



CRH SIKKIM
MANIPAL
UNIVERSITY
CENTRAL REFERRAL HOSPITAL - SMIMS

**Documented
Procedure**

TITLE: SOP Registration
DOCUMENT NO: <i>SOP/CRH/AAC/Reg/01</i>
REVISION NO:01
REVISION DATE:01.09.2019
VERSION NO.01
ISSUE/EFFECTIVE DATE:15.09.2019
DOCUMENT CONTROL STATUS: controlled

Standard Operating

Procedure

REGISTRATION

MASTER

CONTROLLED

			DP
Prepared By	Reviewed By	Approved By	
	Head Operations Central Referral Hospital 5th Mile Tadong Gangtok	Officiating Medical Superintendent Central Referral Hospital 5th Mile Tadong Gangtok Sikkim - 737102	

All information in this document is confidential and property of M/s Central Referral Hospital, Gangtok. Reproduction in any form, either in part or full to be done only with written permission.



CRH SIKKIM
MANIPAL
UNIVERSITY
CENTRAL REFERRAL HOSPITAL - SMIMS

Documented Procedure

TITLE: SOP Registration
DOCUMENT NO: SOP/CRH/AAC/Reg/01
REVISION NO:01
REVISION DATE:01.09.2019
VERSION NO.01
ISSUE/EFFECTIVE DATE:15.09.2019
DOCUMENT CONTROL STATUS: controlled

REGISTRATION DESK

1. Abbreviations & Definitions

- 1.1 Abbreviations: OP – Out-patient
 OPD – Outpatient department
 ER- Emergency
 UHID- Unique Hospital identification

1.2 Definitions: To register the patient details for OPD and ER visits

2. Expected Outcome

To register patient demographic detail in system to generate unique hospital number for further treatment.

3. Objective/Purpose

To register the visit of patient to OPD and ER department

4. Scope:

To register and generate Unique Identificatin Number of the patient

5. Procedure:

A. New Registration for OP and ER patients:

1. Patient/patient party is directed to token machine from enquiry counter/help desk. Token machine generates a number which is reflected on the screen along with the counter number directing the patient/patient party to the counter.
2. Patient/patient party is asked to wait until the number in their token is reflected on the screen.
3. Meanwhile Registration form has to be filled by patient/patient party.

			DP
Prepared By	Dr. Mingma T. Sherpa Head Clerk Central Referral Hospital 5th Mile, Tadong, Gangtok	Approved By Officiating Medical Superintendent Central Referral Hospital Tadong, Gangtok	

All information in this document is confidential and property of M/s Central Referral Hospital, Gangtok. Reproduction in any form, either in part or full to be done only with written permission.



CRH SIKKIM
MANIPAL
UNIVERSITY
CENTRAL REFERRAL HOSPITAL - SMIMS

Documented Procedure

TITLE: SOP Registration

DOCUMENT NO: SOP/CRH/AAC/Req/01

REVISION NO:01

REVISION DATE:01.09.2019

VERSION NO.01

ISSUE/EFFECTIVE DATE:15.09.2019

DOCUMENT CONTROL STATUS: controlled

4. The Registration desk clerk receives the registration form & verify the entries made by interacting with the patient/patient party.
5. After verification, computer generates three copies of serially allotted hospital number stickers.
6. Out of three stickers, one is pasted on patient registration card which is handed over to the patient/patient party for further follow-up care, another is pasted on new OPD booklet cover/ER file & third one is pasted in the follow up notes.
7. Collecting consultation charges of Rs.150 for New General OPD/ER visit, Rs.450 for new super specialty visit.
8. The OPD booklet for OP patients and IP file for ER patients is handed over to the patient & is directed to the concerned department.

B. Repeat registration for OPD patients:

1. When the patient/patient party visits the repeat registration counter the clerk present there receive the patient booklet from the patient/patient party.
2. After receiving the booklet the clerk will enter the hospital number of patient in computer & enquires to which dept. the patient wants to visit.
3. Collecting consultation charges of Rs.100 for repeat General OPD visit, Rs.400 for repeat super speciality visit.
4. After entries made by the clerk, computer generates the sticker containing Hospital number, Name, Age, Gender, Dept., date & time of registration.
5. Computer generated sticker is then pasted in the booklet follow up page and handed over to the patient/patient party.

C. Repeat registration for ER patients:

1. The Registration desk clerk receives the UHID number or name & last date of visit to ER, of the patient & verify the details in computer by interacting with the patient/patient party. The patient/patient party is asked to wait at the adjacent dispatch counter.

Prepared By	Reviewed By	Approved By	DP
	Dr. Mingmal Head Operations Central Referral Hospital 5th Mile Tadong, Gangtok	Officiating Medical Superintendent Central Referral Hospital 5th Mile Tadong, Gangtok Sikkim - 737102	
All information in this document is confidential and property of M/s Central Referral Hospital, Gangtok. Reproduction in any form, either in part or full to be done only with written permission.			



CRH SIKKIM
MANIPAL
UNIVERSITY
CENTRAL REFERRAL HOSPITAL - SMIMS

Documented Procedure

TITLE: SOP Registration
DOCUMENT NO: SOP/CRH/AAC/ Reg/01
REVISION NO:01
REVISION DATE:01.09.2019
VERSION NO.01
ISSUE/EFFECTIVE DATE: 15.09.2019
DOCUMENT CONTROL STATUS: controlled

2. The UHID number is shared with the dispatch desk clerk via print. The file containing the desired UHID number is retrieved and handed over to the patient/ patient party via dispatch counter.
3. The patient/patient party is guided to ER department.

6. Responsibilities: Registration clerks, Dispatch clerks

7. Records and References

- I. New registration forms
- II. OP sticker, OPD booklet
- III. Patient registration card

	Dr. Mangata K. Sharma Head Operations Central Referral Hospital 5th Mile, Gangtok		Officiating Medical Superintendent Central Referral Hospital 5th Mile Tadong, Gangtok Sikkim - 737102
Prepared By	Reviewed By	Approved By	DP
All information in this document is confidential and property of M/s Central Referral Hospital, Gangtok. Reproduction in any form, either in part or full to be done only with written permission.			