

Manual 4
Section 4(1)(b)(iv)

Norms set for the discharge of function

S.No.	Activity	Time frame/Norms	Remarks
1	Investigation Report	After 3-4 days on subsequent visit of the patient	computerized reporting
2	Medicine dispensing in Pharmacy	For 3-4 days for Acute illness. For 1-2 weeks for chronic illness	Special drug slips are countersigned by MOI/C pharmacy for medicine more than 7 days
3	Allotment of Private Rooms Room Allotment Discharge request is accepted in the office of caretaker	Applications are received Up to 2:00 p.m. (mon-fri) & up to 12:00 noon (Sat) At 2:30 pm (Mon-Fri) At 1:00 pm (Sat) Check out time Up to 12:00 Noon	To be countersigned by Head of Units. Charges: Pvt room – Rs. 1100/- per day Semi Pvt. – Rs. 850/- per day Diet – Rs. 100/- per day (Optional) All drugs, procedures and tests will be charged as per govt. list. Calculation of amount due takes 15 – 45 minutes.

S.No.	Activity	Time frame/Norms	Remarks
Patient Related Activity			
1.	OPD Consultation	9.00 a.m. to 1.00 p.m	
	OPD Investigation (a) Blood (b) X-ray (c) CT Scan (d) USG	Tests Samples taken on Same /Next day Samples taken on Same /Next day By Appointment By Appointment	Report By next visit By next visit 1-2 days Same day
2.	Indoor investigation	Samples taken on day of order /Next day.	Same/Next day
3.	Rounds	Every morning & further as per requirement of the patient.	
4.	Operation Theater	As per Schedule	
Service Matter			
1.	1. Routine matter	7 days	

	2. Urgent matter	3days	
	3. Immediate matter	same day	