

PROCEDURE FOR REGISTRATION OF AN INTERNATIONAL PATIENT AS OUTPATIENT

- ❖ Foreign national will contact the enquiry / reception counter
- ❖ Reception staff will receive the international patient/attender,communicate and help them in any queries regarding hospital services,consultants and treatment modalities related to the specialties.
- ❖ The receptionist will handover the 'outpatient registration information form' (annexure-GKNMH/TPS/1539) which is to be filled by foreign patient. Signature of the patient/attendant will be obtained in the form as consent
- ❖ for outpatient treatment.
- ❖ The receptionist will enter all the collected information's in the system
- ❖ and generates the outpatient number which is the unique identification
- ❖ for the patient. The barcoded op card, token number and feedback form will be given and explained
- ❖ The patient will be registered to the consultant to whom that day op is allotted and patients with referral letter will be registered to the doctor
- ❖ to whom they have referred to.
- ❖ The receptionist will clearly explain the hospital rules,regulations, consultation fee details, validity of fee, op days, timings, follow up appointment details etc and guide them to make payment in cash counters
- ❖ The receptionist checks the payment in system, prepare basic op documents for consultation and direct them to concerned consultant's room
- ❖ Consultant collects detailed history and does physical examination and decides about treatment proceedings- whether only medication/ get the investigations done/get admitted for treatment/surgery
- ❖ Directions for any investigation will be given by both nursing staff and receptionist .They will provide assistance in form of attender/wheelchair to
- ❖ accompany them for any help.
- ❖ No additional documentation/ intimation is to be given elsewhere
 - if a foreigner is treated as op