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| **Consultation of Patient in Out patient Department** |
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| **Policy Name :**  | **Consultation of Patient in OPD** |
|  |
| **Date of implementation :**  |   |
|   |
| **Approved By :**  |  ***Superintendent in Chief / Chief Medical Superintendent*** |
|  |
|   | Name : |
|   | Signature :  |
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|   |
| **Reviewed By:**  | ***District Hospital Quality Assurance Team (Incharge / Member)*** |
|   |
|   | Name : |
|   | Signature :  |
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|   |
| **Issued By:**  | ***SiC / CMS / Quality Manager*** |
|   |
|   | Name : |
|   | Signature :  |
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|   |
| **Responsibility of Updating :**  | ***Head Of Department***  |
|   |
|   | Name : |
|   | Signature :  |
|   |
| **Last Date of Updating** |   |
|  |   |

**A. Purpose**: To provide guidelines/ instruction regarding the Outpatient registration process.

**B. Scope**: Consultancy services

**C. Abbreviations**:

1. OP - Out patients

2. OPD - Out patient department

**D. Policy**:

**1. Registration of patient**: Computerized Registration

**2. New Patient**:

Patients intending to consult the OPD clinic of any consultant of the hospital are required to get a Computerised Registration prior to the consultations.

Patient will attend the OPD registration desk for new patient registration and wait in que for their respective turn.

As their turn comes patient will inform the following details to the registration clerk:

a. Name of the patient

b. Age c. Sex

d. OP clinic intending to consult or the disease suffering from so that the registration clerk can guide them to the proper OP.

Patient's details are fed into the new patient OPD Computerized Registration and a registration fee of

Re.1.00 is collected from the patient .The following patients are exempted from paying the registration

charges:

1. Member of both houses of the Parliament.

2. Member of the Legislative Assembly.

3. State Government Employees.

4. Freedom Fighter.

5. Below Poverty Card (BPL) holders.

Patient is allotted an OPD registration number (UHID No.) which is valid for15 days and patient OPD ticket is prepared.

The OPD Ticket is handed over to the patient. In case of nonpaying patients, the word "FREE" is indicated in the OPD Ticket

The OPD number of a particular specialty is indicated in the OPD Ticket of the patient.

**3. Follow Up Patient**:

Patients visiting the OPD of the hospital for follow up consultation within fifteen days from the date of previous consultation will attend the "follow up patient registration counter" and would wait in queue. The patient will hand over the previous OPD Ticket to the registration clerk.

The registration clerk will record the OPD registration number of the patient as indicated in the OPD

Ticket along with the patient's name, age, sex in the designated Computerised Registration. No fee is charged for such patients.

A seal is marked in the OPD Ticket of the patient and the same is handed over to the patients who then

visit the particular OP clinic.

**Computerized records generated:**

OPD Registration new / renewal/ Payment

Renewal of old cases

Computerized Payment record.