

	TITLE: OPD CONSULTATION PROTOCOL	REV NO. 0	GRH TC- 06/2010
	GRH TECHNICAL COMMITTEE PROTOCOLS	DATE: 01.07.2010	
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GUIDELINES FOR OPD CONSULTATION IS AS FOLLOWS

Sl No.	Activity	Remarks
1	Greet the patient as he/she enters	The patient is put at ease and the first few words the patient speaks indicates to the doctor the language the patient is comfortable to converse in. The INT is used to chaperone a female patient and translate the local dialects if the need arises.
2	Request for the OPD SLIP, and check the appointment/token no.	This ensures that the patient is a registered customer and has come on a first come first serve basis.
3	Elicit the history from the patient and also involve the by-standers if the need arises	The diagnosis and differential diagnosis can be clinched by the history and the by-standers are also involved in the consultation process. This step can be avoided if by the nature of the history the doctor feels that confidential/sensitive information is being divulged.
4	Examine the patient	At all times patient's modesty must not be outraged.
5	Document the findings	All the history and findings must be documented in the likely event that the records might be needed as evidence in the court of Law. Non-compliance of patients or obliging the patients their demand for an investigation is also documented.
6	Advice, reassure, counsel, educate the patient and by-standers	The patient and by-standers are educated about the condition, its stage/severity, complications and management options. The doctor and the patient then negotiate a management plan that is in the patient's best interest. In the likely event of intervention refer PCT DS (8).
7	Prescription of drugs	The prescription is made complete by writing the date, drug, route of administration, days of treatment and signature of the doctor.
8	After care, precautions, Further investigations, physiotherapy	All this is explained to the patient and he/she is encouraged to be compliant.
9	Issue of certificates	Medical certificates are issued when the need arises.
10	Maintaining decorum and poise	The doctor at all times maintains his/her poise and decorum, remembering that the Healthcare staffs are service providers.
11	Recording the details in PMI	All details are filled in the register maintained as per PMI
12	Inter-office communication	Doctor communicates with the other Hospital staff if the need arises
13	Maintaining the confidentiality of the patient	Above all the interaction between the doctor and the patient is a privileged communication; and kept confidential and private.