

**Hospital Policy & Procedures Manual**  
**Draft Version – Internal Circulation**  
**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.