

INTRODUCTION :

An outpatient department or outpatient clinic is the part of a hospital designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care. Modern outpatient departments offer a wide range of treatment services, diagnostic tests and minor surgical procedures . It is the first point of contact between the hospital and community and which, in many instances, can make or mar the reputation of the hospital.

Reducing the Turn around time in an opd is important for patient satisfaction .

OBJECTIVES :

- To determine the flow of patient and the average time spent by patient in care Hospital .
- To recommend appropriate suggestions to optimize the waiting time in care Hospital.

METHODOLOGY :

STUDY AREA : out patient department in care hospitals hitech city Hyderabad .

SAMPLE SIZE: 100

SAMPLING TECHNIQUE: -

convenience sampling technique

RESEARCH DESIGN:

Observational study.

DATA COLLECTION TYPE :

Primary data

Direct observation

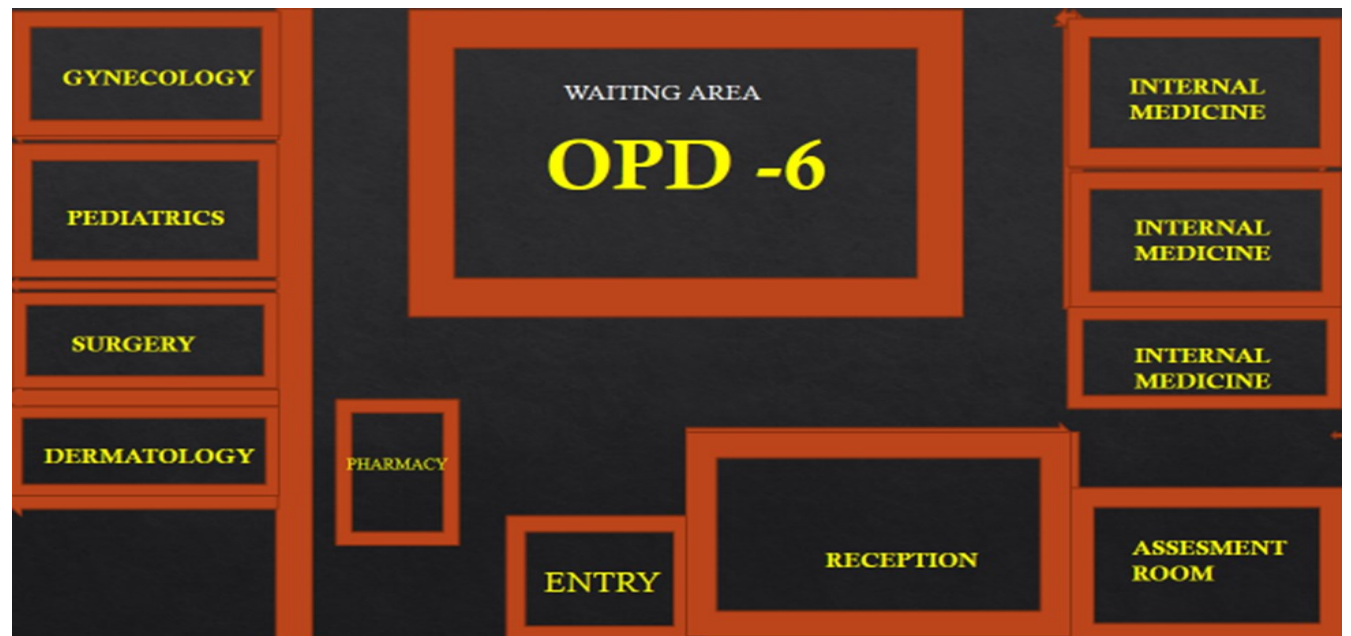
Secondary data

Hospital records ,system data

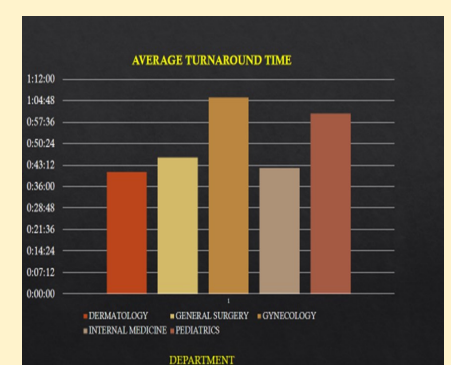
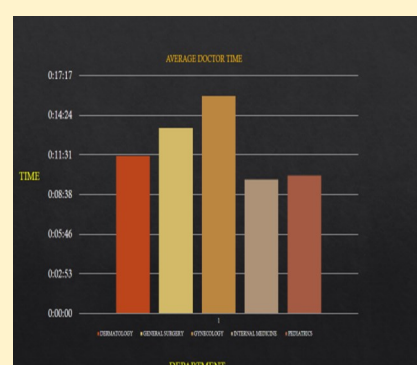
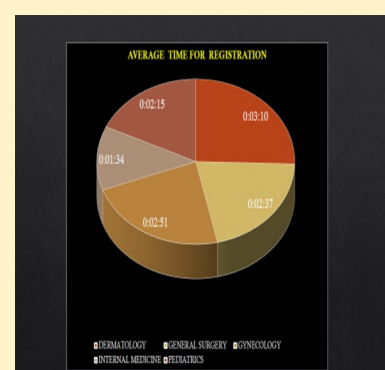
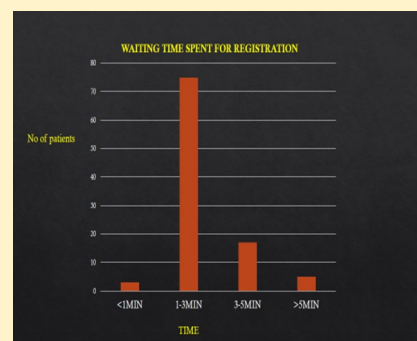
DATA COLLECTION METHOD :

The time was recorded at every stage of patients' treatment flow in opd . missed out data was collected through the hospital system and records .

ANALYSIS :



RESULTS :



RECOMMENDATIONS :

- Doctors should be made aware regarding the issues happening due to increased waiting time.
- The PREs in the reception should be available all the time for registrations.
- Proper work timings and lunch timings should be there for PREs so that both of them are available during peak hours .
- Surgical or any procedures should be done in a separate room rather than doing it in assessment room .
- The nurses should be punctual and be readily available.
- Proper strategies should be implemented to manage both appointment as well as walk-in-patients in the OPD