

Hospital Policy & Procedures Manual

Approved Master Copy

1. Registration and Admission

All patients presenting to the hospital are registered through a standardized admission workflow. At the time of registration, patient identity is verified using at least two identifiers, such as full name and a unique hospital identification number. Registration details are entered into the hospital information system, and expected timelines for completion of admission formalities are defined and monitored by administrative staff.

2. Emergency Services

The hospital maintains a structured emergency response system. A written emergency management protocol outlines triage, stabilization, referral, and discharge processes. Medico-legal cases are managed according to established procedures, and documentation is maintained accordingly. Ambulance services are available, and vehicle maintenance records are periodically reviewed to ensure readiness.

3. Blood Transfusion Services

Blood and blood components are administered based on clearly defined clinical indications. Prior to transfusion, written informed consent is obtained from the patient or legally authorized representative. Patients are monitored during and after transfusion at defined intervals, and vital parameters are documented. Any adverse transfusion reactions are recorded and reported as per established reporting mechanisms.

4. Medication Management

The pharmacy department follows documented systems governing the purchase, storage, prescription, and dispensing of medications. Drugs are procured through approved vendors, stored under recommended environmental conditions, prescribed by authorized medical practitioners, and dispensed by qualified pharmacy personnel. Temperature logs and dispensing records are maintained.

5. Infection Prevention and Control

An infection prevention and control program is implemented under the supervision of a designated committee. A comprehensive infection control manual outlines sterilization practices, hand hygiene protocols, and standard precautions. Biomedical waste is segregated, handled, and disposed of in accordance with applicable regulations. Compliance audits are conducted periodically.

6. Facility Management and Safety

The hospital has a documented safety framework covering fire prevention, emergency preparedness, and equipment maintenance. Fire detection and alarm systems are installed, and evacuation procedures are displayed in patient care areas. Emergency response plans, including disaster management protocols, are defined. Preventive and breakdown maintenance schedules are maintained for critical equipment. Mock drills are conducted at planned intervals.

7. Information Management and Confidentiality

Patient health information is maintained with strict confidentiality. Access to medical records is restricted to authorized personnel based on defined access privileges within the hospital information system. Data protection measures, including password-controlled access and periodic access reviews, are implemented to safeguard electronic medical records.

8. Record Retention and Disposal

The organization defines retention timelines for outpatient, inpatient, medico-legal, and death records. Records exceeding the retention period are disposed of securely through shredding in the case of physical files and secure digital deletion processes for electronic records. Disposal actions are documented.

9. Continuous Quality Improvement

A formal Quality Improvement Program is operational. Key performance indicators are identified across departments. Data is collected through structured mechanisms, analyzed periodically, and discussed during review meetings. Corrective and preventive actions are initiated where deviations are observed, and effectiveness of interventions is evaluated.

10. Human Resource Management

Roles and responsibilities are formally documented for all categories of staff. Individual personnel files include appointment letters, qualification certificates, training records, and leave documentation. A grievance redressal mechanism is in place, and disciplinary procedures are followed as required. Periodic performance reviews are conducted.