

Civil Hospital Gurgaon	Standard Operating Procedure No 11	Document No CH/GGN/IPD/7
	INPATIENT DEPARTMENT	Date of Issue: 01-01-2016

1. Purpose

To provide guidance in achieving goals of safety, permanency, and well-being for the patients served.

To fulfill Needs and expectation of Patients are established This guidance is intended to promote a culture of excellence in serving patients/relatives by creating opportunities for developing the quality of organization.

Patient's satisfaction is enhanced for continuous improvements

2. Scope

This policy is applicable to all patients admitted in the inpatient facilities of the hospital from the Out Patient Department and Emergency Department areas for improvement of the quality of hospital.

3. Responsibility: - treating doctor, , nursing staff.

4. DEFINATIONS

4.1 IN PATIENTS

A hospital patient who occupies a bed for at least one night (12 hours) in the course of treatment, examination, or observation is considering as in patients.

4.2 IN PATIENTS SERVICES

Inpatient services refer to medical treatment that is provided in a hospital or other facility, and requires at least one overnight stay.

4.3 TRAUMA CENTRE

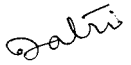
"Trauma" is the Greek word for "a wound" (and also for "damage or defeat").

A specialized facility in a [hospital](#) that is designed to provide diagnostic and treatment services for [trauma](#) patients with physical injuries.

5. PROCESS:

5.1 Admission of Patient from Out Patient Departments of the Hospital

In the hospital, patient admitted from the outpatient department through treating consultant, he will be advised to patient for admission in OPD Prescription in Written after preliminary diagnosis, physical examination and or test results required admission. Inform verbally to

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 11	Document No CH/GGN/IPD/7
	INPATIENT DEPARTMENT	Date of Issue: 01-01-2016

reception, the patient is admitted to the different inpatients facilities of the hospital like Ward, ICU, etc.

The initial assessment for inpatient is documented immediately. Initial assessment includes:

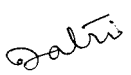
- Patients History Noted
- Patients family history
- Physical Examination
- Provisional diagnosis
- C/O
- Documents with patients
- Recording of Vitals like Age, Weight, Blood Pressure, Pulse Rate, drug sense, hyper/hypo tension etc
- Addiction (alcohol, tobacco, smoking, etc.)
- Condition on admission
- Preliminary diagnosis made and treatment given
- Investigations Suggested like Laboratory test, X-ray etc.
- Assessment of patients Nutritional Need.
- Plan of care
- Treatment order
- Preventive care
- Nursing assessment
- Allergy documentation

5.2 Admission of patient from Emergency Department of the Hospital

- Patients brought to the Emergency Department of the hospital by hospital's Ambulance (on call) or patient refer by other hospitals /private practitioners, by own, or through other transport are received at the emergency entrance.
- Immediately wheeled patient to the Emergency Department through Class IV
- The casualty in charge will attend the patient immediately.
- Initiates treatment of patient in casualty department.

Quick Initial Treatment is initiated in the following process:

- Patients History Noted
- Patients family history
- Physical Examination
- Provisional diagnosis
- C/O
- Documents with patients

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 11	Document No CH/GGN/IPD/7
	INPATIENT DEPARTMENT	Date of Issue: 01-01-2016

- Recording of Vitals like Age, Weight, Blood Pressure, Pulse Rate, drug sense, hyper/hypo tension etc
 - Addiction (alcohol, tobacco, smoking, etc.)
 - Condition on admission
 - Preliminary diagnosis made and treatment given
 - Investigations Suggested like Laboratory test, X-ray etc.
 - Assessment of patients Nutritional Need.
 - Plan of care
 - Treatment order
 - Preventive care
 - Nursing assessment
 - Allergy documentation
 - Vitals Signs taken and recorded
 - Thorough examination of the patients undertaken
- In case of minor problem treatment is given (including small surgical intervention if any) and the patient is discharged whereas incase patient has moderate problems; the consultant doctor/specialist of the required specialty is called over phone.
 - Patients details informed and consultants' guidelines are recorded in patients file.
 - Patient who can wait till the consultants arrival are given necessary first aid and treatment initiated as per the consultants guidelines.
 - Patient is admitted in the ICU, inpatients wards or directly send to OT if required verbally inform to reception and nursing station.
 - After the consultant examines the patient in the emergency department and advises inpatient admission in writing. All admission will be done by the authorized consultants.

5.3 In Patient Registration process:-

- All patients are required to be registered who are advised admission to the inpatient facilities of the hospital either by the consultant (specialist) or casualty in charge. Patient relatives are required to provide the following necessary information at the registration counter:
 - a. Name
 - b. Fathers / husband Name
 - c. Age, Sex
 - d. 2 Contact details
 - e. Referring doctor details (if any)

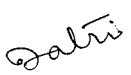
Prepared By	Issued By	Approved By
SP	Satri	Verla.

Civil Hospital Gurgaon	Standard Operating Procedure No 11	Document No CH/GGN/IPD/7
	INPATIENT DEPARTMENT	Date of Issue: 01-01-2016

- The above mentioned data are feed into the systems, Patient Unique Identification number (for new patients) and inpatient admission number is generated and patient new record file made.
- Records of IP patients manually and also maintain in system.

6. Admission Policy

- Prior to admission of patient in the IP facilities, the treating consultant, will decide the requirement of admission and enquire about the availability of bed.
- The hospital tries to accommodate as many patients as possible in its inpatient facilities.
- While admitting patients in the inpatient facilities either from the Out Patient Department or the Emergency Department, care is taken to ensure that patients are admitted if the required treatment is available in the hospital. Patients who cannot be admitted in the hospital due to non-availability of the required medical care, first aid is given and immediately transferred to any other hospital/nursing home as per the wish of the patient/relatives.
- General Consent is taken from all patients (or his/her relatives) at the time of admission of the patient.
- The patient must be orientated to the local environment including toilets, washing facilities & nurses call bell system etc.
- Assessment process will be explained.
- An area for assessment & that following designated procedures & decision will be made regarding the need for admission. If admission is required a bed will be located appropriately.
- Timely updates of the admission or assessment process will be given to the patients and any accompanying person.
- On arrival to the located bed, it must be considered if it is appropriate to introduce the patients to others.
- The ward routine will be explained & additional local information relevant to the ward area should be shared i.e. ward routine time, cleaning time, bed making time & etc.
- Visiting time will be explained clearly. Highlighting the reasons for restrictions and these details should be highlighted to any accompanying person.

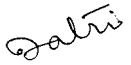
Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 11	Document No CH/GGN/IPD/7
	INPATIENT DEPARTMENT	Date of Issue: 01-01-2016

- Ones identify these needs must be recorded in the relevant documentation & pass on to other appropriate person.
- Patients must also be aware that it is standard practice to transfer on from emergency/ICU/ wards if ongoing care needs have been identified.
- For some condition or procedures a standards length of stay can be predicted, in other this may be variable. All lengths of stay are approximate and may change due to the patient's condition.
- Each patient and attendant must be involved in their plan of care and must be kept informed of their progress.
- Patients must also be made aware of the complaints procedures and supported should they wish to make a formal complaint.
- At the time of admission, patients can be given patient identification beds, which will have the same information like unique id, patient name, IPD no.
- Stickers will be put on patient file regarding investigation sample identification.
- Patient shall undergo initial assessment, of which dietician will be a part.
- All patients should go re assessment.
- General consent form is filled at the time of admission.
- The consultant should plan proposed plan of care and share with other members like nursing staff.
- All the patients admitted or undergoing treatments must have detailing the following:
Full name:
Address:
Date of Birth:
Patient UHID & Phone No.:

7. Shifting of Patient to the inpatient care facilities:-

- After decision is made to admit the patient in the inpatient facilities of the hospital , bed availability confirmed ,patient registered and patient bed prepared, patient is shifted to the inpatient facilities accompanied by a hospital attendant, in case of serious patients an emergency in charge/ nurses accompanies the patient.

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 11	Document No CH/GGN/IPD/7
	INPATIENT DEPARTMENT	Date of Issue: 01-01-2016

- Patient handed over to the concerned ward / ICU nurse along with the patient case record.
- The on duty nursing staff in the respective inpatient facilities checks the following information:
 - a. Checking patient name
 - b. UHID number of patient
 - c. Name of the Consultant/treating Doctor
 - d. Treatment details on patient file including doctors' orders
- Patient is shifted to the bed, made comfortable and treatment initiated.
- Ward Nurse records the date, time, and diagnosis for admission and the type of case in the patient admission/discharge register.
- Patient is assessed within one hour by treating consultant after getting admitted to ward.

8. Non availability of beds in ICU

In case of non-availability of beds in main ICU, identify the patient which is in stable condition and can be shifted to other ward, thereafter hospital can accommodate critical patients in place of stable patient in main ICU.

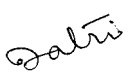
9. Medico Legal Cases

The conclusion on Medico Legal Case is made based on the patient's condition / unnatural cause of injury etc. Record of such cases is entered in the Medico Legal Register with details of patients and accident, and the patient case file is stamped as "Medico legal". The local police station is informed immediately.

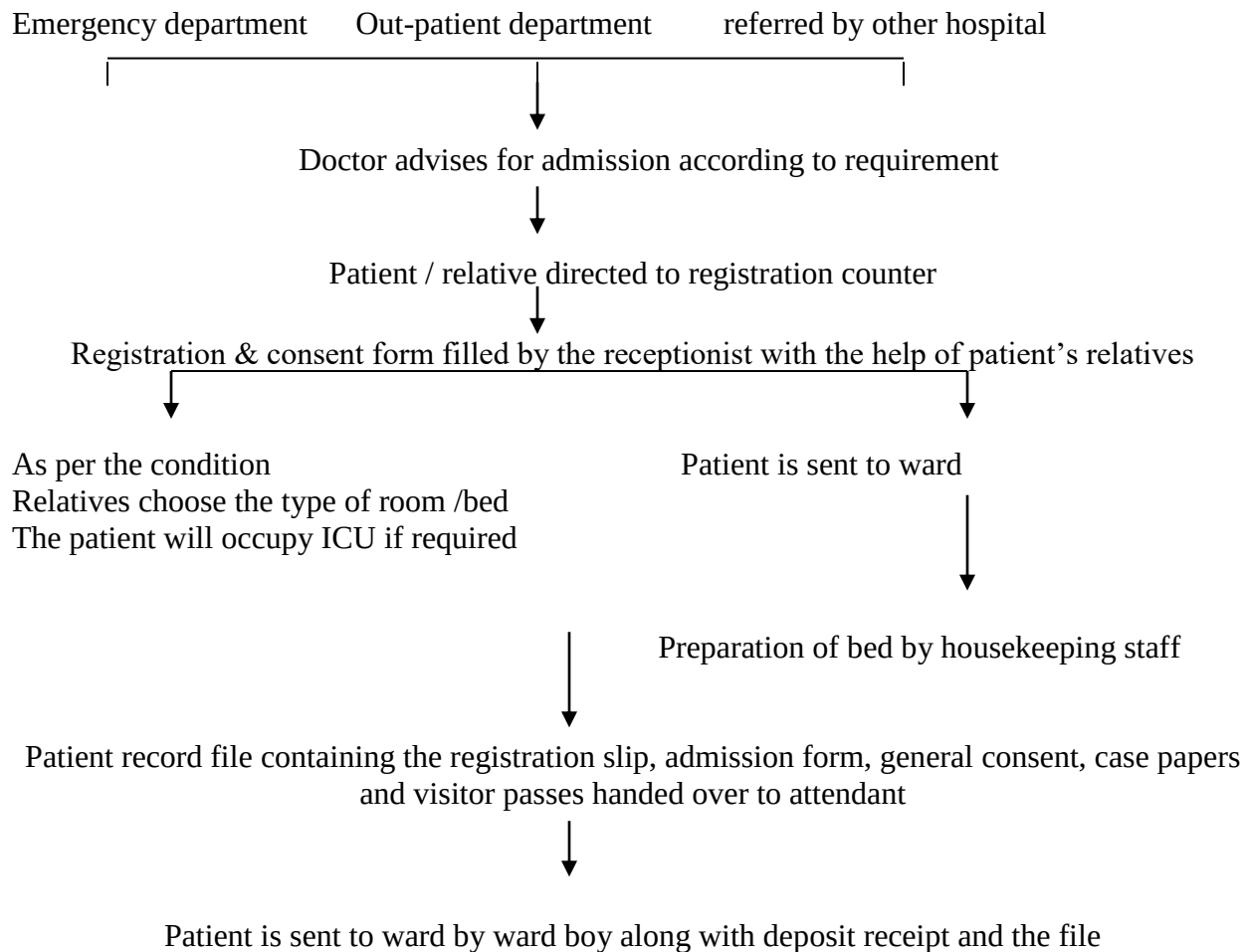
Casualty in charge/ will be informing the police. Based on the Casualty incharge or treating consultant's instructions.

However if the MLC number is not known then the name of the police station at which the MLC is registered is obtained from the patient relatives/attendants and the same is informed to the local police station.

10. REGISTRATION PROCESS IN IPD DEPARTMENT:

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 11	Document No CH/GGN/IPD/7
	INPATIENT DEPARTMENT	Date of Issue: 01-01-2016



11. RECORDS MAINTENANCE

IPD Register

12. ANNEXURE

IPD REGISTER

PAGE 01

S.No.	Reg. no/IPD no.	Date of admission	Date of discharge	Name of Patient	Address
-------	--------------------	----------------------	----------------------	--------------------	---------

Page 02

Phone No.	Age/Sex	Referred By	Seen By doctor	Consultant in charge	Ward no.
-----------	---------	----------------	-------------------	-------------------------	----------

Prepared By	Issued By	Approved By
<i>SP</i>	<i>Satri</i>	<i>hda.</i>