MANUAL - 3

Procedures followed in decision making process

Section 4(1)(b)(iii)

Flow Chart of Attendance of Patient in OPD

The procedure followed in the decision making process including channels of supervision and accountability.

OPD

Patients attends OPD

Sr. Resident/Jr. Resident

Specialist/Medical Officer

Admission/Surgical Procedure

Treatment / Investigation

Referral to Higher Center

Administrative Problems

DMS (A)/DMS (M)

M.S (HOD)

Principal Secretary (H&FW)

Emergency

Patients attends Emergency

MO (Casualty) + JR attend Emergency & treat the patients

Patients needing specialty care.

Sr. Resident

Admission/Surgical Procedure

Treatment/Investigation

Referral to Higher Center for treatment if facilities are not available in this hospital.

Supervision and Accountability

Clinical – MO/Sr. Resident – Concerned HOD -DMS (M)- MS

- Administration – OS – DMS(A) - MS
- Accounts – AAO – HOO - MS
- Purchase – MOIC – Purchase Committee-MS
- MRD – MRO – DMS(M) – MS
- CT Branch – MOIC-DMS(A) – MS
- Public Grievances Redressal – MOIC – DMS (M) – MS