

A. Purpose

To provide guideline instructions & process of OPD Appointment Scheduling Process 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 new patients & follow up patients.

C. Responsibility

Dr F.M.Debta , I/C Oral Medicine and Radiology is responsible for effective implementation of this process.

D. Quality Objectives

S.No.	Quality Objectives	Performance Indicators	Measurement Criteria	
			Criteria	Frequency
1	Service Level	Appropriate Information & guidance	Customer feedback form	Monthly
2	Customer Satisfaction	Courtesy level	Customer feedback form	Monthly
		Effective Communication & information conveyance time	Customer feedback form	Monthly

E. Description

S.No.	Activity	Responsibility
1.0	Enquiry Relating to OPD Registration, Treatment & Admissions	*****???
1.1	Reception person have complete information of <ul style="list-style-type: none"> ▪ Infrastructure in hospital ▪ Clinical Facilities available in hospital ▪ Doctor's and Consultant's details and their visiting time 	Main reception / OPD reception
1.2	Person calls by telephone to know information for an OPD consultation with a hospital doctor. The person <ul style="list-style-type: none"> ▪ Does not know any particular doctor, but knows the specialty and want guidance about doctor ▪ Knows the disease symptoms but does not know the specialty / specialist to be seen ▪ Has already spoken to the doctor and wants to know the timings 	Main reception / OPD reception
1.3	The necessary guidance to the person is given – <ul style="list-style-type: none"> ▪ The OPD consultation Rota giving information on consultant availability by specialty ▪ Specialty guidelines clearly stating the symptoms related to each specialty such that patient can be guided accordingly to the specialist 	Main reception / OPD reception desk

Out Patient Department Registration Process

A. Purpose

To provide guideline instructions & process for the Out Patient Department Registration (OPD) Process 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 all patients – new, and follow up patients

C. Responsibility

M/S Rec tech Solution & Registrstion and billing staff 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	Monthly
		Appropriate Information & guidance	Customer feedback form	Monthly
		Relevancy of charges	Customer Complaint	Monthly
		Waiting Time (Door to Registration completion – 10 mins)	Customer feedback form	Monthly
2	Customer Satisfaction	Courtesy level	Customer feedback form	Monthly
		Effective Communication & information conveyance time	Customer feedback form	Monthly

E. Description

S.No.	Activity	Responsibility
1.0	At OPD reception	
1.1	New patient reports to OPD reception desk <ul style="list-style-type: none"> ▪ Does not know any particular doctor, but knows the specialty and want guidance about doctor ▪ Knows the disease symptoms but does not know the specialty / specialist to be seen ▪ Has already spoken to the doctor and wants an appointment to meet him / her 	OPD Reception Desk / Help desk
1.2	The necessary guidance to the patient is given – <ul style="list-style-type: none"> ▪ The OPD consultation rota giving information on consultant availability by specialty , or ▪ Specialty guidelines clearly stating the symptoms related to each specialty such that patient can be guided accordingly to the specialist 	OPD Reception Desk /Help Desk

S.No.	Activity	Responsibility
1.3	Patient calls the hospital by phone and is connected to the OPD reception desk. Patient is given the information regarding registration timings, consultant availability etc.	Hospital telephone operator at OPD reception
2.0	OPD Registration	
2.1	Based on the above guidelines patient with the knowledge of specialty and doctor, the registration is made.	OPD reception
2.2	The patient data is fed in to the System; a unique patient ID number is generated along with a OPD Registration Card,	OPD reception
2.3	The patient gives no payment for OPD consultation	OPD reception
2.4	A registration card is then generated and patient is directed to the concerned OPD	OPD Reception
2.5	Follow up patients go to OPD registration desk, who checks concerned doctor's OPD scheduling, patient visit history & other necessary details. On confirmation of the availability of doctor and directed to the specified area.	OPD Reception
F	Records Generated	
	OPD Patient Guiding System guidelines Registration form for O P D Patient Payment Slip	