

2018



**Standard Operating Procedures for Public  
Health Facilities- Uttar Pradesh**



राष्ट्रीय स्वास्थ्य

**Out Patients Department**

Version No.: 1.0



## Out Patient Department

### Purpose:

To create a friendly, caring and efficient atmosphere and to maintain a high standard of care to all patients attending the outpatient department as per the need and expectations of the patients and to enhance patient satisfaction.

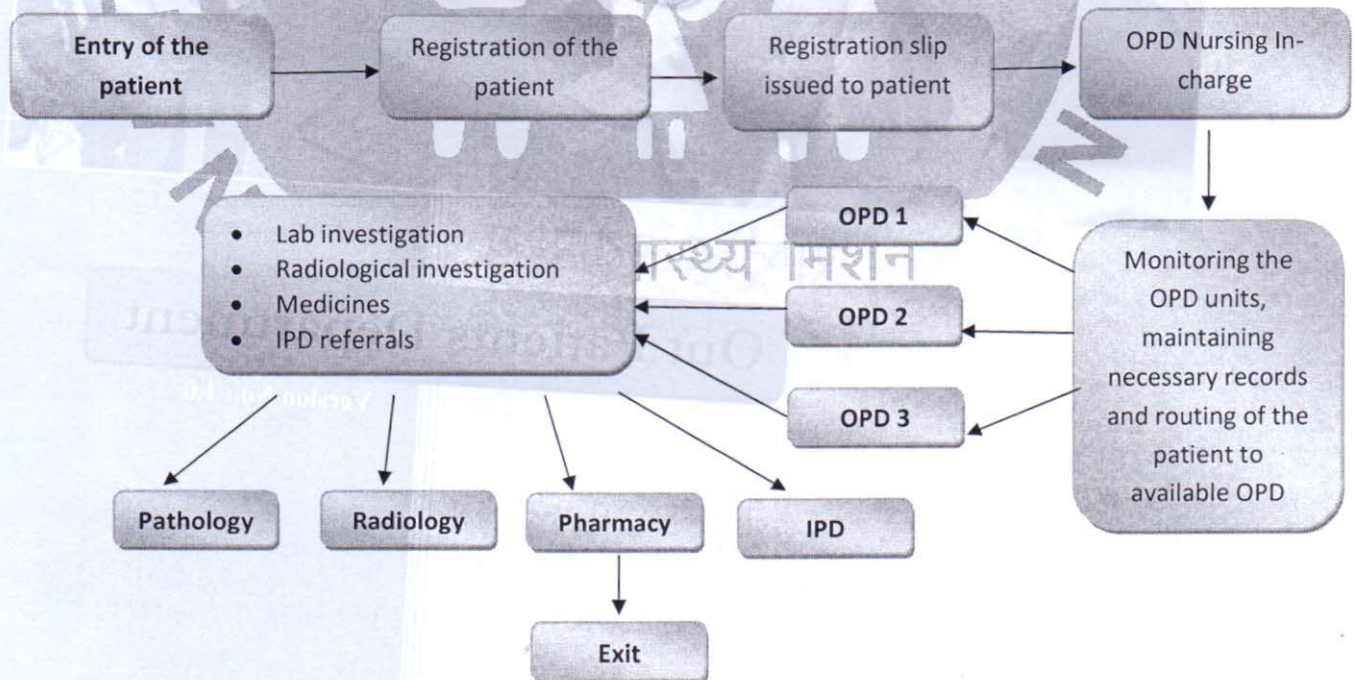
### Scope:

It covers the persons who visit the OPD facility (new and follow up patients) for treatment, investigation, consultation, check-up and immunization.

### Responsibility:

- The registration clerks are responsible for issuing registration slip and providing consultation appointments.
- The OPD Nursing In-charge is responsible for monitoring the respective OPD unit functioning, maintaining necessary records and assisting the consultants.
- The Consultants are responsible for examination of the patients and for determining the line of management of the ailment / case thereof.

### Process Map:



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Outdoor Patient Department	Standard Operating Procedure SOP/NQAS/OPD - 1.0
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**5. Standard Procedure:**

S. No.	Activity	Responsibility	Reference Document / Records
5.1	<p>Facility provides OPD services as mandated in minimum assured services by Indian Public Health Standards in respect of the type of Facility.</p> <p>All the maternal and Child Health Services are provided as per IPHS for District Facilities and Operation Guidelines for Maternal &amp; Child Health issued by MoHFW, Government of India.</p> <p>This includes-</p> <ol style="list-style-type: none"> <li>1. Antenatal Care including Management of High Risk Pregnancies referred form level 1 and 2 institutions</li> <li>2. 24X7 services for Emergency Obstetric Care &amp; New-born care</li> <li>3. Emergency Care of Sick Children</li> <li>4. Family Planning Services</li> <li>5. Medical Termination of Pregnancy</li> <li>6. Treatment of RTI / STI</li> <li>7. Essential Laboratory Services</li> <li>8. Referral Transport Services</li> </ol> <p>All services available in the Facility are communicated through citizen charter &amp; Enquiry Desk.</p>	CMS	Indian Public Health Standards
<b>Antenatal Care</b>			
	<p><b>Registration and First ANC Visit-</b></p> <ul style="list-style-type: none"> <li>• Any patient coming to the facility for Doctor's consultation is registered at registration counter and OPD slip is issued to him / her.</li> <li>• Pregnancy is confirmed by conducting physical examination / urine test using pregnancy test kit</li> </ul>	Registration Clerk	OPD registration slip

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