Hospital Policy & Procedures Manual

This document outlines key policies and procedures followed by the hospital for patient care, information management, quality monitoring, and human resource practices. This manual is intended for internal reference and quality assurance purposes.

1. Medical Records & Information Management (IMS)

1.1 Confidentiality of Medical Records

All patient medical records are treated as confidential. Access to medical records is restricted to authorized personnel involved in patient care and administrative functions. Patient information is disclosed only as required for treatment or statutory purposes.

1.2 Access Control and Record Security

Medical records are maintained in both physical and electronic formats. Physical records are stored in designated record rooms with controlled access. Electronic medical records are protected through role-based access controls and password authentication.

2. Quality Monitoring and Improvement (CQI)

2.1 Monitoring of Quality Indicators

The hospital monitors selected quality indicators to assess service efficiency and patient experience. Key indicators currently tracked include OPD waiting time and incident reporting trends. Relevant data is periodically reviewed by departmental heads.

Quality-related data is collected and reviewed to identify opportunities for improvement. Corrective actions may be initiated based on observed trends.

3. Human Resource Management (HRM)

3.1 Employee Records

The hospital maintains individual staff files for all employees. These files include personal details, qualification documents, appointment letters, and training records. Staff leave records are also maintained by the administration department.

3.2 Training and Development

Employees are encouraged to participate in training programs relevant to their roles. Records of internal and external training attended by staff are maintained for reference.

Note: This document represents internal policy documentation and is subject to periodic review and updates as part of the hospital's quality assurance activities.