

DEPARTMENT OF OPERATIONS

OUTPATIENT OPERATIONS

- New Patient Registration
- OP Billing
- Master Health Checkup
- Radiology Front Office
- Communication Department Online Appointments
- Video Consultation

Out-Patient Services

1. New patient registration, OP billing, and cash collection for outpatient services, including consultation, diagnostics, and procedures, are managed by the OP Billing Team.
2. Communication department handles online appointment and Video Consultation scheduling and also the enquiry calls
3. The Master Health Check process is overseen by the Master Health Check Team.
4. The Radiology Front Office is managed by the Guest Relation Executives of OP Operations.

New Patient Registration

1. New patient registration is done at all Cash Counters in both the New Block and Old Block.
2. Patients receive information about available services and doctor availability.
3. Patients are directed to the appropriate doctor's OPD for consultation, diagnostics, and necessary investigations.
4. If admission is required, patients are guided to the Admission Counter and Financial Counselling Desk.
5. Registration is also carried out at Master Health Checks and also at the IP Cash Counter for emergency admissions.
6. The Registration Desk provides complete information on Out-Patient and In-Patient services, diagnostics, investigations, consultant availability, and timings.
7. Pre-registration is arranged for VIP patients before their arrival, with details verified upon their visit to the hospital.
8. For International patient registration, a copy of their Passport is uploaded.
9. The issuance of the Smart card is necessitated after registration.

OP Billing

1. Receiving patients for OP services, including consultations, diagnostics, and procedures, and providing them with necessary service information.

2. Processing billing, applying discounts as per hospital policy, and collecting payments for required services.
3. Ensuring all discounts and refunds are properly authorized in accordance with the MoU and as approved by the CEO.
4. Scheduling appointments for walk-in patients based on physician availability.
5. Registering each visit in the HIS and directing patients to the relevant department, OP bay, or physician assistant.
6. When investigations are recommended by the physician, informing patients about the charges, scheduling appointments with the relevant departments (Radiology, Health Check, etc.), and guiding them accordingly.
7. Managing queues for efficient service delivery.
8. Coordinating with consultants and physician assistants for scheduling and queue management.
9. Preparing and submitting daily OP billing reports for Credit, Free Treatment (FT), Corporate, and Employee cases to the Accounts department.

Master Health Check

1. Scheduling health check appointments, either directly or in coordination with the Appointments Desk.
2. Educating patients on necessary precautions and preparations for undergoing a preventive health check.
3. Assisting patients in selecting the most suitable health check package.
4. Providing personalized care throughout the health check process, including phlebotomy, radiology, and other investigations/procedures as per the selected package.
5. Compiling patient reports, organizing them into respective folders, and scheduling physician appointments based on the patient's package.
6. Guiding and assisting patients with any additional investigations recommended by the physician.
7. Handling billing, applying discounts as per hospital policy, and collecting payments for health checks and related investigations processed through the health check counter.
8. Following up on further referrals generated from health checks, including consultations, CAGs, admissions, and procedures.

Radiology Front Office

1. Scheduling appointments for NT and Anomaly scan of Ultrasound department.
2. Receiving OP and IP patients and registering them in the RIS system.
3. Escorting patients to the designated nurse or technician.
4. Tracking reports, CDs, USG images, and BMD graphs after investigations and ensuring they are handed over to patients in the respective areas.

5. Counselling and educating patients on necessary precautions and preparations for radiological investigations and procedures.
6. Addressing patient queries related to Radiology services and coordinating with the Radiology team.
7. Informing patients in advance about any delays in report availability via phone.
8. Handling patient inquiries received through calls or emails regarding radiology reports and providing necessary assistance.

Vulnerable Patient Care

1. Vulnerable patients are given priority in the hospital at all points.
2. Vulnerable patients are identified and provided with V-Stickers pasted on their dresses for priority services.
3. The patient those who are vulnerable and given priority is noted in the Priority Register (Which is placed in Front Office) by the people those who are sending them.
4. Priority is given at all the billing counters, emergency and consultation services.

Online Appointments Scheduling

1. Online appointments can be scheduled via telephone, web, in-person, email, or SRH connect with slots allocated based on practitioner availability.
2. A reference number is issued to patients upon successful appointment booking through the Appointment System.
3. Appointments can be rescheduled or cancelled based on patient preferences and physician availability.
4. Managing all internal and external telephonic communications 24/7.

Video Consultation Scheduling

1. Appointments for video consultations can be scheduled via phone, web, email, or hospital app.
2. Time slots are allocated based on doctor availability.
3. Payment is processed online and patients receive a confirmation message.
4. Technical support is available for connectivity or access issues
5. A unique link is sent to their registered mail id through Doctors for consultation through icliniq.
6. Prescriptions are shared digitally post-consultation.
7. In case of access issue in icliniq link, Zoom meet link will be shared for the Doctors and Patients through icliniq.

INPATIENT OPERATIONS

Admission Team

Located on the Ground floor of both Old and New Block, the Admissions desk is responsible for the following functions:

- Admission can be done in Emergency and at the respective Admission desk.
- The Admission desk also coordinates with the IP Coordinator and ward service team / Nursing In allotting the bed to the patient at the time of admission.
- The Admission desk personnel in coordination with Financial Counselors assist the patient in selecting the appropriate room category by explaining the facilities in each category of the rooms and if required, by providing a tour of the available categories to the patient.
- For all the admissions, the Admission desk takes care that the patient is guided through the financial counseling, Billing formalities and then hands over the patient to the respective ward or room.
- Admission desk will collect the initial deposit as per hospital policy for each admission.
- Coordination of admissions with the ward services team for smooth admission process.

Bed management / IP Coordinator

- Allocating beds for new admissions, transfer-ins and transfer-outs.
- Coordinating with the ward services team, nursing team and housekeeping to check the availability of beds at various units.
- Managing bed allocations in collaboration with ward services team.
- Partner with supportive teams, including housekeeping and facilities management, to ensure rooms are maintained to the highest standards, providing a clean, safe, and comfortable environment for patients.
- Ensuring fast turnaround for the clearance of the beds post discharge.

Emergency

- Registering the patients received at ER.
- Coordinating with the financial counselors for financial counseling and admissions.
- Counseling for charges for various services and investigations from ER.
- ER Billing for check outs directly from ER.
- Real time collection of data of all ER patients.

Daycare services

Dialysis

- Admitting the patient under daycare

- Discharging the patient from dialysis
- Billing of patients for dialysis as per the payor plan.

Chemotherapy

- Admitting the patient under daycare.
- Discharging the patient from chemotherapy unit.
- Billing of patients for chemotherapy as per the payor plan.

IP Billing

- Overseeing the function of IP billing and coordinating with the IP billing team on day to day basis for ensuring the accuracy of bills generated, discounts, refunds.
- Real time update of Inpatient bills as per the payor plan – Cash, Insurance and Credit.
- Explaining the bill in detail as and when required by the patient.
- Alerting the respective units on cases (In-patients) where the actual bills are exceeding the initial estimate at the time of admission.
- Following up on outstanding charges with patients & Day to day auditing of the services orders with the billing card entries by coordinating with ward services team.
- Discharge Coordination with ward services team for smooth discharge process.
- Daily updating of Surgeon fees and Cath lab procedures.
- Ensuring the bills are checked & ensuring the accuracy of bills that before the bills are finalized.
- Ensuring due approvals are taken as per MoU and approval from CEO for any discounts or refunds.
- Ensuring complete documentation of credit patient IP bills & related documents.
- Final bill preparation on the day of discharge.
- Coordinating with the Insurance team and sending them the required bill copy for insurance approval.
- Settling the bills.

Patient Welfare

- Collecting and reporting feedback from patients upon discharge
- Addressing the feedback with the respective department through the Senior Manager Operations and CEO
- Escalating the issues with the respective HODs and communicating the same to the Quality department and patient as and when necessary.
- Feedback handling on social media sites of the hospital.
- Monthly report submitted to Management based on CAPA provided by various departments and action taken.