

OBJECTIVE- The objective of the study is to find out the Turn Around Time (TAT) of the patients in OPD and the possible reasons for delay at Rajeev Gandhi Cancer Institute & Research Centre(RGCIRC).

INTRODUCTION- RGCIRC is a “not for profit” medical facility and research institute founded in year 1996. It has a bed capacity of 500 beds that attends to more than 100,000 outpatients in a year.

VISION-To Provide Affordable Oncological Care Of International Standard And Help To Eliminate Cancer From India Through Research, Education, Prevention & Patient Care.

MISSION-To be the premier cancer care provider in India and be the preferred choice of Patients, Care Givers, Faculty and Students. By Offering comprehensive services at an affordable price and excellence of our personnel leveraging best technology.

Research Methodology

Study Design- A descriptive, cross-sectional and quantitative study to find Turn Around Time(TAT) of patients in OPD.

Study Duration- 14th April 2022- 29th April 2022

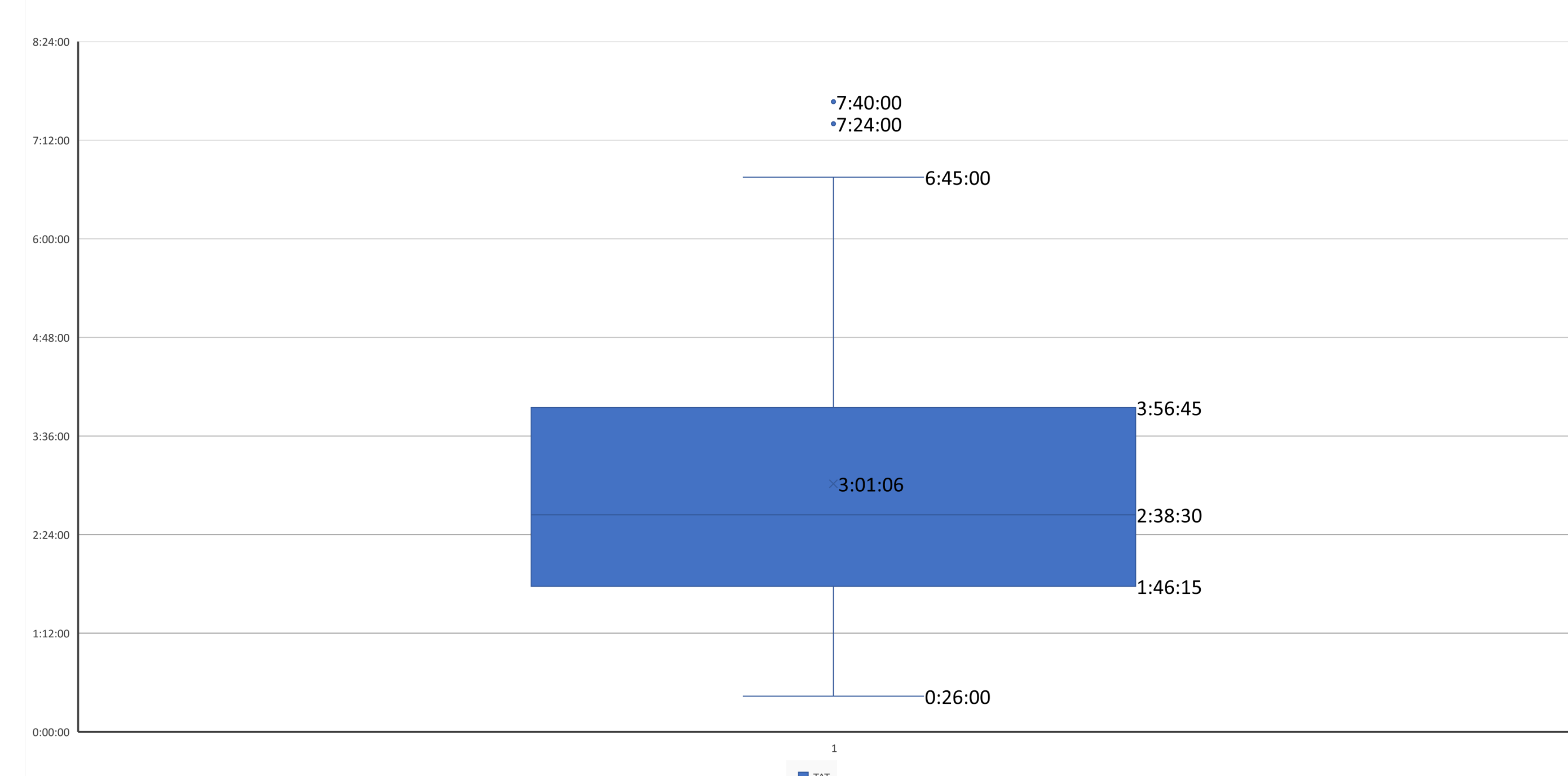
Study Population- Outpatient department at RGCIRC.

Sample size- 104 patients.

Sampling Technique- Convenient simple random sampling technique.

Tools and Techniques- Checklist and MS-Excel

Data Analysis



Average TAT of OPD process in RGCIRC is 3 hours 1 min.

Minimum time spent by a patient is 26 minutes and maximum is 7 hours 40 minutes.



Average waiting time in registration process is 9mins 39seconds , Internal Assessment Unit is 9mins 42seconds , OPD counter is 2mins 49seconds and for consultation is 36mins 45seconds.

Challenges and Recommendations

- Help desk is not in a visible area.
- Scanning of documents is slow at registration desk and IT often crashes due to high workload.
- Patients often face difficulty in finding way for different OPD's and departments.
- Staff at the counter are not aware about hospital's APP.
- Signages should be incorporated such that they are easily understood & clearly visible.
- Enhancement of manpower for patient's navigation and enquiry.
- Registration should be done in online mode as well to reduce patient waiting time.
- Cost estimation should be provided to patients pre-consultation.