

Manual 3

Procedure followed in decision-making process (Section 4(1)(b)(iii))

Flow Process Chart for decision-making

There are various sorts of decision making processes involved in the hospital

- 1) Related to Patient
- 2) Related to Complaints received
- 3) Related to Letters or Orders received
- 4) Related to Requirements and purchase of Drugs, Surgical Material or Equipments for Patients' care.
- 5) Related to Maintenance of Hospital Buildings

1) Flow Process of Patient Treatment

S.No.	Activity	Level of action	Time frame
1.	To get Registration and Treatment Card Prepared :	Doctor on duty in the casualty	immediately
2.	Consult Doctor	Doctor (JR, SR, MO, or Specialist)	immediately
3.	If needed, advised investigations	Doctor	5 Minutes
4.	Collection of Sample	Lab. Asst/doctor	5 Minutes
5.	Performance of Investigations (Tests on Sample)	Lab. Tech. Checked by Pathologist	5 Minutes to 2 Hours
6.	X-Ray Registration	X-Ray Tech.	5 Minutes
7.	Taking X-Ray Film	X-Ray Tech.	10 Minute
8.	Developing X-Ray Film	Dark Room Asst.	30 Minutes
9.	Reporting of X-Ray	Radiologist	5 to 15 Minutes
10.	Dressing	JR/SR	15 Minutes
11.	Advised Operation	Specialist	10 Minutes
12.	Pre Anasthetic Check up	Anesthetist	10 to 20 Minutes
13.	Admission	Registration Clerk	15 Minutes
14.	Discharge from Hospital	Junior / Senior Resident/specialist	20 -30 Minutes
15.	M.L.C.	Casualty Medical Officer	10 Minutes to 30 minutes

2) Flow Process Related to Complaints received

S.No.	Activity	Level of action	Time frame
1.	Receiving of Complaint at Diary Counter	Diary Clerk	2 Minutes
2.	Scrutiny of Documents and marking to respective branch	MS/DMS/HOO	1-5 Minutes each
3.	Dispatch to dealing assistant	Diary Dispatch Clerk	2 Minutes each
4.	Receiving by Dealing Assistant	Clerk	Next Day

5.	Dealing with matter and putting up note for decision	Dealing Assistant	1 Day
6.	Decision Making	Medical Superintendent	2 to 3 days
7.	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	1 to 2 days
8.	Signatures on Letter / Order	MS/HOO/OS	5 Minutes
9.	Dispatch of Order	Diary Disp. Clerk	Next day

3) Flow Process Related to Letters or Orders received

S.No.	Activity	Level of action	Time frame
1.	Receiving of Letter at Diary Counter	Diary Clerk	2 Minutes
2.	Scrutiny of Documents and marking to respective branch	MS/DMS/OS	1-5 Minutes each
3.	Dispatch to dealing assistant	Diary Dispatch Clerk	2 Minutes each
4.	Receiving by Dealing Assistant	Clerk	Next Day
5.	Dealing with matter and putting up note for decision	Dealing Assistant Clerk	1 day
6.	Checking note for factual accuracy	MS/DMS/OS	1 day
7.	Suggesting appropriate action	Head of Office/OS	5 to 10 minutes
8.	Agreeing with decision or discussing alternate action	Medical Superintendent	5 to 30 minutes
9.	Preparing of letter to Communicate the decision taken to concerned	Dealing Assistant	1 to 2 days
10.	Signatures on Letter / Order	MS/HOO/OS	5 Minutes
11.	Dispatch of Order	Diary Disp. Clerk	Next day