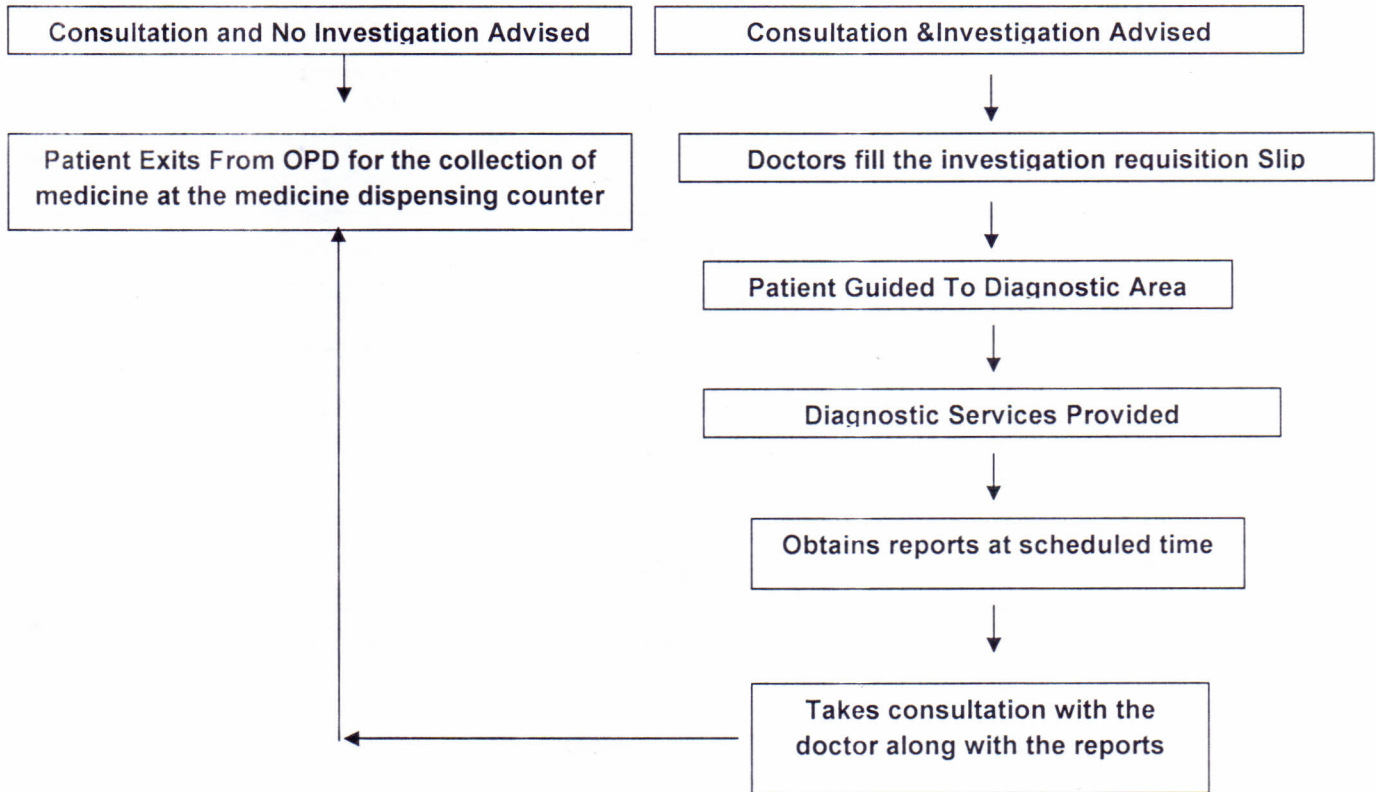
COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

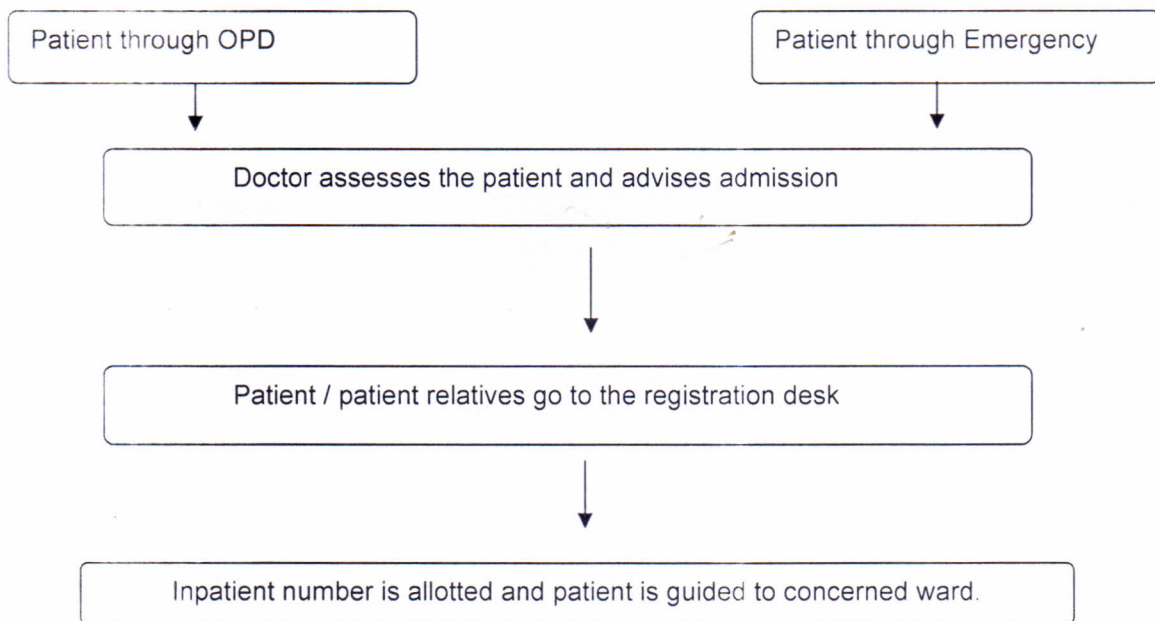
Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01



ADMISSION PROCESS



COMMUNITY HEALTH CENTRE, SAINKUL

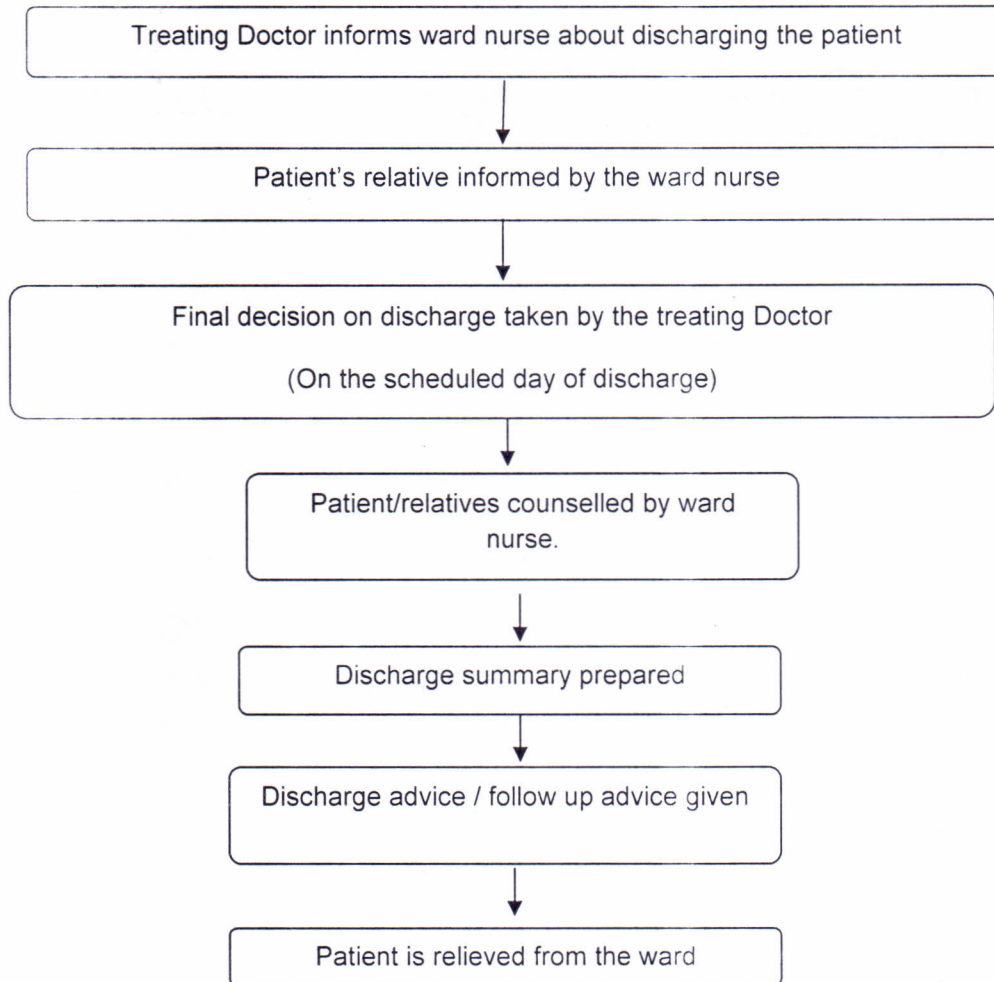
HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

DISCHARGE PROCESS:



5.0 Standard Procedure:

S No	Activity	Responsibility	Related Format
5.1	Registration		
5.1.1	When a new Patient arrives at the Registration counter of the hospital, the following information about the patients is recorded in the registration register: <ul style="list-style-type: none"> • Name • Age of the patient • Sex 	Pharmacist \ Clerk	Registration Register

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

	<ul style="list-style-type: none"> • Residential Address • Name of the department 		
5.1.2	The Registration clerk generates registration numbers, which are being entered on the OPD slip and then handed over to the patient. At the time of registrations, the patient pay a registration fee of Rs. 1 as per the RKS rates.	Clerk	OPD slip
5.1.3	The patient is directed to the concerned Medical Officer in the OPD by the registration clerk.	clerk	
5.1.4	In case of Old patient, the patient waits in the old patient queue, gets his OPD slip stamped by the registration clerk and directly goes to the Medical Officer.	clerk	OPD slip
5.2	Consultation		
5.2.1	Patient waits for his turn to visit the Medical Officer. He / She consult the Medical Officer in the OPD when his turn comes.	Medical Officer	
5.2.2	Medical Officer takes the history of the patient illness and conducts a detailed examination. All his findings are entered into the OPD slip	Medical Officer	OPD slip
5.3	Investigation		
5.3.1	Based on the medical condition, patient is advised either lab or radiology investigations. The Medical Officer fills in the requisition form as required.	Medical Officer	Requisition form
5.3.2	Patient is directed to the concerned department.	Medical officer	
5.3.3	Sample for lab investigations are collected by the lab technician in the laboratory. The details of the patient and the investigations required are entered into the lab register	Lab technician	Lab register
5.3.4	X-ray is done in the radiology department. The radiology technician enters the patient details in the radiology register.	Radiology technician	Radiology register
5.3.5	Patient collects the reports as per the scheduled time given by the concerned departments and revisits the Medical Officer with the reports.	Concerned dept technician	Dispatch register
5.4	Dispensing Medicines		
5.4.1	Based on his findings and the investigation reports, the Medical Officer writes the prescription for the patient on the	Medical	OPD slip

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

	OPD slip. The patient is directed to the OP Pharmacy	Officer	
5.4.2	Patient collects medicines from the OP pharmacy counter.	OP Pharmacist	Pharmacy register
5.5	IP Admission from OPD		
5.5.1	Based on the patient assessment in the OPD, medical officer takes the decision of admission of the patient into the hospital.	Medical Officer	OPD slip
5.5.2	Medical Officer informs the patient and the attendants about the need for admission, indicates the same in the OPD slip. Patient is directed to the Admission counter.	Medical Officer	OPD Slip
5.5.3	The Medical Officer writes patient details with diagnosis and specific ward as indicated. Then the patient comes with IPD ticket to the admission counter. Admission clerk entered Patient details in the into the IP registration register. IP number is allotted to the patient and collects user fees Rs 5. If the patient is under labour pain or new born baby up to 30 days then user fee is free. Patient's IPD ticket is prepared.	Admission clerk	IPD slip
5.5.4	Patient is sent to the specific ward with verbally directed. IPD ticket of the patient is submitted to the Nurse. The details of the patient are entered into the inpatient Admission register	Stretcher bearer/patient attendant.	Inpatient Admission register
5.5.6	The Nurse allots a bed to the patient. She initiates a case sheet for the patient and starts the treatment as indicated in the IPD slip.	On Duty Nurse	Patient Case Sheet
5.6	IP Admission from ED		
5.6.1	Between 12 noon to 4.00 P.M and 6 P.M to 8 AM, all the patients are taken care in the Emergency department as the OPD does not function during these hours.	EMO	
5.6.2	Emergency Medical Officer does the initial assessment, initiates the treatment and takes the decision of admission into wards as per the requirement. The same is indicated in the IPD ticket. Admission process is same as for the admission from OP.	EMO	IPD ticket
5.6.3	The patient case sheet is immediately prepared. EMO takes the decision of requirement of the specialist as per the medical need. The On call Doctor of the specific speciality is briefed about the patient's condition over phone by the EMO. He instructs about the further treatment to the patient.	EMO Specialist	Patient Case Sheet

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

5.6.4	If the patient's condition is critical, the EMO discussion with patient party and admits the patient in the specific wards and specialist arrives at concerned ward after examining the patient decides on the further treatment requirements shift to higher referral centre. The advice is accordingly followed.	Specialist consultant/Ward in-charge	Patient Case Sheet
5.7	Discharge Decision		
5.7.1	The primary treating doctor assesses the condition of the patient daily. When he feels the patient is fit to be discharged, informs the same to the patient / family, ward Nurse and the on duty Medical Officer, one day prior to actual discharge date.	Primary treating doctor	Patient Case Sheet
5.7.2	The final decision of discharge is taken on the day of discharge based on the fitness of the patient for discharge. The same is communicated to the ward Nurse and On duty Medical Officer.	Primary treating doctor	Patient Case Sheet
5.8	Discharge process		
5.8.1	<p>After final decision of discharge of the patient is taken, the treating Doctor prepares the discharge summary of the patient which contains the following information:</p> <ul style="list-style-type: none"> • Reasons for Admission • Investigations performed and summarized information about the results of the investigations • Diagnosis made • Record of any procedures (operation, etc) performed • Condition of the patient at the time of discharge • Medication instructions • Follow up Advice 	Primary treating Doctor	Discharge Summary
5.8.2	One copy of the discharge summary is handed over to the patient / family and the other is attached to the case sheet	On duty Medical Officer	Case Sheet
5.8.3	As per the instructions of the treating Doctor in the Discharge Summary, patient / family is advised by the Ward nurse to collect the medicine from the pharmacy.	Ward Nurse	Discharge Summary

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

5.8.4	Prior to discharge, the ward nurse counsels the patient about the follow up advise, medication, diet etc. The discharge date and details are entered into the discharge register.	Ward Nurse	Discharge register
5.9	LAMA		
5.9.1	In case patient/family wants to get discharged against medical advice; the same is indicated in the patient's case sheet by the primary treating medical officer. Patient / family signs the LAMA form. Records are entered in the Admission & Discharge register of the respective patient ward. Discharge Summary is prepared and the above mentioned steps are followed.	Primary treating Doctor	LAMA form
5.10	Patient Death		
5.10.1	In case of death of a patient, the primary treating Medical Officer / Nursing Staff informs the patient family. Body is cleaned by designated staff and wrapped in clean sheet. The On duty medical officer prepares two copies of the Death Summary.	On duty Medical Officer / Ward Nurse	Death Summary
5.10.2	Death Summary is signed and stamped. The body is handed over to the patient's family along with a copy of death summary or kept in the Ice chamber within an hour of death. Another copy is attached to the case sheet. In case of MLC, the local police is informed about the same.	On duty Medical Officer	Case Sheet
6.0	Admission to Special Rooms		
6.0.1	If the patients wants to be admitted in Special Rooms or cabins, the patients details and the specific ward as indicated in the case sheet is entered in the IP registration register , IP number is allotted to the patient and patient's INDOOR TICKET is prepared		
6.2.2	The patient along with the INDOOR TICKET is taken to the specific ward by the attendant who submits the INDOOR TICKET to the respective ward nurse.		
6.2.3	Nurse will guide patient party towards Medical Officer I/C for Accommodation at special wards.	Ward nurse	
6.2.4	Pharmacist / Ward nurse in-charge at MO I/C office will ensure the bed availability and if beds are available then he/ she will collect daily user charge and allocates bed to the patient.	Phjarmacist at MO I/C Office	Special Room Admission

COMMUNITY HEALTH CENTRE, SAINKUL	
HOSPITAL ADMINISTRATION MANUAL	
Registration, Admission and Discharge Management	STANDARD OPERATING PROCEDURE HAM.01

			Register
6.2.5	Medico Legal Cases: In case of a Medico legal Case, the treatment of the patient begins but the registering of the case is under MLC. The details are recorded in the separately maintained MLC register and the case sheet of the patient also has MLC mentioned on it.	EMO	Case Sheet, MLC register
6.2.6	Absconding: If patient leaves the hospital without informing the doctor/nurse, then the ward nurse sends the case sheet of the patient to Medical Record Department and mentions the details in the discharge register.	Nurse	

6.0 Formats

S. No.	Format No.	Format Name	Type
1.	FF/OPD/01	OPD ticket	Ticket
2.	FF/OPD/02	Indoor ticket	form
3	FF/IPD/01	Discharge Summary	Slip
4	FF/IPD/01	LAMA Consent Form	Form

7.0 Records

S. No.	Record Number	Record Name	Type	Retention Period
1	RG/OPD/03	Registration Register	Register	3 years
2	RG/IPD/01	Admission Register	Register	3 years
3	RG/IPD/02	Discharge Register	Register	3 years
4	RG/IPD/03	Death Register	Register	3 years
5.	RG/OPD/01	Consultation Register	Register	3 years
6.	RG/LB/01	Laboratory Register	Register	3 years
7	RG/LB/03	X Ray Register	Register	3 years
8	RG/PS/03	Daily Expense Register	Register	3 years

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

Appendix

OPD Slip

38614 Prescription No. _____

OPD PRESCRIPTION (ବହି ରୋଗୀ ଟିକିଟ୍)
ରୋଗୀ ଜଳ୍ୟାଣ ସମିତି, ଗୋଷ୍ଠି ସ୍ୱାସ୍ଥ୍ୟ କେନ୍ଦ୍ର, ଘରଗାଁ
Ticket for Outdoor Patients-cum-receipt for (Rs. 2/-)

Name of the Patient: _____	Age: _____	Sex: _____
Address: _____		
Department: _____	Date & Time: _____	

Investigations required	Complaints of the patient	Findings of Investigations
	Examination Findings	
	Provisional Diagnosis	
	Advice	

Signature & Full Name of the Doctor _____

ସମ୍ପର୍କୀତ ପାଠକପାଠିନୀଙ୍କର ସ୍ୱତନ୍ତ୍ରତା ସମ୍ପର୍କ ଶିକ୍ଷା ବ୍ୟାପକ ଗାନ୍ଧୀ ପରାମର୍ଶ ପରେ ବ୍ୟବହାର କରାଯାଏ । ଏହାକୁ ବ୍ୟବହାର କରନ୍ତୁ ।

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

Indoor ticket

SI-NO **183**

BED HEAD TICKET / ରୋଗୀ ପତ୍ରିକା
ROGI KALYAN SAMITI, GHATGAON C.H.C., KEONJHAR
 Ticket for Indoor Patients-cum-receipt for (Rs. 5/-) Rupees Five

Ward (Ward) _____ / Unit Dr. _____

OPD Regd. No : _____	IPD Regd. No _____	Bed No. _____
Date & time: ___/___/___	Date & Time: _____	
ନାମ: _____ (Name) ପିତା / ସ୍ୱାମୀ: _____ ବୟସ: _____ ଲିଙ୍ଗ: _____ ବୃତ୍ତି: _____ ଠିକଣା: _____		ରୋଗ (Disease): _____ Signature of Doctor _____
ଖଲାସ ହେଲେ / (IN CASE DISCHARGED)		ମୃତ୍ୟୁ ହେଲେ / (IN CASE DEATH)
ଖଲାସ ତାରିଖ: _____ (Date): ବିକିସାକ୍ଷୟରେ କରାଯିବା ସମୟ: _____ କାରଣ (cause): _____	ସମୟ: _____ (Time): ମୃତ୍ୟୁ ତାରିଖ: _____ (Date): କାରଣ (cause): _____	ସମୟ: _____ Full Name of the Doctor _____
ତାରିଖ _____ ରୋଗ ଓ ଲକ୍ଷଣ _____	ଔଷଧ ବ୍ୟବସ୍ଥା _____	ଆହାର _____

ସରକାରୀ ଡାକ୍ତରଖାନାରେ ନିରୁଥ୍ତା ସମସ୍ତ ଔଷଧ ପ୍ରାଣାତ୍ମକ ମାନ ପରୀକ୍ଷଣ ପରେ ବ୍ୟବହାର କରାଯାଏ ।
 ଏହାକୁ ବ୍ୟବହାର କରନ୍ତୁ !

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

Discharge Summary



ROGI KALYAN SAMITI

C.H.C. GHATGAON, KEONJHAR

DISCHARGE TICKET

Regd. No. _____ Ward _____ Bed No. _____

Department _____

Patient's Name _____

Address : _____

Age / Sex : _____

Date of Admission : _____

Date of Discharge : _____

Disease : _____

Treatment given : _____

Cause of Discharge : _____

Condition at the time of Discharge : _____

Advice : _____

Signature of Medical Officer

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

4. LAMA Consent Form

Name..... Age..... Sex..... Admission No.....

Address

Date of Admission

Consultant's Name.....

Chief Complaints

Findings

Investigations

Diagnosis

Procedures

COMMUNITY HEALTH CENTRE, SAINKUL

HOSPITAL ADMINISTRATION MANUAL

Registration, Admission and Discharge Management

STANDARD OPERATING PROCEDURE

HAM.01

9. Daily expense registers:

Date	IV no	Ward name	Medicine name

8.0 Process Efficiency Criteria:

Si. No	Activity	Efficiency Criteria
1	Shifting of patient on bed	The patient shall be shifted to bed within 30 minutes after reaching of patient in the ward
2	Treatment started	Patient is assessed within 2 hours by treating consultant after admission

9.0 Reference Document:

Standard Operating Procedure for IPD Management


Superintendent

CHC Sainkul
Superintendent
CHC Sainkul, Keonjhar