

Logo
Centre name
Address

SERVICE NAME :	SOP FOR RECEPTIONIST
DATE CREATED :	
APPROVED BY :	Doctor name
REVIEWED BY :	RECEPTIONIST

SOP for Receptionist

- **What is the role of a Hospital Receptionist?**

- The medical receptionist is responsible for answering incoming calls, calling appropriate staff, calling all patients for office appointments, and paperwork to recruit patients, including paperwork to record all insurance demographics. Responsible for getting information taped into electronic health records. It is the responsibility of the receptionist to do UHID number, OPD number issue display charge for rate list, give information about insurance plan, call for integration number, complete TPA desk.

- **Receptionist Duties and Responsibilities of the Job.**

- **Registration:** -This is the process of obtaining personal details of a person seeking medical or Nursing services in a Hospital, entering details in a data management system and allocating an outlet patient registration number.
- **Admission:-** It is a procedure to be followed by visiting or full-time consultants in which the patient is requested for medical and nursing services. The person has his / her own case file and is allotted a suitable bed in the Hospital.
- **Out-patients:** - Patients visiting Hospitals for consultation, examination and treatment and get treatment without admission.
- **Admission:** - Admission and registration provide a mechanism for meeting the health care needs of the patient. This mechanism aids to avoid any misunderstandings in the admission and registration process to lay down guidelines for managing patients during the unavailability of beds.

- **PURPOSE**

- Admission and Registration mechanisms to benefit patient health care needs.
- To give appropriate guidelines for management to patients during non-availability of beds.
- Making reasonable efforts to avoid any misunderstanding in the process of admission and registration.

- **3. SCOPE**

- This policy shall be applicable to
 - Registration for day care
 - Admission for day care

- **Panchkarma Therapy**

- Planned Admission
- Unplanned Panchkarma therapy
- Day care therapy

● RESPONSIBILITY

- To inform and make aware of scope and non-scope.
- Enter daily attendance details in the register/system.
- When the call comes at the reception, it is the responsibility of the receptionist to attend it politely.
- When the patient enters the institute he/she is first greeted.
- Register the patient with complete patient details.
- Help the patient reach the destination doctor.
- Enter the complete details of the patient in daily OPD, Panchkarma records etc.
- Enter the outsourcing details in the respective register.
- Maintain and register billing and trading correctly.
- Provide the patient's disease summary.
- If a patient is having a problem, get that problem registered and arrange for the problem to be resolved.
- Arrange for the patient's treatment at the prescribed time.
- In order to provide health services to the patient on time, schedule the procedure with the help of staff.

● POLICY:

- Registration and Admission: - The Hospital also allows patients to be registered whose services are available in the Hospital.
- If the patient's illness is different from the treatment given in the Hospital, then the patient will be informed.
- Hospitals allow patients to be admitted by registering according to their own procedure.
- All patients are registered with an appropriate UHID number.
- Registration for medical counseling, day care therapy, Panchkarma treatment is obtained.
- No patient can be denied treatment due to his or her caste, religion, location, etc. reasons.
- Admission disorders are done in the institution from **Hospital Visting time**.
- The time table of the Panchkarma medical room is made separately.
- The availability of Panchkarma Room is decided in advance.
- Try as much as possible
- It is said that the patient should have his Panchkarma room available at his scheduled time.
- The doctors of the Hospitals make proper arrangements for the treatment of the patients who have come before in arranging the room for the newly arrived patients.

● PROCEDURE:

- ◆ Patients continue to come to the reception to be registered ever.

- ◆ The office staff makes sure which patient is new and which patient is earlier and how their arrangements should be ensured.

● **How does a receptionist answer the call?**

- ◆ First of all keep a smile on your face, when answering the phone, keep smiling and answer the caller with all humility. Whenever you pick up the phone again, follow the same procedure.

● **If not a receptionist, what to do at that time?**

- ◆ If not the receptionist, then at that time, attend the call at the receptionist's place following all instructions to be followed by the other staff receptionist.

● **What is the most important skill of a receptionist?**

- ◆ Receptionist must have excellent communication knowledge, interpersonal customer service, intelligence skills, organizational skills. Most of the time the receptionist's registration greetings should go into coordination. They have to interact with people who have different personalities and behaviors.

What do receptionists do throughout the day?

1. Daily attendance register filling.
2. Receiving calls from the Institute.
3. Calling the visitors of the present day to make sure that they are coming at their fixed time.
4. Reconcile by calling on new customers.
5. If someone calls at the reception to seek advice from the doctor, please take that phone to the concerned doctor.
6. Registration of patients currently running.
7. Among the patients currently running, who have got admission in Panchkarma, to enter their complete information in Panchkarma.
8. Providing complete information about your institution to visitors.
9. To get information about patients who have come for OPD in department.
10. To inform the patients who have come for Panchkarma to Panchkarma department.
11. Preparing for the next day's OPD and listing all the information.
12. Slotting what has been scheduled for the next day's Panchkarma therapy.
13. If there is any additional information about the next day's therapy, then take it from therapists.
14. Send mail to the concerned department.
15. Read the incoming mail and refer it to the concerned department.

16. Co-ordinate with your entire team.

SANDHYA HEALTHMENIA