

AAC 2. The organization has a well-defined registration and admission process.

[AHHS/AAC/POL/02: Registration Policy \(AAC 2a, b & c\):](#)

Policy: All patients assessed/diagnosed in the hospital shall be registered with a unique registration number (UHID Number) round the clock.

Purpose: To establish a uniform process for registration of patients who access Ayushman Hospital & Health Services for treatment / tests & Admission

Scope: Registration shall be done for patients coming for OPD, IPD, Day Care and Emergency services.

Responsibility: Emergency In-charge, Manager Front Desk and Front Desk Executives.

Definitions: -

Registration: Process by which the patient is added to the list of data pool of the hospital so that a reference can be made as the registration (UHID) number becomes the identifier of that patient in present as well in future. Registration shall be done round the clock for OPD, IPD, Day Care and Emergency Services. Emergency care has to be provided 24 hrs a day and 365 days a year.

Unidentified Patient: Patient coming or brought to the hospital, whose details (name, address etc.) cannot be identified are termed as Unidentified patients.

Following timings are followed for OPD Consultation:

Morning OPD - 9:00 AM to 01:00 PM

Evening OPD – 04:00 PM to 08:00 PM

Procedure:

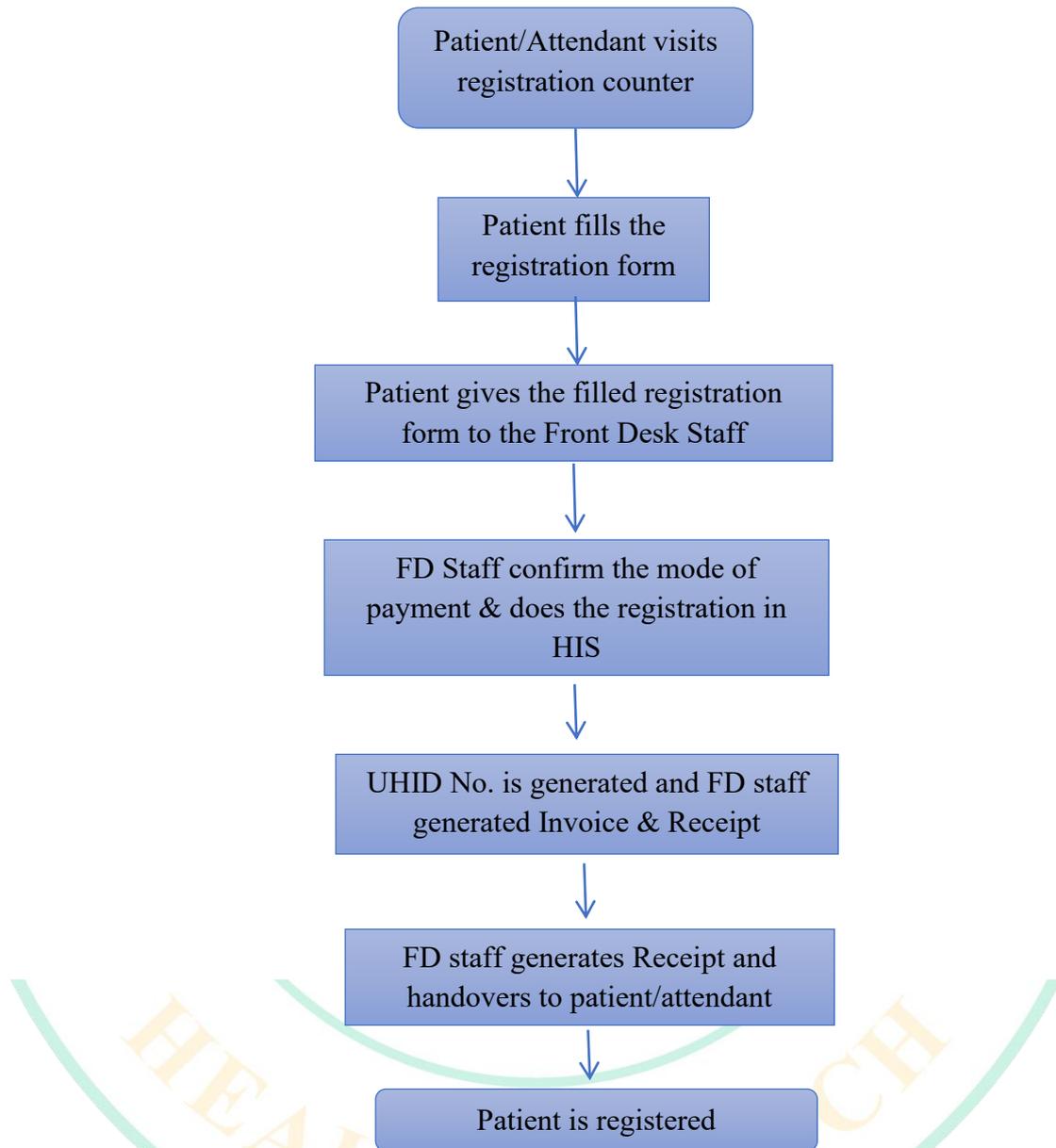
S. No.	ACTIVITY	RESPONSIBILITY
1.	Registration shall be done for all patient requiring OPD, IPD including Day Care and Emergency services. Manager - Front Desk shall be contacted for any clarification or in matter of conflict.	FDE
2.	Patient registration form shall be filled with required details of patient.	FDE
3.	In case of international patients translator services shall be provided by the hospital.	FDE
4.	Details of patient shall be entered in HIS and a unique identification number i.e., UHID No. shall be generated.	FDE

5.	All hospital records of the patient shall have this UHID No.	FDE
For OPD Services		
1.	OPD registration shall be done in OPD timings on first come first served basis.	FDE
2.	OPD bill with detail of patient like UHID No., Name, age and sex shall be handed over to the Patient	FDE
3.	In follow up cases patient shall go to the respective unit after due billing.	FDE
4.	In case of any vulnerable patient and where patients present with any clinical problem which warrant an earlier response then he/she will be prioritized for an early consultation.	FDE
5.	In case of unavailability of services, FDE suggest to the patient for any nearby hospital within 5 kms. A comprehensive list of all the nearby hospitals is kept with Emergency Department and Admission Counter.	FDE
For Emergency Services		
1.	Emergency registration shall be done 24 hours a day.	FDE
2.	If the patient does not require admission, only registration (UHID) number shall be given and patient shall be sent home after giving the required treatment.	CMO and Sister in-charge
3.	If patient requires admission, admission shall be done at front desk.	FDE
4.	If patient is serious, he or she shall be directly sent to ICU /CCU or OT from the emergency and the attendant shall be asked to get the registration done, but registration process shall not delay emergency care.	CMO on duty and Sister in-charge
5.	If there are 2-3 or more patients come to the emergency department, prioritization shall be done as per triaging policy and treatment shall be given accordingly.	CMO on duty and Sister in-charge
5.	In case of an unidentified patient, registration in emergency shall be done as “unknown case 1, 2, 3” and an UHID no. shall be given to the patient and information shall be given to the nearest police station. The registration detail of such patients shall clearly show the unidentified status of the patient. The identification details shall be updated as soon as the identification of the patient is confirmed.	CMO and FDE
For IPD services including Day Care		

1.	Patients, who are advised admissions, shall be registered at billing desk and UHID & unique IP No. shall be generated.	Billing Executive
2.	New IP No. shall be generated each time during repeat admissions.	Billing Executive
3.	All IP No.'s shall be linked to the UHID No. generated during first visit.	Billing Executive
4.	In case where patients presents with any clinical problem which warrant an earlier response then he/she will be prioritized for an early admission.	Billing Executive
For Investigations & Physiotherapy		
1.	The patients coming for investigations/ physiotherapy only shall get the requisition form filled in Physiotherapy, Emergency, Sample Collection Room and Radiology Department.	FDE
2.	UHID No. shall be generated in first visit at front desk for billing of the investigations required.	FDE

All the staff handling registrations at AHHS is well aware and trained about the services and care offered in the hospital and the patients are accepted in its accordance. In case the desired service is not available in the hospital, patient is referred to higher centre/ to the facility where the desired service is available. Patient/ competent attendant is informed about the non- availability of service and transfer is facilitated in order to maintain continuity of care.

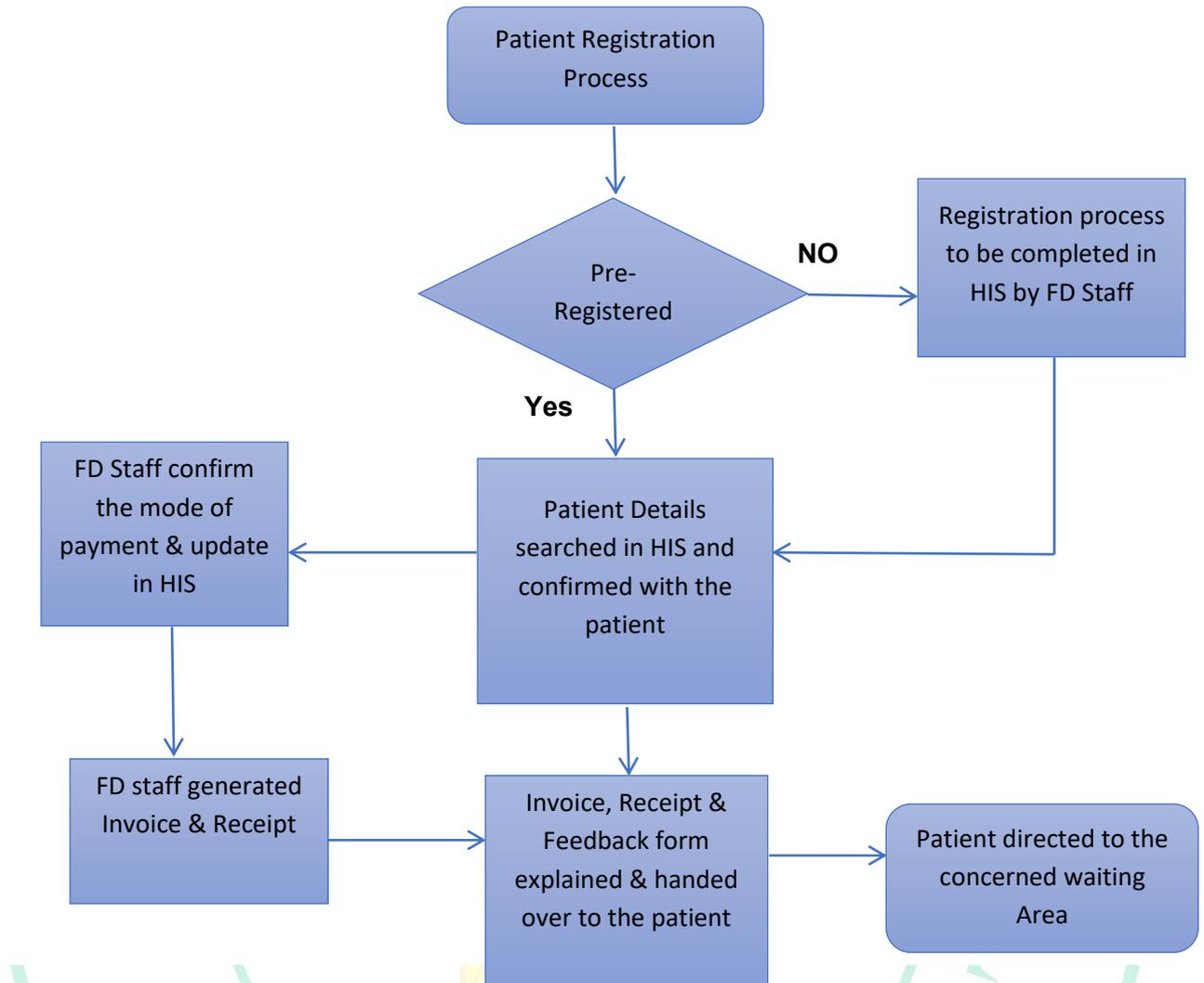
Registration Process



Note-

No separate documents are required in Cash Patient Registration
For Panel Patients – Aadhar Card, Original Panel Card is required.

OPD Process



AHHS/AAC/POL/03: Admission Policy (AAC 2a, b & c):

Policy: To give admissions to all patients in need as per the scope and availability of beds in the hospital.

Purpose: To have a uniform mechanism for hassle free admission of patients in the hospital.

Scope: This policy shall be applicable to all kinds of admissions via -

- i. Planned Admission - through OPD / Clinics / Referrals.
- ii. Unplanned Admissions - through Emergency or Walk in patients.

Responsibility: Concerned Consultant, CMO, MOD on duty, Front Desk and Billing Desk Executives.

Prioritization of admissions

1. Patients shall be admitted to AHHS on the basis of the following order of priorities when there is a shortage of available beds:
 - Emergency: Needs immediate care
 - Routine: For surgical or other treatment and waiting will not affect the patient's medical condition.
2. Exceptions shall be approved by the Medical Superintendent.

Procedure:

1. The Admission shall be done through OPDs, referrals and Emergency department after due authorization from concerned doctor.
2. The patients shall be admitted only for the services, which are as per the scope of the Hospital.
3. If the services are not available in the hospital, the emergency care should be provided to all the patients coming in critical condition. Only after being stabilized, the patient shall be transferred to any other medical facility. Life-saving treatment shall be initiated before any decision regarding acceptance.
4. The consultants attached with the hospital shall be authorized to admit the case.
5. Patient and family shall be explained about the reason for admission.
6. The request for admission shall be provided by the CMO or Consultant.
7. The registration form shall be filled by the patient or attendant at the time of admission.
8. The IPD Billing Executive explains about the categories of bed available, tells the expected cost of treatment, gets the estimate form signed from the patient/attendant and makes the admission in desired category. The limitation of the estimate if any shall be discussed with the patient.
9. The IPD Billing Executive shall take general consent for admission from patient or attendants.
10. The IPD Billing Executive shall record following information in HIS while making an admission:
 - a) Name, Age and Sex
 - b) Date of birth
 - c) Address

- d) Contact number
- e) Name, relation and contact number of attendants

11. The Front Desk Executive shall generate UHID Number a unique identity number for that patient and in case of repeat visit, s/he shall enquire about the UHID Number issued in previous visit.

12. In addition to UHID number, a unique IP Number shall also be generated for each admission.

13. PAN card and identity proof are required for the admission of the patient.

14. Form 60 shall be filled by the IP Billing executive.

15. Every page of patient's case file shall have these UHID & IP numbers on it.

16. The attendant shall be requested to pay the advance amount at the billing counter as per the requirement. However, admission shall not be denied, in case advance amount is not deposited.

18. The ward boy shall shift the patient with his/ her case file to respective ward or area.

19. In case of unidentified patients, if necessary, the patient shall be admitted as "unknown 1, 2, 3, ---" and information is given to nearby police station. The records are updated as soon as the identity of the patient is established.

Admission in EWS category:

The admission under EWS requires BPL (PR-S ration card) or AAY (Priority ration card) card or certificate from local magistrate or undertaking from the patient that he/she belongs to EWS category and Photo Identification proof.

The photocopies of above said documents are attached with a specific format, which is verified by Social Worker.

Panel admission:

Following documents are required for admission under empanelment:

1. TPA:

- ✓ TPA card copy/ Current policy copy along with 4 year policy copy (if requested)
- ✓ Photo ID (Aadhar card) of the patient. (Mandatory)
- ✓ Relevant investigation reports and papers related to current ailment.

2. CGHS & Allied (in-service)

- ✓ Government I card copy
- ✓ Photo Identity of the patient
- ✓ Relationship proof in case of government agency.

3. CGHS & Allied credit (retired)

- ✓ Card copy provided by government agency.
- ✓ Emergency certificate from doctor (In case of emergency)
- ✓ Original approval letter

4. Other panel organizations with credit facility:

- ✓ Identity card/ dependent card copy
- ✓ Credit approval letter

Admission of a Foreign National:

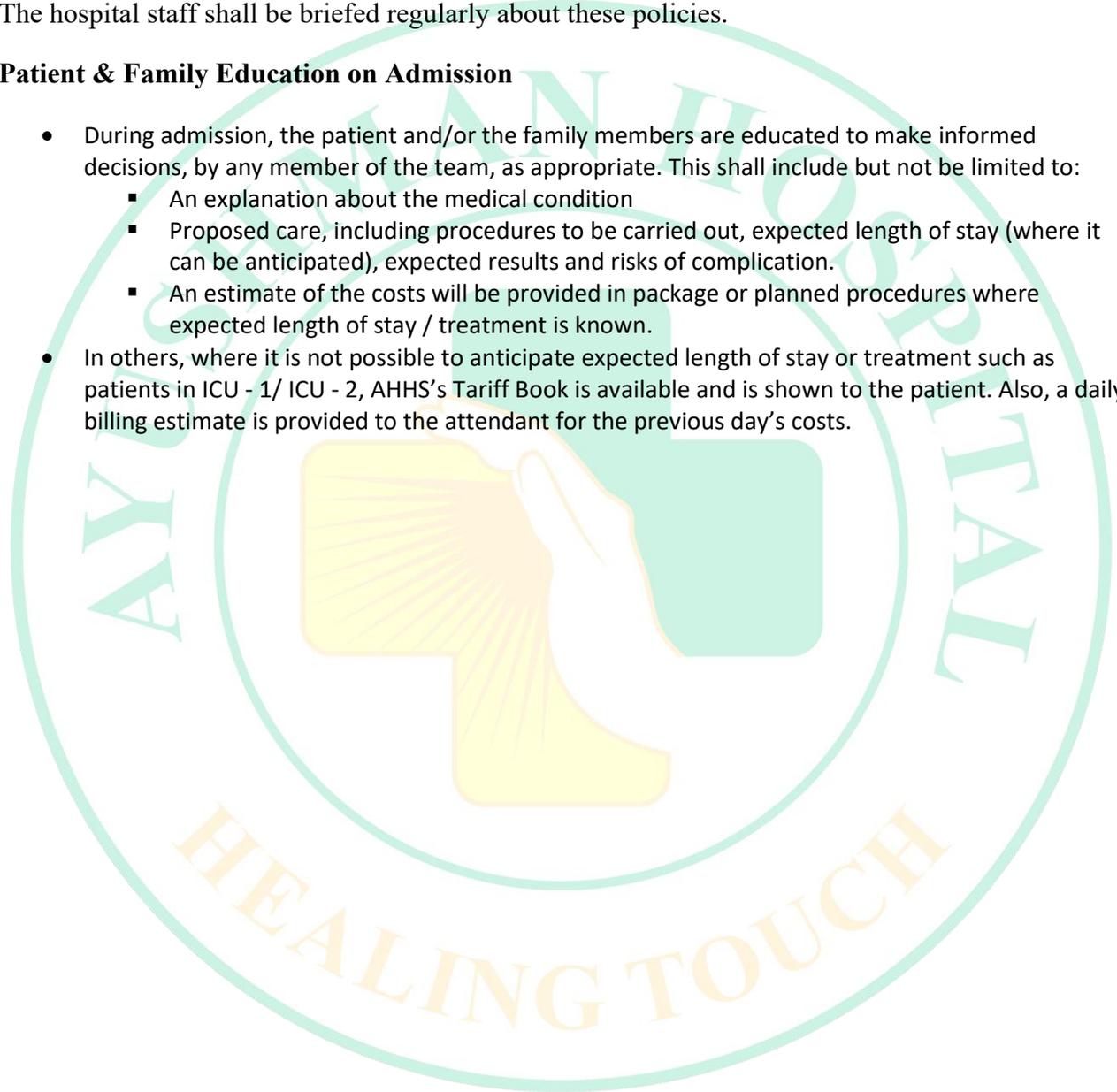
Documentation requirement of a foreign national shall include: -

- ✓ Filling of the FRRO (Foreign registration regional office) form online
- ✓ Nationality and identification proof i.e. Copy of Passport.
- ✓ Type of VISA carried.

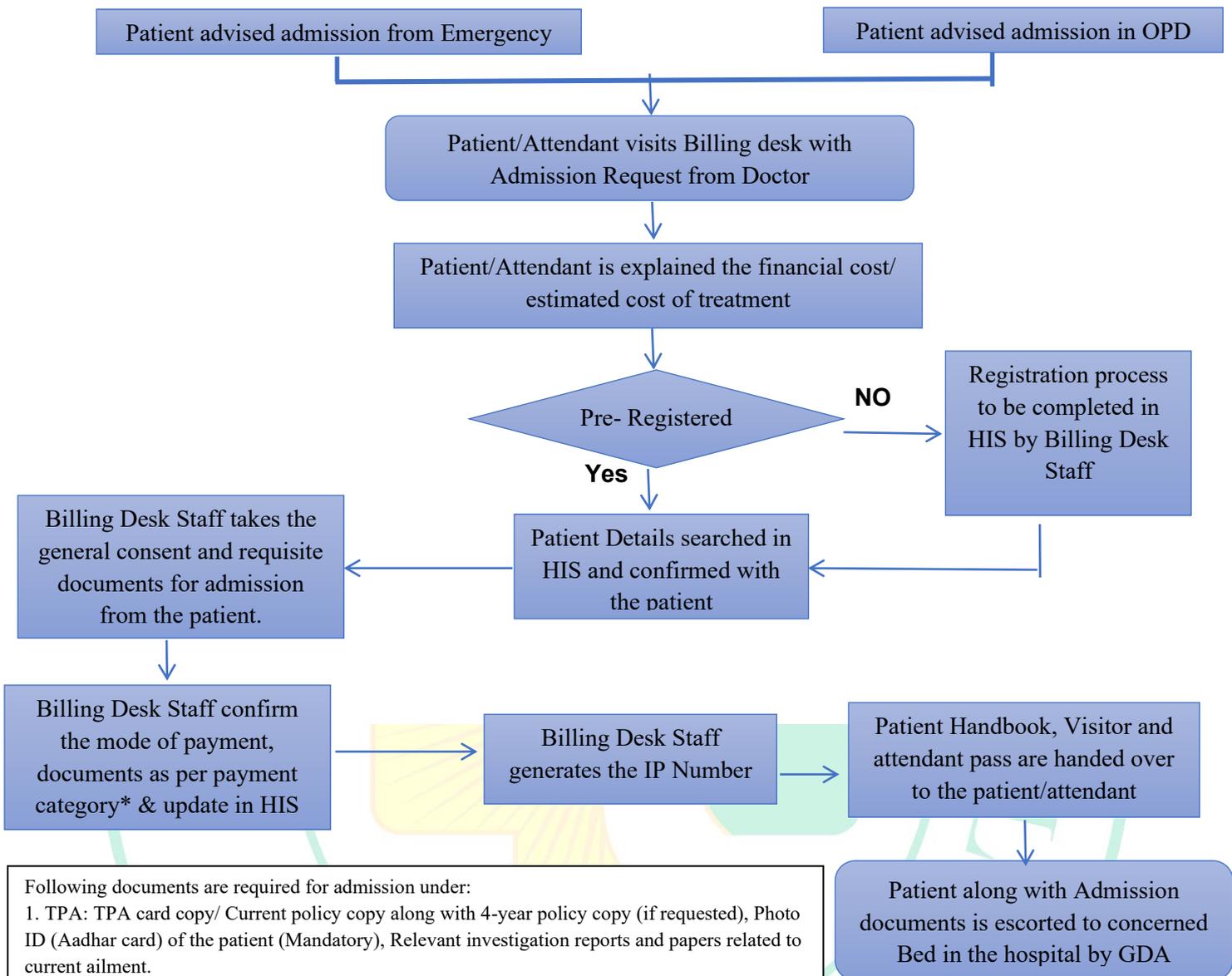
The hospital staff shall be briefed regularly about these policies.

Patient & Family Education on Admission

- During admission, the patient and/or the family members are educated to make informed decisions, by any member of the team, as appropriate. This shall include but not be limited to:
 - An explanation about the medical condition
 - Proposed care, including procedures to be carried out, expected length of stay (where it can be anticipated), expected results and risks of complication.
 - An estimate of the costs will be provided in package or planned procedures where expected length of stay / treatment is known.
- In others, where it is not possible to anticipate expected length of stay or treatment such as patients in ICU - 1/ ICU - 2, AHHS's Tariff Book is available and is shown to the patient. Also, a daily billing estimate is provided to the attendant for the previous day's costs.



Admission Process



Following documents are required for admission under:

1. TPA: TPA card copy/ Current policy copy along with 4-year policy copy (if requested), Photo ID (Aadhar card) of the patient (Mandatory), Relevant investigation reports and papers related to current ailment.
2. CGHS & Allied (in-service): Government I card copy, Photo Identity of the patient, Relationship proof in case of government agency.
3. CGHS & Allied credit (retired): Card copy provided by government agency, Emergency certificate from doctor (In case of emergency), Original approval letter
4. Other panel organizations with credit facility: Identity card/ dependent card copy, Credit approval letter
5. Foreign national: Nationality and identification proof i.e. Copy of Passport, VISA carried.