

C/138

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

Manual 3

[C/138 100/11 17]

**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 In charge	Same day - 5 minutes
2	To direct the patient to the Doctor In-charge	Doctor In-charge	OPD In charge	Same day -5 minutes
3	To examine the patient, record the case	Doctor In-charge	OPD In charge	45minutes – One hour
4.	Case Analysis	Doctor on Duty	OPD In charge	45 minutes- One hour
5.	Investigation advised	Doctor on Duty	OPD In charge	5 minutes
6.	Prescription	Doctor on Duty	OPD In charge	10-20 minutes
7	Management Advised, diet exercise	Doctor on Duty	OPD In charge	10 minutes
8.	Dispensing of medicines	Pharmacist	OPD In charge	5-10 minutes.

Flow Process Chart for Patient Care in IPDs

S.No.	Activity	Decision Making Authority/ Responsibility	Supervision/ Accountability	Time Frame
1	Registration of Patients	JR/ SR/ Faculty	Nursing I/C IPD	Registration Timing: 9:00am to 3:30pm, Same day- within 30 minutes
2	Case Taking and analysis, to discuss & decide about the medicine	JR/ SR/ Faculty	Treating Physician	Within 24 hours as per NABH norms
3	Investigations of the Patient	JR/ SR/ Faculty	Treating Physician/ IPD I/C	Same day or within 2 days depending upon the type of investigation
4	Dispensing of Medicine	Staff Nurse	Nursing I/C IPD	Immediately as advised by the Doctor
5	Discharge of Patient	JR/ SR/ Faculty	IPD I/C	As per the case

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

c/136

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