

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

Patient Care Activities

Sr.No.	Facility	Process	Average Time
1.	OPD Consultation	1) All first time Patient shall get registered in OPD between –9.00 AM to 12.00 PM (Mon. to Fri.) 9.00 AM to 11.30 pm (Saturday) at computerized counter. UHID Number will be generated which is valid for lifetime.	10-20 Minutes
2.	Emergency Consultation	1) Patients shall visit of emergency and will be examined by doctors posted in casualty.	10-30 Minutes
		2.) Patient will be advised treatment and if required will be referred to specialty.	5-10 Minutes
		3) After examination he/she shall get registered in Enquiry at computerized counter on Recommendation of C.M.O./E.M.O. on duty	5-10 Minutes
3.	Admission to Hospital	1) Patient shall be registered in OPD or Emergency. Emergency patient needing observation will be admitted in emergency by CMO on duty in the emergency ward and inform specialty officer on duty. CMO will also provide basic emergency medical care / first aid	
		2) OPD Patients shall be attended by consultant/Deptt. doctor and admission will be advised, if required. The department can schedule admissions.	10-30 Minutes in OPD & immediate in Casualty
		3) Admission Card will be made at Enquiry Counter in room No. 59	5-10 Minutes
		4) Bed will be allotted to patient in Ward/Emergency by Enquiry Counter	Immediate
4.	X-ray, Ultra Sound and Laboratory investigations (OPD)	1) Patient shall get registered in OPD or Emergency	10-30 Minutes in OPD & immediate in Casualty
		2) Patient shall be attended by Doctor and test will be advised, if required.	10-30 Minutes in OPD & immediate in Casualty

		3) No fee is to be deposited	---
		4) Registration of X-ray at Room NO 21 & EKG at 30 & Registration for blood tests at Room No 3 & 4. For FNAC or special test at main lab Room No 54.	
		EKG is handed over soon after recording X-ray will be done & samples of Blood, Urine, Stool & other specimens shall be accepted on respective counters. Certain tests will need scheduling	10-20 Minutes
		Report	Shall be available by next OPD day for most of the tests on line through computerized HIS system
5.	<u>Emergency:</u> X-ray and Laboratory Investigations	Whichever test are available, shall be carried out immediately	Report shall be made available as early as possible depending upon urgency reported by the doctor (free of cost)
6.	Birth and Death Certificate	Details of Birth and Deaths, in the hospital are entered in software provided by MCD by internet and, reference number is provided to the concerned person for obtaining the certificate from concerned MCD office.	Two to three weeks
7.	Blood Bank	The consultant of this hospital shall requisition blood	
		Cross Matching	10-20 Minutes
		Bleeding of the donor & issue of blood, if group is available in the blood bank for routine cases. Relative Blood Donor are required	30- 60 Minutes
8.	USG	1) Patients shall get registered in OPD or emergency	10-30 Minutes in OPD
		2) Patient shall be attended by consultant and test will be advised, if required	10-30 Minutes in OPD

		3) An appointment will be given for the test on first come first serve basis	Appointment is normally available with in two to three days
		4) Reports	Immediate

PURCHASE PROCEDURE

S.No	Facility	Process	Average Time
1.	Purchase procedure	<p>a. E equipment costing more than 1 Lac, is purchased through Equipment & Maintenance committee.</p> <p>b. For items costing below Rs. 1 Lac, purchase is through open tender Enquires by the Hospital.</p> <p>c. Items costing more than Rs 1 Lac through e-tender/limited tender enquiry</p> <p>d. Contingency purchasing for less than Rs 10000/- (Ten thousand) from open market.</p>	<p>Purchase through PIO/MCD about 4 to 6 month.</p> <p>Finalization of Hospital open tender takes about two to four months</p>
		Demand along with s specifications received from the user department	Purchase through hospital open tender takes one to two months in normal circumstances
		Procurement committee scrutinized demand	
		Total Demand compiled by store officer	
		Procurement committed scrutinizes demand	
		Open tender is floated & processed by two bid system (Technical & price)	
		Technical bid evaluated by Technical Committee.	
		Approved Technical bids evaluated for price bid.	
		Finalization of tender by purchase committed followed by placement of supply order.	
		Deliveries of items/received in store	
		Inspection of quality & quantity in store by inspection committee/concerned	

		department followed by issue to user department	
		E-tendering/procurement process is through MCD online website	

Repair and maintenance procedure

S.NO	Facility	Process	Average Time
1	Repair and Maintenance Procedure for Equipment	<p>As a general policy at the time of placing order to a firm it is encouraged to get commitment from OEM or their principal firm to provide AMC terms for a period of 3 years post warranty period. The cause is incorporated into the mandatory clause & specification of any equipment that requires regular maintain.</p> <p>Request for Equipment repairs & maintenance along with estimated duly approved by HOD is received by Equipment & Maintenance officer</p> <p>Proposal for repairs & maintenance of equipment are put up before repair & maintenance committee.</p>	Takes about two to three weeks to place order in normal circumstances.

		Recommendations are noted in minutes & signed by all members of the committee.	
		Final proposal is put up to Medical Superintendent after routing these through the accounts department	
		Medical superintendent accords administrative approval & financial sanction. up to 6 lacs after the concurrence of finance.	
		Officer order of financial sanction is issued after approval by M.S. and copies of which are sent to Audit & Accounts department	
		Orders for repairs & AMC are issued by Addl. M.S.	