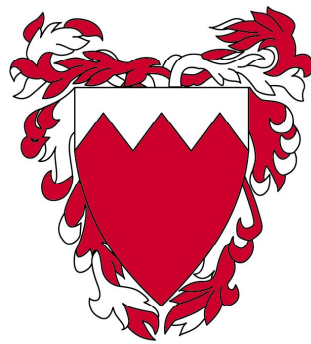


**State of Bahrain
Ministry of Health
Salmaniya Medical Complex**



Outpatient Clinics

**A Handbook
January 2001**

Appendix

Purpose	3
Introduction	4
Specialties available at S.M.C	5
Outpatient Policies and Procedures		
Source of Referral	7
Appointment Booking System	9
Outpatient Medical Record	11
Walk-in Patients	12
Follow-up Appointment Booking	13
Discharge of Patients from Outpatient	14
Other Procedures	15
Outpatient Clinic Schedules		
Medical Department Outpatient Clinics	17
Oncology Center	18
Surgical Department Outpatient Clinics	19
Orthopedics Department Outpatient Clinics	19
Pediatric Department Outpatient Clinics	20
E.N.T Department Outpatient Clinics	21
Obstetrics & Gynecology Outpatient Clinics	21
Ophthalmology Department Outpatient Clinics	22
Dental Department Outpatient Clinics	22
Attachments	23

Compiled by
M. Susil Kumar
Superintendent, Quality Control Unit
Medical Record Department, S.M.C

Reviewed by
S.M.C;s Services Improvement Committee
and
Medical Board, S.M.C



Purpose

Outpatient Clinics at Salmaniya Medical Complex are to provide the best available Secondary and Tertiary Care Services to all Citizens of Bahrain who need the services through Specialized Doctors by using the best available diagnostic and therapeutic methods in order to assess and confirm accurately the clinical condition of the patient, and also to plan the management of treatment.

Introduction

Salmaniya Medical Complex, a multi specialty Secondary and Tertiary Care Health Facility which provides Emergency, Outpatient and Inpatient Care to all Citizens and Residents of Bahrain. The Outpatient Health Care is provided through the Outpatient Clinics located at Salmaniya Medical Complex's (S.M.C) Main Building, Oncology Center at S.M.C's new Extension and at Al-Fateh Building. The Outpatient Clinics provide health care to referred patients from Saturday to Wednesday (excluding public holidays) from 7.30 a.m. to 1.30 p.m.

In order to provide the best Outpatient Health Care to patients by the Medical and the Health Care Team, the outpatient clinics are supported by Radiology and Laboratory Services for Diagnostic purposes, while Physiotherapy, Radiotherapy, Pharmacy, etc., provide the Therapeutic services to patients. Nursing Staff provide the support and the care needed to patients at all the outpatient clinics. Medical Records provide the supportive services in maintaining patient's files and making them available to doctors on the appointment days. Medical Records register all outpatient appointments after the patients follow-up visits and also register the patients arrival to clinics by entering it into the computer system, in addition they answer all patients' queries.

Medical, Surgical, Orthopedics, Plastic Surgery and Pediatric Clinics are located at the ground floor of Main S.M.C Building. Oncology & Hematology Clinics along with Radiotherapy and Chemotherapy are located at the Oncology Center. (New S.M.C Extension)

Obstetric & Gynecology, E.N.T., Ophthalmology and Dental Clinics are located at the Al-Fateh Building

In addition to Outpatient Consultation Services, support services such as ECG., EEG., E.M.G., Audiometry, Speech Therapy, Refraction Test, etc are also available for diagnostic purposes.

E.N.T., Ophthalmology and Dental Clinics also provide Emergency Care to patients who are referred from Health Centers and other Health Facilities on working days.



Outpatient Specialties Available at S.M.C

Salmaniya Medical Complex Main Building

Medical Department Clinics

Asthma
Cardiology
Chest Diseases
Dermatology
Diabetic
Endocrinology
Gastroenterology
Neurology
Nephrology
Rheumatology

Pediatric Department Clinics

General Pediatric
Endocrinology
Gastroenterology
Neurology
Neonatal
Hematology & Oncology

Surgical Department Clinics

Breast Diseases
General Surgery
Neurosurgery
Thoracic/Vascular Surgery
Urology Surgery

Burns & Plastic Surgery

Orthopedics Surgery & Fracture

Nephrology
Child Development
Metabolic
Infectious Diseases
Genetic Counseling
Chest & Oncology

Oncology Center (S.M.C New Extension)

Oncology
Hematology

Chemotherapy
Radiation Therapy

Al-Fateh Building

E.N.T Department Clinics

General E.N.T
Deaf & Mute
Audio logical Medicine
Brain Evoke Response

Obstetrics & Gynecology Clinics

Antenatal
Gynecology
Infertility

Ophthalmology Department

General Ophthalmology
Retina /Glaucoma
Squint
Ophthalmology/Diabetic
Pediatric Ophthalmology

Dental Clinics



Policies and Procedures



Source of Referral

POLICY

Patients could be REFERRED to any of the Outpatient Clinics at Salmaniya Medical Complex with written Referral Forms by doctor's from Health Centers, Accident & Emergency Department of S.M.C, Departments within S.M.C., B.D.F. Hospital, and other Health Facilities approved by Ministry of Health.

Referral Procedure

Referrals from Health Centers

Health Centers(H.C) refer patients who need to be seen by a Consultants for further treatment at S.M.C. A Health Center Referral Form is completed by the H.C's doctor who in addition to the Clinical Findings also writes to which Specialty the patient needs an appointment. Accordingly on receipt of this Referral Form a Clerk at H.C calls S.M.C's Outpatient Appointment Booking Desk to get the Date of Appointment and then writes that date on the H.C. Referral Form. The patient is then informed to attend the Outpatient Clinic at S.M.C on that date.

Referrals from Other Health Facilities

Other Health Facilities approved by Ministry of Health could refer patients. S.M.C does not book appointments through telephone to health facilities other than Health Centers, either the patient or a representative should come to S.M.C's appointment desk with the referral form to book the appointment.

Referrals from Accident & Emergency of S.M.C

Accident & Emergency Department could refer patients to any one of the Outpatient Clinics at S.M.C by writing the name of the Specialty where the appointment is needed. The Accident & Emergency Treatment Form itself is used as the Referral Form and the patient or his/her relative should book the appointment at the appropriate Appointment Booking Desks at S.M.C.

Inter-departmental Referrals

Doctors could refer patients' from one specialty to another by writing the request on a "*Consultation Request Card*" and the appointment could be booked at the appropriate Appointment Booking Desks at S.M.C.

Outpatient Appointment Booking System

POLICY

All New Patient Appointments will be booked either under the Consultant or his/her Chief Resident and further follow-up appointments could be booked under any working under the Consultant or Chief Resident.

At S.M.C the Outpatient Appointment Booking System is fully computerized. Appointments are booked into the computer system as *New and Follow-up appointments*. All *New Appointments* will be booked only with a referral letter from one of the Referral Sources[#]. Appointments are booked either through Telephone (Health Centers and Wards at S.M.C), and on the presentation of an Outpatient Appointment Referral Form from any of the Health Facilities approved by the MOH.

Appointment List

POLICY

In general All Consultants should have Appointment Lists under their names and another one in the name of their Chief or Senior Resident.

Outpatient Clinic Schedules



POLICY

Consultants should have a minimum of TWO clinics per week and this also applies to their Chief and Sr. Residents.

The Number of Clinics per week for a Consultant depends on the type of Specialty, but S.M.C's general policy is that a Consultant and his/her Chief or Senior Resident should each have a minimum of two clinics per week.

Number of Appointment Bookings

POLICY

- In general a total number of 22 New and Follow-up appointments should be booked in one list. (The number of New and Follow-up could be decided by the Consultants).
- The total number of Appointment Bookings in certain specialties could be less or more than 22 according to the type of Patients.
- The total Number of Appointment Bookings are fixed and could not be changed without the signed approval of the Chairperson of the concerned department and the Chief of Medical Staff

As the total number of patients a doctor could see is fixed, the computer system will close the list automatically when the desired number of bookings are made and no overbooking could be made.

Appointment Dates

Appointment Dates are assigned automatically by the Computer System according to the Specialty. The Computer System automatically assigns the nearest available date as the appointment date and if a specialty has more than one doctor, the system will book the appointment with another doctor in the same specialty with whom the nearest appointment is available.

Appointment Time

Appointments are booked starting from 7.30 a.m., and the last appointment is given at 1.15 p.m. The Appointment Timing differs from Specialty to Specialty and it depends on the total number and type of patients. In general 15 minutes are assigned for New Patients (first visit) and 10 minutes for Follow-up visits, and this may differ in some specialty clinics.



Outpatient Medical Record (File)

POLICY

A New Medical Record (file) should be opened only when a patient has a booked appointment at any one of the Outpatient Clinic or with a request to Open a New File signed by a Sr. Resident or Consultant

A patient's medical record is confidential and could be handled only by Authorized Personnel.

All patients at the Outpatient Clinics are seen with a Medical Record and patient's CPR Number is the Medical Record Number. A New Medical Record is opened when a patient has an appointment with any one of the Outpatient Clinics, and visits S.M.C for the first time with a Referral Form. In case a patient had a history of previous visits and had an old Medical Record, the same will be used for the current treatment. Before opening a new Medical Record a check is made in the computer for previous visits and Medical Record. New Patients on the day of their appointment should go directly to the Main Appointment Desk located in O.P.D Reception. On presentation of the Referral Form a new Medical Record will be opened and sent to the Doctor's Consultation Room.

Medical Records of New Patients and Follow-up Patients will be kept ready at the Doctor's Consultation Rooms. (Records are retrieved one day before the appointment date by the Filing Section and sent to the appropriate Consultation Rooms)

Registration of Patient's Visit at S.M.C

On the day of appointment before seeing their appointed doctor, Patients should register their arrival at the assigned Outpatient Appointment Desks by giving the Outpatient Appointment Slip to the Reception Clerk at the Appointment Desk. The slip which is in two parts, one part will be given to the patient and the other will be kept to enter into the computer the arrival of the patient. Specialty speciality

Walk-in Patients

POLICY

A Consultant or Sr. Resident could see a patient without appointment on their clinic day if the condition of the patient warrants immediate attention or the patient needs new supply of medication by writing a Record Request Slip, but Medical Records of such patients will be sent to the clinics only after 11.00 a.m.



If a doctor wants to see a patient who does not have a booked appointment he/she could see the patient by writing a Patient File Request Slip and requesting the file from Medical Records. This slip should be completed, signed and stamped by the requesting doctor and sent to the Filing Section. As per the S.M.C's Walk-in Patient's Policy (page 31) Records will be pulled and sent to the Requesting Doctors after 11.00 a.m.

Follow-up Appointment Bookings

POLICY

- Follow-up appointments will be booked on the request of the treating doctor after the patient's consultation with the doctor on the appointment date.

- Appointment Date will be booked according to the Doctor's request (i.e. after a week, one month, etc.)

Patients who were given Follow-up appointments after their Consultation with their appointed doctor at S.M.C should register the appointments at the Outpatient Reception Desk. Follow-up appointments will be booked according to the doctor's request and in case the appointment list was full on the requested date, either the appointment will be booked on the next available date or if the doctor insists on the exact date a booking will be made marked as Extra. Computer generated Outpatient Appointment Slips with date and time of appointment, name of the specialty/doctor will be given to patients.

Over-bookings

The number of Appointments booked for each consultant is fixed, these numbers could not be altered without the approval of the Chairperson of the Department and the Chief of Medical Staff. Medical Records will, however have the authority to increase or decrease the number of Appointments booked under each Specialty whenever the need arises and this will be done on consultation with the Chairperson and the Chief of Medical Staff.

Discharge of patients from Out-patient Clinics

POLICY

A Patient who is followed-up at any one of the OPD Clinics at S.M.C should be Discharged to the Referring Health Facility at the end of his/her 4th visit. In case the clinical condition of the patient warrants more consultation at SMC the treating doctor should write the justification.

When a patient is discharged the treating doctor should complete an Outpatient Discharge Form and send the completed form to the Medical Record Appointment's Supervisor.

S.M.C's Outpatient Discharge Policy (page 32) is to refer back a patient after the completion of Four visits (first visit + three follow-up visits) to the Referring Health Facility. In case a patient should need more than four visits the treating doctor at S.M.C should justify the extension by recording the reasons in Patient's Medical Record.

In case a patient is discharged from out-patient the treating doctor (*consultant or chief resident or sr. resident*) should complete the Outpatient Discharge Form. This form which is in triplicate, the first copy should be sent to the Referring Health Facility**, the second copy should be kept in the patient's medical record and the third to be given to the patient.

**** *The Nursing Staff should collect these forms and send them to the Supervisor of Appointments, Medical Records.***

Other Procedures

- ❑ Opening of new or additional clinics should be requested by the Chairperson of the requesting doctor and also should be approved by the Chief of Medical Staff, Chief Executive Officer and in coordination with the Chief Nursing Services.
- ❑ Medical Records will not make any change in the Clinic Schedules i.e. the day of the clinic or timing or total number of patients seen per list without a signed request from the Chairperson of the requesting doctor and with the approval of Chief of Medical Staff.
- ❑ Appointment Bookings will be closed when a Consultant or the Chief or the Senior Resident goes on Annual Leave provided Medical Record is informed of the leave two months before the annual leave starts. In case the request to close the clinics is received and it is found at the time of closing that patients are

booked for appointment during the leave period, Appointment Supervisor will shift those booked appointments to the other doctor's list(i.e. to the consultant's list if his/her Sr. or Chief Resident is going on leave) but in case if the other doctor's list is also full, the doctor will make the necessary arrangements in coordination with the Chairperson of the Department.

- In case a doctor is going on an Emergency Leave or had to close the clinics on a short notice to attend conferences, workshops, etc., and in case the doctor's clinic schedules during the leave period are fully or partially booked, the doctor has to make necessary arrangements with the chairperson of his department to allow booked patients to be seen on the appointment days.

Outpatient Clinic Schedules



Medical Department Outpatient Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
Asthma	Tuesdays	09.00 am – 01.00 pm
Cardiology	Sun, Mon, Tue & Wed	08.45 am – 01.00 pm
Dermatology	Sat,Sun,Mon,Tue & Wed	08.30 am – 12.40 pm
Diabetics	Sun, Mon, Tues & Wed	08.45 am – 01.00 pm
Endocrinology	Sat & Mon	08.45 am – 01.00 pm
Gastroenterology	Sat, Sun, Tues & Wed	08.45 am – 01.00 pm
Nephrology	Sat, Sun, Mon & Tues	08.45 am – 01.00 pm
Neurology	Sat, Sun, Tues & Wed	08.45 am – 01.00 pm
Pulmonary&Chest Diseases	Sun & Wed	08.45 am – 01.00 pm
Kidney Transplant	Sat & Tues	11.00 am – 01.00 pm
Rheumatology	Sat & Mon	08.45 am – 01.00 pm
Tuberculosis	Tuesdays	09.00 am – 01.00 pm



Oncology Center

Name of the Specialty	Days of Clinic	Clinic Timing
Oncology	Sat, Sun, Mon & Tue	08.30 am – 12.00 pm
Hematology	Sundays & Tuesdays	08.30 am – 12.00 pm
Chemotherapy	Sat, Sun, Mon, Tue & Wed	08.30 am – 12.00 pm
Oncology & Gynecology Joint Clinic	Tuesdays	08.30 am – 12.00 pm
Radiation Oncology Review Clinic	Tuesdays	08.30 am – 12.00 pm



Surgical Department Outpatient Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
General Surgery	Tuesdays	09.00 am – 01.00 pm
Neurosurgery	Sun, Mon, Tue & Wed	08.45 am – 01.00 pm
Pediatric Surgery	Sat,Sun,Mon,Tue & Wed	08.30 am – 12.40 pm
Thoracic Surgery	Sun, Mon, Tues & Wed	08.45 am – 01.00 pm
Urology	Sat & Mon	08.45 am – 01.00 pm
Breast Diseases	Sat, Sun, Tues & Wed	08.45 am – 01.00 pm
Plastic Surgery	Tuesdays	09.00 am – 01.00 pm

Orthopedics Department Outpatient Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
Fracture	Sat, Sun, Mon & Tues	09.00 am – 01.00 pm
Orthopedics Surgery	Sat, Sun, Mon & Wed	08.45 am – 01.00 pm
Spinal Diseases	Mondays	08.30 am – 12.40 pm



Pediatric Department Outpatient Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
General Pediatrics	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm
Cardiology	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm
Child Development	Sun, Tue & Wed	09.00 am – 12.10 pm
Endocrinology	Sundays & Tuesdays	09.00 am – 12.10 pm
Gastroenterology	Sun, Mon, & Tues	09.00 am – 12.10 pm
Genetic Counseling	Sat, Sun, Tues & Wed	09.00 am – 12.10 pm
Hematology & Oncology	Sun, Mon & Wed	09.00 am – 12.10 pm
Infectious Diseases	Mondays	09.00 am – 12.10 pm
Neonatal	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm
Neurology	Sundays & Wednesdays	09.00 am – 12.10 pm
Nephrology	Sundays & Tuesdays	09.00 am – 12.10 pm
Neurogenetic & Metabolic	Last Monday of a Month	08.45 am – 10.00 pm
Metabolic	Sundays	09.00 am – 12.10 pm



E.N.T Department Outpatient Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
General E.N.T	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm
Audiological Medicine	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm
Brain Evoke Response Test	Sun, Tue & Wed	09.00 am – 12.10 pm
Hearing Impaired Clinic	Sundays & Tuesdays	09.00 am – 12.10 pm
ENT & Oncology Joint Clinic	1st Tuesday of a Month	09.00 am – 12.10 pm
ENT Emergency Clinic	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm

Obstetrics & Gynecology Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
Antenatal	Sat, Sun, Mon, Tues & Wed	07.30 am – 10.30 pm
Gynecology	Sat, Sun, Mon, Tues & Wed	11.00 am – 12.30 pm
Infertility	Saturdays	11.00 am – 12.30 pm

Dental Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
Endodontist	Sat, Sun, Mon, Tues & Wed	08.30 am – 12.00 pm



Oraal/Maxillo Facial	Sat, Sun, Mon, Tues & Wed	08.30 am – 10.30 pm
Emergency Clinic	Saturdays	08.30 am – 12.00 pm

Ophthalmology Clinics

Name of the Specialty	Days of Clinic	Clinic Timing
General Ophthalmology	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm
Diabetic Ophthalmology	Wednesdays	09.00 am – 12.10 pm
Glaucoma	Saturdays	09.00 am – 12.10 pm
Pediatric Ophthalmology	Tuesdays	09.00 am – 12.10 pm
Retina	Sundays & Mondays	09.00 am – 12.10 pm
Squint	Wednesdays	09.00 am – 12.10 pm
Eye Anterior Segment Clinic	Tuesdays	09.00 am – 12.10 pm
Emergency Clinic	Sat, Sun, Mon, Tues & Wed	09.00 am – 12.10 pm



Attachments



I: Walk-in Patients- Policy and Procedures

Ministry of Health
Salmaniya Medical Complex

Walk-in Patients – Policy and Procedures

Problem

Walk-in patients disturb the schedule of patient's with booked appointments and also put burden on Medical Record Staff who need time to retrieve patient's files from the filing section.

Policy

Walk-in patients could be seen by the Doctors in the Outpatient Clinics on their scheduled clinic days after 11.00 a.m.

Procedures

- ❑ Walk-in patients could be seen by Doctors in any one of their scheduled Outpatient Clinics and could be seen only with the patient's file.
- ❑ Patient's file should be requested from the Medical Record by sending a duly filled, signed and stamped File Request Slip to the Outpatient Reception Desk. (an unfilled slip, only with the doctor's signature will not be accepted)
- ❑ The Outpatient Reception Desk Clerks would register the visit as a Walk-in and send it to the Filing Section for retrieval of file.
- ❑ Filing Section would retrieve all the requested walk-in patient's files and distribute it to the requesting clinics.
- ❑ Medical Record would not be able to entertain each and every file request individually, but would retrieve and distribute the file after 11.00 a.m.

II: Outpatient Clinic Discharge: Policy & Procedures

Ministry of Health
Salmaniya Medical Complex

Outpatient Clinic Discharge Policy

A patient who is treated at any one of at the Outpatient Clinic at S.M.C should be referred back to his/her Referring Facility after the 4th Visit with an "Outpatient Clinic Discharge Form"

PROCEDURE

- ❖ On the 4th visit all patients who were treated at any Outpatient Clinic at S.M.C should be referred to the Health Facility from where the patient was referred, if not the treating Consultant should write the justification for the continuation of the treatment at S.M.C in the patient's file.
- ❖ *Outpatient clinic Discharge Form* will be available at all Clinics and it will be in triplicate. The treating doctor when discharging a patient should complete this form. The first copy will be sent to the Referring Facility, the second will be given to the patient and the third will be kept in the Patient's file at S.M.C.
- ❖ The copy to the Referring Facility should be sent by the OPD Nursing Supervisor to the Supervisor of Appointments. At S.M.C, the Supervisor will make arrangements to send it to the appropriate Referring Facility after Discharging the Patient in the Computer System along with a print-out of the Discharge which will include Name and Address of the patient.
- ❖ Once a patient is Discharged from any one of S.M.C's Outpatient Clinic he/she will not be given any follow-up appointment to the same clinic unless the patient brings a new Referral letter from a Health Facility
- ❖ If a patient is referred by any one of the Consultants at S.M.C (internal referral for consultation) then that patient could be discharged by recording the discharge in the patient's file and also by notifying Medical Records by completing the *Outpatient Clinic Discharge Form for S.M.C patients*. The same will be applicable for patients who are referred by Accident & Emergency Section at S.M.C.
- ❖ If a patient does not attend for **ONE YEAR** any of the outpatient clinics at S.M.C, that patient will be automatically discharged from further outpatient visits at SMC and has to bring a new referral letter if he/she needs further consultation at S.M.C.

