

1. Registration and Admission

Patients are registered at the reception counter before consultation. Basic demographic details are recorded in the hospital system.

2. Emergency Services

The hospital provides emergency services for walk-in patients. Emergency cases are attended by the duty doctor.

3. Blood Transfusion

Blood transfusion may be administered when required based on clinical judgment.

4. Medication Management

Medicines are stocked in the pharmacy and dispensed to patients based on prescriptions.

5. Infection Control

The hospital follows general cleanliness practices. Staff are advised to wash hands regularly. Cleaning staff perform routine cleaning of floors and surfaces.

6. Facility Management and Safety

Fire extinguishers are placed in key locations. Basic safety measures are followed.

7. Information Management System

Patient records are maintained in physical and electronic format. Patient information is treated confidentially. Access to electronic medical records is provided to relevant staff.

8. Record Storage

Records are stored in the records room and on hospital systems.

9. Quality Monitoring

The hospital monitors certain quality indicators such as OPD waiting time and patient complaints. Data is reviewed periodically during meetings.

10. Human Resource Management

The hospital maintains employee records including qualification documents, appointment letters, and leave records. Training sessions are conducted when required.