



CRH SIKKIM
MANIPAL
UNIVERSITY
CENTRAL REFERRAL HOSPITAL - SMIMS

**Documented
Procedure**

TITLE: OUTDOOR PATIENT MANAGEMENT
DOCUMENT NO: <i>SOP/CRH/AAC/OPM/03</i>
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Standard Operating Procedure

OUTDOOR PATIENT MANAGEMENT

**MASTER
CONTROLLED**

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Prepared By	Reviewed By	Approved By	

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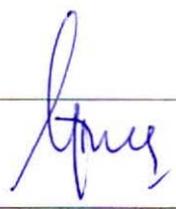


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OUTDOOR PATIENT MANAGEMENT

1. ABBREVIATIONS:

CRH	Central Referral Hospital
OPD	Out Patient Department
MRD	Medical Record Department

2. DEFINITION:

Outpatient department is a part of a hospital where patients are provided medical consultations and other allied services but do not stay overnight.

3. EXPECTED OUTCOMES:

- Patient gets required care from the hospital and the need and expectation of patients are fulfilled.

4. OBJECTIVE :

- 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.

5. SCOPE:

- For patients requiring outpatient services both new and follow up (services include treatment, investigation, consultation, check up and immunization).

6. RESPONSIBILITY:

- The registration clerks at MRD are responsible for issuing registration slip and providing consultation files.
- The patient /party are responsible to fill accurately the data in registration slip and hand over to registration clerk.

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- The OPD Nursing In-charge is responsible for monitoring the respective OPD unit functioning, maintaining necessary records, directing patient to the consultant room and assisting the consultants with the help of the attender and assist in OPD procedures.
- The Consultants are responsible for examination of the patients and for determining the line of management of the ailment / case thereof and advising / administering appropriate management.

7. PROCESS

7.1 OPD CONSULTATION PROCESS

- After the patient is registered, registration number is generated at registration counter and the file is handed over to the patient by the MRD clerk. The patient is then directed to different OPDs by registration clerk based on his/her assessment of the patient requirement /request consultation.
- If he/she is not sure patient is directed to medicine OPD clinic for adults and paediatrics OPD for Children where doctors screens the patient and refer to specialist if required.
- Patient hand over the file to the OPD Nursing In-charge and waits in the waiting area for his/her turn. Patient is called by Doctor/attendant as per his/her turn on the basis of "first come first examine" basis.
- 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 upon the consent of the Consultant.

7.2 RECEIVING THE PATIENT IN CONSULTANT ROOM

- Doctor/Attendant greets the patient and guides him to sit on patient stool/chair by his/her side and not full face across the desk. If patient is unable to sit patient is placed in the examination table
- 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 consultation room

7.3. HISTORY TAKING

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- Doctor identifies the patient by asking his name
- Doctor reads the referral documents / other treatment related documents if any provided by the patient.
- Doctor takes and records the history in the file/ Book 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 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 book and writes down provisional diagnosis.

7.4 PHYSICAL EXAMINATION

- Examination table with footsteps and screens for privacy have been provided in the clinics.
- 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 that 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.

7.5 RISK ASSESSMENT & DIFFERENTIAL DIAGNOSIS

- 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 shifted to emergency/ Operation Theatre/ Dressing Room/ Injection room as required.
- If the patient requires admission he/she and accompanying person is informed and patient is advised for admission.
- If patient requires such interventions / consultation which are not available in the hospital patient is advised for consultations/treatment in higher centre.

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7.6 INVESTIGATIONS

- 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.

7.7 PRESCRIPTION

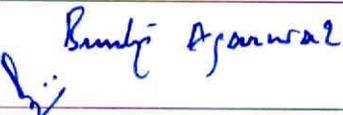
- Doctor prescribes the drugs/procedures after arriving provisional diagnosis/ final diagnosis.
- If required drugs are part of essential drug list and available in the hospital pharmacy they are prescribed in generic name and patient is directed to collect it from OPD Pharmacy.
- Doctor mentions his /her name, initials, date & registration no. on the prescription. A stamp for the same has been prepared for the same.

7.8 FOLLOW UP

- 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.

8. NURSING PROCESS IN OPD

- In case Medical officer prescribes for dressing, the Nurses on duty perform dressing as per Medical officer advice. They enter the details (Name, Type of dressing, bill number) in dressing room register. Patients are advised by dressing personal for next dressing if doctor prescribes the same.
- 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.
- Injections as instructed by the treating doctor are administered by the Nursing staff.
- Nurses are also responsible for checking the functioning of instruments at OPD clinic and report for the maintenance and breakage if any.

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9. PATIENT PRIVACY AND CONFIDENTIALITY

- Patient's privacy is maintained during all OPD procedures including consultation, examination, counselling and procedures like injection and dressing. Screens and curtains have been provided at all such areas of OPD.
- Information and records pertaining to diagnosis and treatment of patients are not shared with anybody except clinical staff involved in treatment.

10. Records :

- New Registration form
- OPD Register
- Immunization Register
- Doctor's order
- Investigation request form
- Medication prescription form

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