

OPD Waiting Time for Consultation

BRIEF HISTORY

The Lilavati Hospital and Research Centre is a private hospital located in Bandra, Mumbai, India. The hospital was established in 1978 by the Lilavati Kirtilal Mehta Medical Trust. The (NABH), accredited Lilavati Hospital as a provider of medical treatment that meets standards and utilizes the latest medical equipment.

VISION

“MORE THAN HEALTHCARE, HUMAN CARE”

MISSION

“TO PROVIDE AFFORDABLE HEALTHCARE OF INTERNATIONAL STANDARD WITH HUMAN CARE.”

SWOT ANALYSIS

STRENGTH

- Famous hospital with NABH Accrediation.
- Highly qualified and experienced Doctors.
- Well-trained and efficient staff.
- Quick Billing Process.

WEAKNESS

- No proper appoitment system- first come first serve.
- High cost for Consultation.
- Long waiting time in OPD.

OPPORTUNITY

- Medical Tourism
- Expansion of OPD by accomodating Children play area.

THREAT

- Competitors- other hospitals nearby.

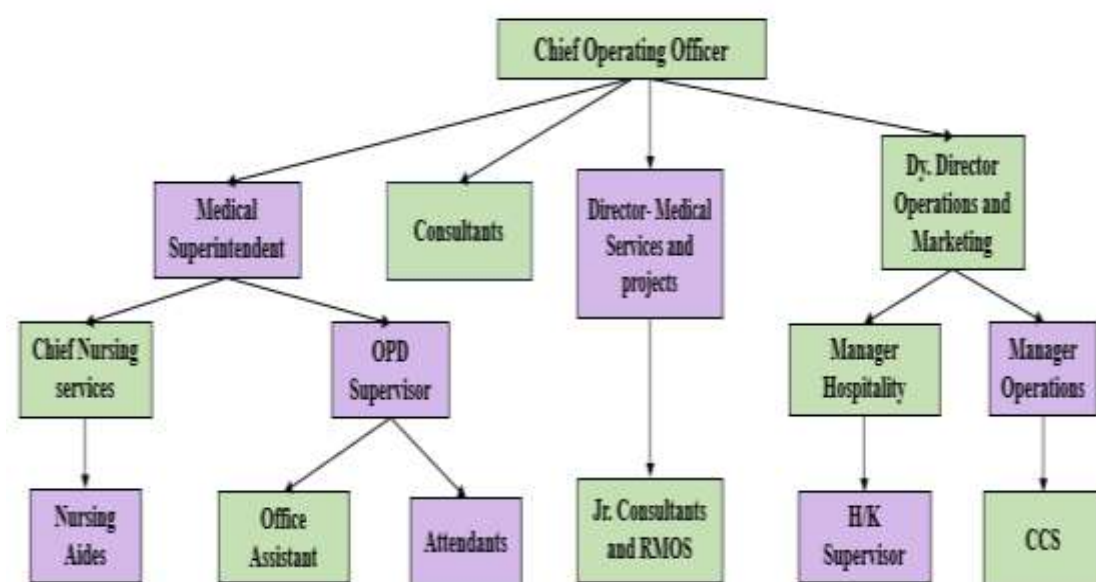
CHALLENGES FACED DURING INTERNSHIP

- Patients unwillingness to answer questions.
- Difficulty in tracking patients.

LEARNING DURING INTERNSHIP

- Understood the functions of OPD.
- Learnt how to collect and analyze data.
- Improved my Communication skills by interacting with staff and patients.

ORGANIZATION STRUCTURE



THEORETICAL

In theoretical understanding i learnt about the Functions and planning considerations of OPD.

PRACTICAL

In practical exposure, i got the in hand experience of OPD.

SUGGESTIONS

- Appointment System should be improvised in OPD.
- Dr time of different department and their OPD time should be scheduled in a proper way to avoid delay in consultation.
- Newspaper, Magazines and Television should be provided in OPD.
- Waiting area Should be increased.

OPD Waiting Time for Consultation

FIG-1

N- 415

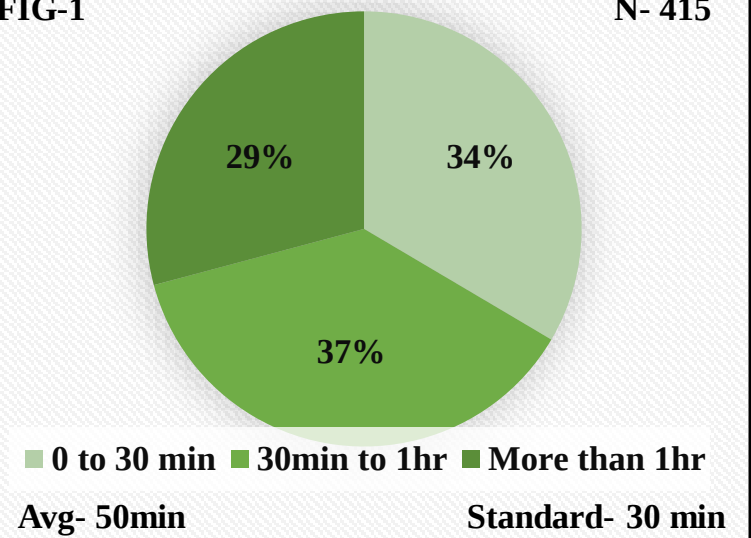
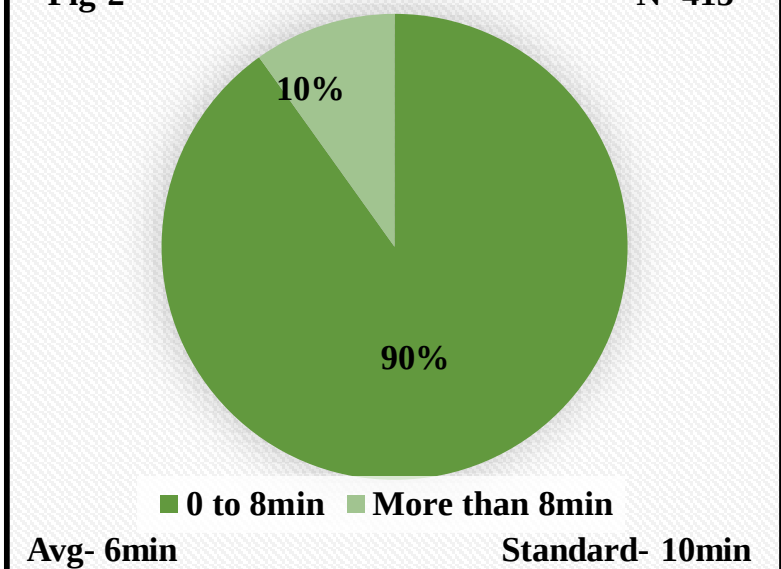


Fig-2

Billing time

N- 415



INFERENCE

Sample Size- 415 patients

- Average waiting time in OPD Consultation is 50 minutes and standard time is 30 minutes.
- Average Billing time is 6 minutes and Standard time for Billing process is 10 minutes.



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