



DEDER GENERAL HOSPITAL

OPD SERVICE PROTOCOL

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SMT APPROVAL SHEET

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INTRODUCTION

The Outpatient Department (OPD) is the primary gateway through which the majority of patients access healthcare at **Deder General Hospital**. It serves as the central point for preventive, diagnostic, curative, and referral services, providing care to both acute and chronic patients in a structured and patient-centered manner.

This protocol establishes clear standards, procedures, and quality assurance measures for OPD service delivery in alignment with **Ethiopian national healthcare standards**, the **EHAQ 4th Cycle Audit Tool**, and the **Ethiopian Hospital Service Improvement Guideline (EHSIG)**.

By implementing **Electronic Medical Records (EMR)** and a **block-based appointment system**, the hospital aims to:

- 🔗 Improve patient flow and reduce overcrowding.
- 🔗 Ensure efficient use of resources.
- 🔗 Provide timely, evidence-based care.
- 🔗 Enhance patient satisfaction and safety.








This document also incorporates specific operational and monitoring standards to ensure that **all OPD services** meet the expectations of both patients and regulatory bodies.

Purpose

To establish a standardized, efficient, and patient-centered framework for the delivery of outpatient services, ensuring timely access to care, optimal patient flow from arrival to discharge, reduced waiting times, Promotes health literacy and patient engagement, and high-quality clinical outcomes. This protocol aims to streamline operations across all OPD units, including general clinics and specialty clinics.

Scope

This protocol applies to:

-  **Central Triage Services**
-  **General Outpatient Clinics** (Adult & Pediatric)
-  **Specialty & Sub-specialty Clinics** (Internal Medicine, Surgery, Pediatrics, Obs/Gyn, Ophthalmology, ENT, Dental, Psychiatry, Orthopedics, Dermatology, etc.)
-  **Referral Clinics** (HIV, TB, Chronic Illness, Maternal Health, etc.)
-  **Minor Procedure Rooms**
-  **OPD-linked Support Services** (Pharmacy, Laboratory, Imaging)
-  **Health Literacy** and Patient Education Units

Objectives

1. Provide timely, evidence-based, patient-focused care.
2. Reduce waiting times and avoid overcrowding through effective triage, appointment, and queuing systems.
3. Strengthen integration between OPD and support services for seamless care.
4. Ensure **100% EMR use** for documentation and decision-making.
5. Uphold patient safety, privacy, infection prevention, and satisfaction.
6. Improve service quality through continuous monitoring and feedback.

Key Principles




- 🔗 **Patient-Centered Care:** Prioritize patient dignity, privacy, and convenience.
- 🔗 **Efficiency:** Minimize idle time and bottlenecks in patient flow.
- 🔗 **Equity:** Ensure fair access to services regardless of patient background.
- 🔗 **Safety:** Maintain infection control, medication safety, and accurate documentation.
- 🔗 **Accountability:** Assign clear roles and responsibilities with performance tracking.

Governance & Organizational Structure




Position	Key Responsibilities
OPD Director / Case Team Manager	Strategic planning, oversight of all OPD activities, QI leadership, reporting to CCO/MD.
Nurse Coordinator	Nursing operations, supply chain oversight, IPC compliance, nursing performance audits.
Specialists	Specialty clinic service provision, mentorship to junior staff, complex case management.
General Practitioners (GPs)	General clinic service provision, triage support, referral decisions.
Nurses	Triage, patient education, minor procedures, follow-up coordination.
Support Staff (Runners, Cashiers, Phlebotomists, Cleaners, Security, Health Educators)	Operational flow support, payments, diagnostics, cleanliness, safety, and patient engagement.

Facility & Layout Standards



Central Triage Area

-  Opens **30 minute before clinic hours**.
-  Staffed by GP trained in triage protocols.
-  Equipped with: BP apparatus, thermometers, weighing scale, pulse oximeter, glucometer, emergency trolley.




Waiting Areas

-  Adequate seating ($\geq 80\%$ patient capacity), ventilation, and lighting.
-  Multimedia health education (TV screens, posters, leaflets).
-  Separate areas for **adults, children, and suspected TB patients**.

Procedure Room

-  Examination couch, privacy curtains, EMR terminal, PPE.
-  Minor procedure kits (sutures, dressing packs, local anesthesia).

Support Service Points

-  **OPD Pharmacy:** Within 50 meters of consultation area.
-  **Lab Sample Collection:** Inside OPD or directly linked via corridor.
-  **Radiology:** Clear signage and fast-track for urgent cases.

OPD Medical Equipment and Furniture

The OPD shall be equipped according to **EHSIG facility standards** to ensure safe, effective, and efficient service delivery.

A. Central Triage

- + Triage room with office furniture
- + Examination bed
- + Thermometer
- + Glucometer
- + Adult stethoscope
- + Adult sphygmomanometer (automatic or manual)
- + Adult weight and height scale
- + Resuscitation tools
- + Patient monitor with ECG monitoring (for general and tertiary hospitals)
- + Pulse oximetry
- + Wheelchair
- + Stretcher
- + Screens, partitions or separate rooms
- + Gloves, face masks and other personal protective equipment
- + Wall clock
- + Microphone/Public address system

B. General OPDs

- + Examination bed,
- + Chairs and tables,
- + Stretcher,
- + Wheel chair,
- + Stethoscope,
- + Sphygmomanometer (automated or manual),
- + Otoscope,
- + Tongue depressor,
- + Ophthalmoscope,
- + Thermometer,
- + Weight and height scale,
- + Measuring tape,
- + Screen for patient,
- + Minor procedure kits, Computer and
- + Communication material
- + Waste bins (color-coded for medical waste segregation).
- + EMR terminal or computer.

C. Minor Procedure Room

- + Procedure table with adjustable height.
- + Sterile dressing trolley.
- + Instrument sets (minor surgery, suturing, incision & drainage).
- + Autoclave or sterile supply access.
- + PPE stock (gloves, masks, gowns, eye protection).
- + Sharps disposal container.
- + Adequate lighting and suction apparatus.

D. Waiting Areas

- ✚ Adequate benches/chairs for $\geq 80\%$ of peak patient load.
- ✚ Fans or ventilation systems.
- ✚ Multimedia health education screen or posters.
- ✚ Drinking water dispenser.
- ✚ Hand hygiene station with soap or sanitizer.

E. Support Service Points

- ✚ **Laboratory Sample Collection Area:** Chairs, phlebotomy table, tourniquets, collection tubes, biohazard waste bins.
- ✚ **Pharmacy:** Dispensing counter, drug shelves, storage cabinets, counseling area with chairs.
- ✚ **Radiology Waiting Area:** Seating, queue display system (if available).

Service Delivery Process

Patient Flow

1. Reception & Registration

- ✚ All patients registered in EMR.
- ✚ Verification of ID and contact information.

2. Central Triage

- ✚ **Emergency cases** → **ED immediately.**
- ✚ **Routine cases** → **General or Specialty clinic.**
- ✚ Vital signs and brief assessment documented.

3. Consultation

- ✚ Full history & examination.
- ✚ Investigations ordered via EMR.
- ✚ Treatment plan documented.

4. Diagnostics

- ✚ Lab/imaging orders and results linked to EMR.

- ✚ Urgent results communicated verbally to clinician.

5. **Treatment & Pharmacy**

- ✚ e-Prescriptions issued.
- ✚ Pharmacist provides counseling.

6. **Procedures**

- ✚ Minor interventions (I&D, suturing, dressings, splints).

7. **Follow-up & Appointments**

- ✚ Scheduled in EMR with time block allocation.
- ✚ Priority slots for chronic disease patients.

8. **Exit & Feedback**

- ✚ Patient satisfaction survey before departure.
- ✚ Complaints logged for review.

Operational Standards

A. **Service Hours & Readiness**

- 📎 Triage and reception open **Before 7:30 AM.**

📎 **OPD services:**

- ✚ **Morning:** Begin Before **8:00 AM** and run until **12:30 PM**
- ✚ **Lunch Time:** **12:30 PM – 1:30 PM**-will be covered by assigned staff
- ✚ **Afternoon:** **1:30 PM – 4:30 PM**

B. **Block-Based Appointment System**

- 📎 Follow-up and chronic disease patients prioritized in **dedicated time slots.**
- 📎 Phone reminders sent to reduce no-shows.
- 📎 Walk-in patients accommodated only after scheduled appointments where capacity allows.

C. Services

The OPD shall provide the following services in alignment with **scope-based practice**:

1. General Medical Services:

- ✚ Adult and pediatric consultations for acute illnesses.

2. Specialty Clinics

- ✚ Ophthalmology,
- ✚ Dental,
- ✚ Psychiatry, etc.
- ✚ ART Clinics
- ✚ TB clinic
- ✚ Maternal and Child Health
- ✚ Chronic Illness follow-up

3. Referral Clinics:

- ✚ Surgery,
- ✚ Pediatrics,
- ✚ Obstetrics/Gynecology,

4. **Preventive Services** – Immunization, health education, screening (BP, blood sugar, cervical cancer, TB).
5. **Minor Procedures** – Suturing, wound dressing, incision and drainage, foreign body removal, splinting, biopsy.
6. **Diagnostic Services** – Laboratory sample collection, imaging requests, ECG, ultrasound.
7. **Pharmacy Services** – OPD-linked dispensing with patient counseling.
8. **Health Literacy Programs** – Waiting area education sessions, distribution of IEC materials.

D. Prioritization & Patient Safety

- ✎ Consultation prioritization criteria posted in waiting areas.
- ✎ Same-day interdepartmental consultations for urgent referrals.
- ✎ Isolation protocols for infectious disease suspects in triage area.

E. Documentation

- ✎ All encounters recorded in **EMR**.
- ✎ HMIS diagnosis codes entered before end of each working day.

EMR Integration

- ✎ **Mandatory EMR use** for all encounters.
- ✎ Linked to pharmacy, lab, radiology, and inpatient wards.
- ✎ **Monthly EMR audit** for completeness and accuracy.

Support Functions





- ✎ **Health Literacy:** Daily education sessions in waiting areas; IEC materials in Afaan Oromo, Amharic, and English.
- ✎ **IPC Measures:**
 - ✚ Hand hygiene stations at every OPD entry.
 - ✚ Cough corners with masks and tissue boxes.
 - ✚ Daily surface disinfection checklist.
- ✎ **Minor Procedure Room:** Fully stocked, with staff trained in aseptic techniques.

Human Resource Deployment

Position	No.	Duty Coverage
OPD Director	1	Full-time

Nurse Coordinator	1	Full-time
Specialists	As per specialty	Clinic days
GPs	3	Full-time
IESO	1	Full-time
Nurses	30	Full-time
Health Educators	2	Daily
Runners	8	Full-time
Cashiers	1–2	OPD hours
Phlebotomists	2	Full-time
Security	6	Full-time

Monitoring & Evaluation

-  **Daily:** Waiting time log, EMR completeness check.
-  **Weekly:** Service gap review.
-  **Monthly:** STG Monitoring, performance dashboard update.
-  **Quarterly:** Clinical audits, patient satisfaction survey analysis.