


PATIENT REFERRAL POLICY






ASSOCIATED HOSPITAL
GOVERNMENT MEDICAL COLLEGE KATHUA

PATIENT REFERRAL POLICY

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PATIENT REFERRAL POLICY

POLICY:

This policy is to ensure that patient is referred to another centre only if the required service is not available in the hospital. There should be proper justification for referral.

PURPOSE:

The purpose of this policy is to ensure the availability of basic services in the Hospital and to protect the patient's rights to avail appropriate service for which she/he needs.

SCOPE:

Scope involves all patients availing services in OPD, Diagnostic and Emergency Department and Ambulance service.

RESPONSIBILITY:

Registration clerk, OPD staff and Casualty staff, Driver.

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PROCESS DETAILS:

- Monthly cumulative report of all the referred cases department wise.
- All patient transfers shall be well co-coordinated with the facility where patient is being transferred.
- Decision of transfer / referral shall be taken by concerned treating faculty / Consultant, Medical officer on duty and the same shall be intimated to patient and relatives with reasons.
- Patients coming in for Emergency shall be provided with first aid treatment and stabilized before transferring.
- All patients who are being transferred to external facility (including transfers from emergency) shall be provided with a case summary mentioning the status of patient, significant findings and treatment given in the hospital.
- Record maintenance on day to day basis in referral register.

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ACTIVITY AND RESPONSIBILITY:

S. NO.	ACTIVITY	RESPONSIBILITY
1.	Registration is done for all patient requiring OPD and IPD services.	Registration clerk
2.	Patient will be referred only if the concerned equipment / specialist is not available in the service provision of the hospital	
3.	If the patient comes to the casualty directly, assessment and basic treatment will be provided and if required the CMO will take decision to refer the patient to tertiary centre for better treatment and follow up.	CMO
4.	For in patients, during the stay in the hospital, if the patients need tertiary care, the patients will be referred to higher centre	Treating physician
5	The patient shall be transported by the Hospital Ambulance, allocated for shifting of the patient.	CMO / Treating Physician / Nurse
6	Other than JSSK and SNCU beneficiaries, patients are charged appropriately for the Ambulance.	