

Admission Policy

Service Name :	Scope of services being provided by the hospital
Date Approved :	01.07.2017
Approved By :	<i>Principal</i> SCB Dental College & Hospital Name :Prof J K Dash Signature :
Reviewed By : Name :Dr. Signature :
Issued By :	
Responsibility of Updating :	

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AMENDMENT SHEET

[illegible]

Admission Process

Direct and Pre Scheduled

A. Purpose

To provide guideline instructions & process of Direct Admissions to hospital with the aims that

- ❖ Needs and expectations of customers are established,
- ❖ Customer satisfaction is enhanced on continual basis, and
- ❖ Feedback loop is established for continuous improvements.

B. Scope

It covers both general patients and referral out patient's .It also covers new patients, follow up patients.

C. Responsibility

OPD/IPD Registration team(M/S Red tech Solution) are responsible for effective implementation of this process.

D. Quality Objectives

S.No.	Quality Objectives	Performance Indicators	Measurement Criteria	
			Criteria	Frequency
1	Service Level	Staff availability	Duty Roster / Attendance Record	HALF YEARLY
		Admission Turn Around Time (Time from reaching admission desk to ward should be not more than half hour)	Admission register and Ward Nurse's record	HALF YEARLY
		Information conveyance time	Patient Feedback Form	HALF YEARLY
		Logistics related to movement of patient; (Coordination between OPD, admissions, ward, etc.)	Patient feedback form	HALF YEARLY
2	Customer Satisfaction	Courtesy level	Patient feedback form	HALF YEARLY

		Wait time (Not more than 45 mins from admission to reaching ward)	Admission register Ward nurse's record Patient feedback form	HALF YEARLY
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E. Description

S.No.	Activity	Responsibility
1.0	Admission Preparation Activities	
1.1	Source of patients for admission are from – <ul style="list-style-type: none"> OPD ER Referred 	
1.2	Patient or patient's attendant reports to the Admission Section	Admission Section in the reception
1.3	Admission request form duly filled by doctor is presented at admission counter.	Consultant doctor
1.4	Patient Admission Section <ul style="list-style-type: none"> ➤ Checks bed availability ➤ Allots bed ➤ Procure previous medical records from Medical Record Room ➤ Check all papers and mode of payment, i.e. corporate, insurance or self payment 	Admission Section
1.5	Pre-admission form given to patient / attendant.	Admission Section
1.6	Patient's details are fed in to the System. Admission number is generated.	Admission Section
1.7	Admission form given to the patient. A consent / declaration taken regarding treatment and payment of expenses involved.	Admission Section
1.8	An advance payment slip is generated based on the category requested by patients and receipt for advance payment given to patient/ family after making advance payment.	Admission Section
1.9	Advance payment is made by patient / patient attendant	Cashier
1.10	Visitor's passes issued to patient's attendants	Admission desk
2.0	Patient from Emergency	
2.1	If a patient reported in emergency and requires to be hospitalized, the activities from 1.2 to 1.5 are performed in Emergency itself. For details refer Emergency Suite related Process	Emergency Department
3.0	Shifting Patient to Ward / Room	
3.1	Advance communication is sent to ward / room nurse for making all arrangements based on the category requested by patient	Admission desk
3.2	Ward / room nurse checks information related to room / ward and ensures bed is prepared and room/ bed is ready to receive patient	Ward nurse
3.3	Patient accompanied by patient's attendant/ Hospital attendant/ nursing aid (depending upon patient's condition) is shifted to the allotted ward / room and reports to nurse in charge of ward / room and hands over the patient's file to the nurse.	Nurse / Nursing aid / Hospital attendant
3.4	Patient identity, admitting consultant, provisional diagnosis, and all relevant investigation reports, patient file, doctor's orders, etc. is checked	Ward nurse
3.5	Patient received in bed and made comfortable	Ward nurse
F	Records Generated	
	Admission Consent Form Admission register Pre admission Record Form Advance Payment Slip for some services Admission Request Form	

