

Manual 4
Section 4 (1) (b) (IV)

Norms set for the discharge of function

S.No	Activity	Time frame/Norms	Remarks
1	Investigation Report	After 1-2 days on subsequent visit of the patient	Computerized reporting
2.	Medicine Dispensing in Pharmacy	1-5 days for Acute illness 1-2 weeks for chronic illness	Drug slips are countersigned by the prescribing doctors. Or requisitions are forwarded to pharmacy through computerized system

S.No.	Activity	Time Frame/Nors	Remarks
Patient Related activity			
1	OPD Consultation	9.00 am to 2.00 PM	
	Issue to UHID Card Issue to OPD Card <u>OPD investigation</u> (a)Blood (b)X-ray (c)C.T./Scan (d) USG (e) EKG	1 Minutes 1 Minutes <u>Tests</u> Same/Next Day Same/Next day Same day Appointment <u>Immediate</u>	<u>Report</u> By next day By next day Same day Same day Immediate if <u>required</u>
2.	Indoor Investigation	Same/next day	Same/next day
3.	Rounds	Every morning	
4.	Operation Theater	As per Schedule	Emergency cases are given priority & urgency.
Service Matter			
1.	1 Routine Matter 2.Urgent Matter 3. Immediate	7 days 3 days Same day	

	Matter		
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