

PROCEDURE FOR PROVISION OF OUT PATIENT SERVICES AND REFFERAL FOR ADMISSION OF PATIENTS

1. PURPOSE:

To outline the steps followed when providing outpatient services at the UHS and referral of the patients for admission to the UON approved hospitals.

2. OBJECTIVE:

To provide timely outpatient services at the UHS and referral of the patients for admission.

3. SCOPE:

The Procedure includes the time a patient arrives for treatment at the registration desk of either the Senior Staff clinic or the Students Clinic to the time he/she is discharged from the hospital/Clinic.

4. REFERENCES:

- a. QMS Manual
- b. University calendar
- c. University Service Delivery Charter
- d. Medical Practitioners and Dentists Board Ethical Guidelines
- e. Institution's in-patient guide
- f. UHS Service Delivery Charter
- g. National Governing Council of Nurses, Kenya Guidelines
- h. WHO/MOH Guidelines
- i. NHIF Guidelines
- j. Kenya Poisons and Pharmaceuticals Board Rules and Regulations
- k. Kenya Medical Laboratory Technicians and Technologists Board Guidelines

5. DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
Director, University Health Services	DUHS	Officer in Charge of the University Health Services
University Health Services	UHS	University health facility that provides medical services to students, staff and dependants on outpatient basis
University Health Service Management Information System	AfyaKe	Online medical records system used at the University Health services for purposes of keeping patients records

6. RESPONSIBILITY

Director, University Health Services ensures that this procedure is adhered to.

7. METHOD

7.1 Registration Desk

- i. Patient arrives at registration desk of either student clinic(s) or staff clinic.
- ii. Patient records his/her/their dependants' details with the UHS records personnel.
- iii. The Records personnel confirms patients' entitlement from the Health Management Information System
- iv. If the records are not updated, the patient is requested to update through the Human Resource department or respective Faculty Dean.

7.2 Activation of patient record

- i. Records personnel confirms the validity of the patient in AfyaKe Integrated Health Management Information System
- ii. Records personnel activates the patient records and submits for triage or relevant consultation section.

7.3 Triage Room

- i. The nurse receives the patient activated record from the Health Management Information System.
- ii. The nurse calls patient's name according to the order of the AfyaKe Integrated health information management system, or prioritise depending on the condition of the patient
- iii. The nurse takes vital signs of patient (blood pressure, pulse rate, respiratory rate, weight, height, BMI and temperature) and records them in the AfyaKe Integrated health information management system then submits for consultation or relevant procedure

7.4 Clinician's Room

- i. The Clinician calls patient's name according to the order of the AfyaKe Health Management Information System or prioritise depending on the condition of the patient.
- ii. The Clinician evaluates the patient and makes provisional diagnosis.
- iii. May keep patient for observation/stabilization before discharge/admission depending on the clinical findings.
- iv. The clinician either sends the patient for laboratory or diagnostic radiological investigations, admits patient directly or discharges on prescribed drugs depending on clinical evaluation
- v. If the matter is beyond the scope of outpatient management, the clinician issues an admission note to any UON approved admitting hospital.

7.5 Laboratory Services

- i. Patient records details at Receptions on Register
- ii. Patient called and instructed on how to give the sample
- iii. Samples are analysed
- iv. Results are either given to the patient or sent to clinician through the AfyaKe Integrated Health Management Information System
- v. If tests are not available at UON Lab the patient is referred elsewhere.

7.6 Director, University Health Services

The Director, University Health Services issues a letter of undertaking (LoU) to the credit controller of the admitting hospital and gives a copy to Director, Finance.

7.7 Admitting Hospital

- i. Patient presents admission notes and the letter of undertaking at the admission desk of the admitting hospital
- ii. Patient is admitted at the hospital.

7.8 Inpatient Care

- i. UHS clinician is informed by the UHS care nurse about admission of the patient
- ii. UHS clinician reviews the patient daily until he/she is discharged.
- iii. The clinician makes decision to discharge the patient.

7.9 Discharge of Patient

- i. The clinician writes discharge summary notes and drugs.
- ii. Patient clears with the accounts department by filling credit and National Hospital Insurance Fund (NHIF) forms.
- iii. Patient clears with the ward nurse after presenting the clearance slip.
- iv. Patient leaves for home.

8. DOCUMENTED INFORMATION

All relevant documented information shall be maintained.

