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GOVT. OF NCT OF DELHI
NEHRU HOMOEOPATHIC MEDICAL COLLEGE & HOSPITAL
B-BLOCK, DEFENCE COLONY, NEW DELHI-110024

Manual 3
Procedure followed in decision-making process
(Section 4(1) (b) (iii))

**Flow Process Chart for Patient Care
in OPDs**

S.No	Activity	Decision making Authority	Supervision/ Accountability	Time Frame
1	To register the patient and allocate a registration number to the patient on the OPD slip	Registration Clerk	OPD Incharge	Same day - 5 minutes
2	To direct the patient to the Doctor In-charge	Doctor In-charge	OPD Incharge	Same day -5 minutes
3	To examine the patient, record the case	Doctor In-charge	OPD Incharge	45minutes – One hour
4.	Case Analysis	Doctor on Duty	OPD Incharge	45 minutes- One hour
5.	Investigation advised	Doctor on Duty	OPD Incharge	5 minutes
6.	Prescription	Doctor on Duty	OPD Incharge	10-20 minutes
7.	Investigations Done	Pathologist Incharge and Radiologist Incharge.	OPD Incharge	15-20 minutes
8.	Submission of Investigations	Doctor on Duty	OPD Incharge	15-20 minutes
9.	Management Advised, diet exercise	Doctor on Duty	OPD Incharge	10 minutes
10.	Dispensing of medicines	Pharmacist	OPD Incharge	5-10 minutes.

Cont. - 2

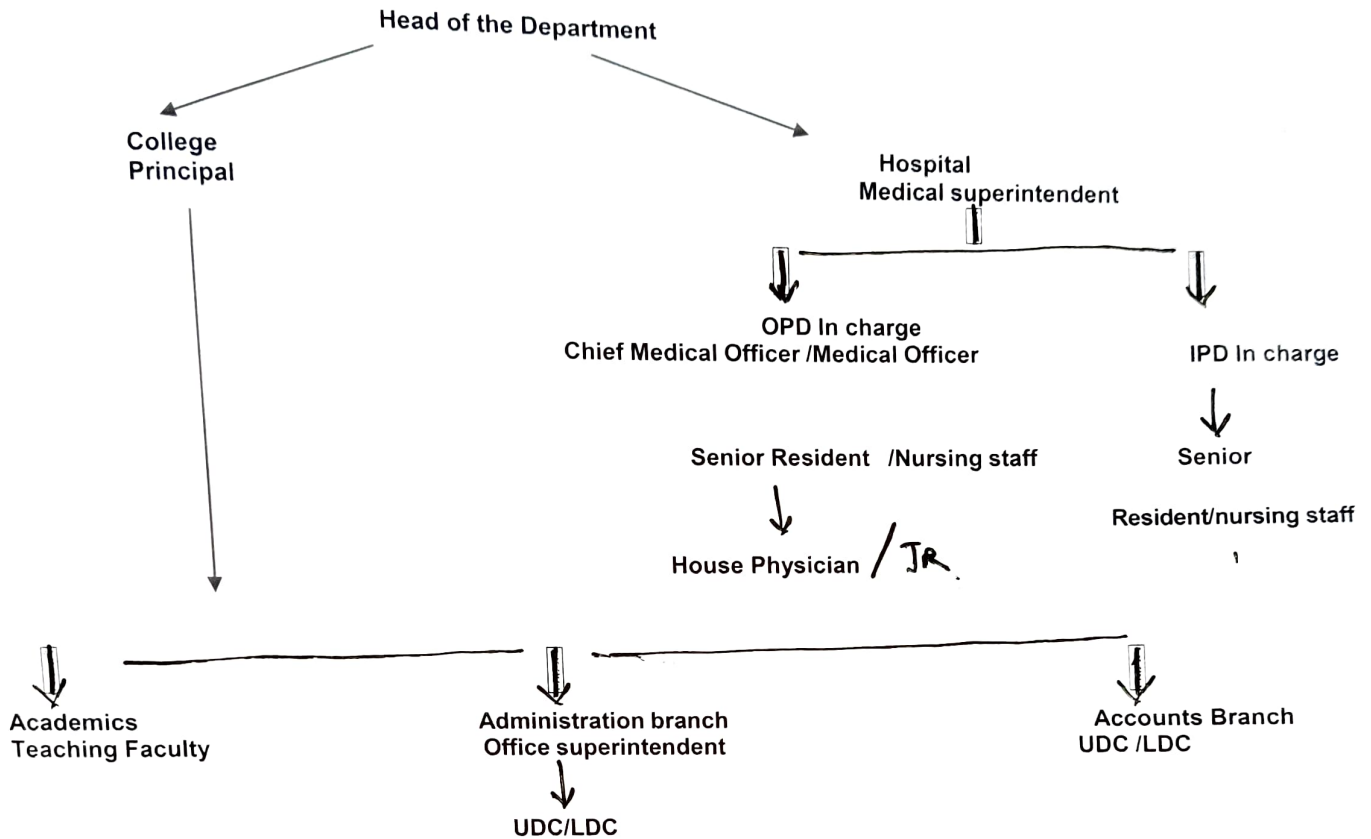
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Flow Process Chart for Patient Care in IPDs

S. No.	Activity	Decision making Authority	Supervision/ Accountability	Time Frame
1	Registration of Patients	Registration Clerk	IPD Incharge	Same day - 5 minutes
2	Case taking and analysis	Registrar/Senior Resident	IPD Incharge	Within two hours of admission in chronic cases (Except Emergency Cases)
3	To discuss and decide about the medicine	Registrar/Unit In-charge/Other Doctors of the Unit	IPD Incharge	Within three hours of admission in chronic cases.
4.	Investigations of the Patient	Registrar/IPD In-charge	IPD Incharge	Same day or within two days depending upon the type of investigation.
5.	Dispensing of Medicine	Staff Nurse	IPD Incharge	Immediately as advised by Doctor.
6.	Discharge of Patient	Registrar and any of the Unit Doctors	IPD Incharge	As per the case.

1. In case of any difficulty faced by the patient the same is solved by the grievance officer (In charge OPD, M.S).
2. Medical Superintendent is the final authority in case the problem is not solved at above mentioned level.

Channel of Supervision :



Administrative works

Time limit for Decision making :

- Decisions are taken as early as possible on priority basis .
- Patient care/student related decision taken on priority basis

Sr. No	Activity	Level of Action	Time frame
1.	To receive dak and put a diary number	Counter clerk	Same day
2.	To mark dak to Head of office	H.O.D.	Same day
3.	To mark dak to Office Supdt	H.O.O.	Next day
4.	To mark dak to concerned dealing assistant	O.S.	Same day
5.	To put up the dak in concerned file	Dealing .Asstt.	1-5 day
6.	To mark dispatch number on the letter	Counter clerk	Same day
7.	To deliver the letter	Messenger	1-5 day