



Standard Operating Procedure for Patient Registration

- ❖ While the patient approaches the OPD Billing desk for their appointment scheduled, they are requested to

REGISTER

- Fill up the Patient Registration Form (all fields mandatory)
- Staff will fill the details in HIMSoftware and a Unique ID will be generated

ASH FILE

- Required charges would be explained and collected
- System based INVOICE will be generated
- If patient is visiting first time Aadicura File with Invoice and Prescription will be handed to patient/relative

OPD

- With File patient is guided towards respective Reception Desk
- If patient has to undergo any procedure (Phathology / Radiology) then guided towards that department

Standard Operating Procedure for ADMISSION

1st FLOOR - OP BILLING / ADMISSION DESK (8.00 am - 8.00 pm)

- Planned Admission (with Consultant admission Note)
- Pre-Operative Order note
- Direct from OP Consultation

2nd FLOOR - AIGHS RECEPTION DESK (8.00 am - 8.00 pm)

- DAY CARE Admission
- Direct from OP of AIGHS Team

ADMISSION GUIDANCE

- When patient / relative approaches the admission Desk with Admitting Doctor's note, they are guided about the Room Category & Tarrif.
- Identity verification Documents and Medicaid policy needs to be provided during admission.

CREATING IP / FILE

- With all documents and knowledge given by patient / relative appropriate category is selected for billing and bed requirement in the system
- A unique IP number is generated by system and related documents are explained to sign.

WARD SHIFTING

- Staff will Tele-communicate for coordinating the room readiness before the patient leaves the desk.
- Once the IP File is ready with all documents the patient and relative are escorted with PC attendant to the respective ward.