

A Study on Waiting Time of Central Registration Counter

About ALCHEMIST

- Launched in 2008 in Panchkula(Haryana)
- A multi speciality hospital, one stop provider for all services
- 114-bedded hospital.
- NABH accredited(National Accreditation Board of Hospitals)

Objectives

- To calculate the average time spent by the patient at Central Registration Counter.
- To study factors responsible for high waiting time.
- To suggest ways for reducing the waiting time.

RESEARCH METHODOLOGY:

Steps Followed:

- Direct Observation
- Purposive Random selection of patients
- Time interval =9.30am to 1.30pm for 20 days.

- Sample size (n) = 160 patients
- Average time calculated = total time spent by patients(in minutes)/total sample size(n=160)

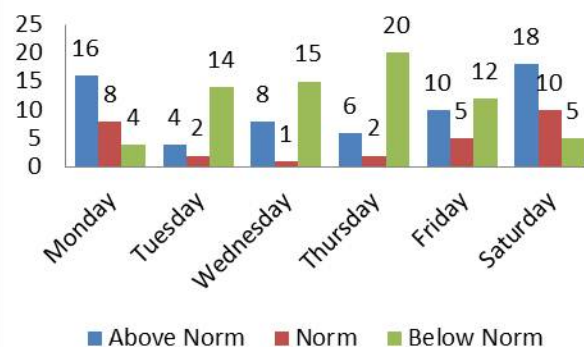
FINDINGS

OBSERVATIONS

Fig1 Distribution of patients by their waiting time against the norm



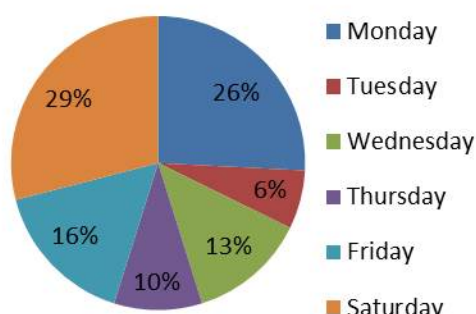
Fig3 Distribution of patients by their waiting time by weekdays



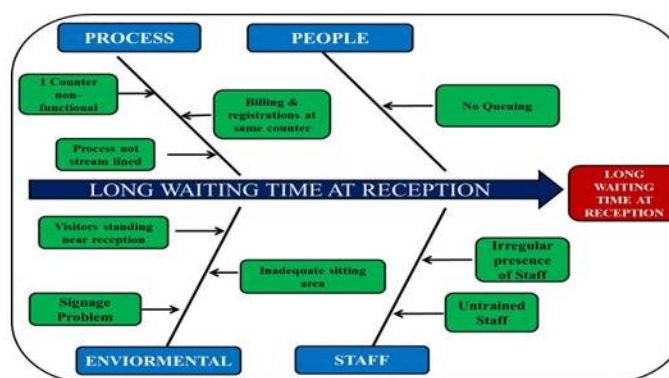
- Among the 62 patients (above norm), maximum were those who visited the hospital on Mondays and Saturdays as compared to other weekdays.

- There are many reasons for high waiting time.

Fig2 Further distribution of 62patients (above norm) based on different days



Reasons for Increased Waiting Time



Suggestions:

- Colour Coded token system
- Security staff around the registration counter should guide the patients regarding the counters and must be trained for the same.
- Signage/sign boards with dark colour.
- MAY I HELP YOU/ HELP DESK near registration counter
- IEC material for different OPDs.
- During the peak days (mondays and saturdays), cash for laboratory and radiology investigation can be collected at the respective registration counters itself..