

A Study on Outpatient Services of a City based Hospital Gurugram

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Abstract: This study examines the outpatient services at a city-based hospital in Gurugram, focusing on quality of care, customer relations, modern techniques for diagnosis and treatment, patient satisfaction, and operational efficiency. A sample of 33,368 patients was analyzed from January 1, 2024, to April 15, 2024, using simple random sampling. Data were collected through secondary sources and observations. Key findings include the distribution of patients across various specialties, operational workflows, and billing processes. Recommendations for enhancing outpatient services include streamlining processes, implementing efficient appointment systems, integrating telemedicine, and improving staff training.

Keywords: Outpatient Department, Patient Satisfaction, Healthcare Efficiency, Telemedicine, Customer Relations, Operational Workflow, Billing Processes, Quality of Care.

INTRODUCTION

Outpatient services are a critical component of healthcare delivery, providing essential medical consultations, diagnostic tests, and treatments without requiring overnight hospital stays. This report focuses on the outpatient department (OPD) services of a city-based hospital in Gurugram. The primary objectives are to assess the quality of care, customer relations, utilization of modern diagnostic and treatment techniques, patient satisfaction, and cost-efficiency of operations. This study also aims to standardize work processes, thereby ensuring consistency and high-quality outputs across the OPD. The methodology involves analyzing a sample of 33,368 patients who visited the OPD from January to April 2024. The data collection methods include secondary data and primary observations. The patient distribution across different specialties is detailed, revealing insights into the hospital's operational dynamics and patient flow. Effective outpatient care is vital for early diagnosis, treatment of acute conditions, and management of chronic diseases. The efficiency of OPD services

significantly impacts patient outcomes and overall satisfaction. This study provides an in-depth look at the various aspects of OPD services, aiming to identify areas for improvement and recommend strategies to enhance service delivery.

OBJECTIVES OF THE STUDY

- To know Provide Quality of care.
- To know of good customer relation.
- To modern techniques for investigation and treatment.
- To know facilities for total patient satisfaction.
- To standardize work processes, which ensures that every employee follows the same process and the same method of performing a task, resulting in consistent and high-quality output.
- To reduce the cost of running an OPD.
- To also improve layout and design of plant and equipment and working environment.

METHODOLOGY

- Population: Sample of 33,368 people was taken into study and their data was collected.
- The sampling frame: The frame is list of patients visited the OPD during time period of January 1, 2024, to April 15, 2024 i.e.
 - January = 7791,
 - February = 8436,
 - March = 9540,
 - April = 7601.
- Sampling method: To study the Project, a Simple Random Sampling technique is used.
- Data Collection: Collection of data is done by Secondary Data & through previous records i.e., Primary data was collected through Observation.

TOTAL OPD OF JANUARY	
SPECIALITIES	NUMBER PATIENTS
Audiology	2
Bariatric Surgery	25
Cardiology – Interventional	487
Clinical Psychology	34
Dental Surgery	47
Dermatology	76
Dermatology and Cosmetology	101
Dietetics and Nutrition	15
Ear Nose Throat Head and Neck Surgery	513
Emergency Medicine	458
Endocrinology	261
General Surgery	193
Internal Medicine	1036
Laboratory Medicine – Pathology	176
Medical Gastroenterology	373
Neonatology	20
Nephrology	132
Neurology	251
Neurosurgery	47
Obstetrics and Gynaecology	790
Ophthalmology	150
Orthopaedics	720
Paediatric Surgery	2
Paediatrics	582
Physiotherapy	126
Plastic and Reconstructive Surgery	70
Psychiatry	53
Pulmonology	463
Rheumatology and Immunology	56
Spine Surgery	130
Urology	393
Vascular Surgery	16
TOTAL	7791

TOTAL OPD OF FEBRUARY	
SPECIALITIES	NUMBER PATIENTS
Audiology	8
Bariatric Surgery	93
Cardiology – Interventional	548
Clinical Psychology	34
Dental Surgery	48

Dermatology	80
Dermatology and Cosmetology	96
Dietetics and Nutrition	18
Ear Nose Throat Head and Neck Surgery	526
Emergency Medicine	431
Endocrinology	316
General Surgery	205
Internal Medicine	1119
Laboratory Medicine – Pathology	213
Medical Gastroenterology	368
Neonatology	13
Nephrology	126
Neurology	266
Neurosurgery	48
Obstetrics and Gynaecology	740
Ophthalmology	1
Orthopaedics	906
Paediatric Surgery	4
Paediatrics	798
Physiotherapy	111
Plastic and Reconstructive Surgery	101
Psychiatry	54
Pulmonology	465
Rheumatology and Immunology	76
Spine Surgery	171
Urology	429
Vascular Surgery	16
Surgical surgery	171
Medical Oncology	1
Minimal Access Surgery	2
Cardio Thoracic and Vascular Surgery	1
TOTAL	8436

TOTAL OPD OF MARCH	
SPECIALITIES	NUMBER PATIENTS
Audiology	11
Bariatric Surgery	101
Cardio Thoracic and Vascular Surgery	13
Cardiology – Interventional	583
Clinical Hematology	1
Clinical Psychology	37
Dental Surgery	59
Dermatology	86
Dermatology and Cosmetology	106
Dietetics and Nutrition	54
Ear Nose Throat Head and Neck Surgery	601
Emergency Medicine	542

Endocrinology	331
General Surgery	239
Internal Medicine	1323
Laboratory Medicine – Pathology	181
Medical Gastroenterology	396
Medical Oncology	1
Neonatology	25
Nephrology	131
Neurology	331
Neurosurgery	52
Obstetrics and Gynaecology	898
Ophthalmology	142
Orthopaedics	1016
Otorhinolaryngology	2
Paediatric Surgery	8
Paediatrics	872
Physiotherapy	78
Plastic and Reconstructive Surgery	80
Psychiatry	56
Pulmonology	397
Rheumatology and Immunology	56
Spine Surgery	213
Surgical Oncology	5
Urology	496
Vascular Surgery	17
TOTAL	9540

Obstetrics and Gynaecology	640
Ophthalmology	201
Orthopaedics	830
Paediatric Surgery	6
Paediatrics	794
Physiotherapy	59
Plastic and Reconstructive Surgery	79
Psychiatry	59
Pulmonology	370
Rheumatology and Immunology	50
Spine Surgery	181
Surgical Oncology	5
Urology	407
Vascular Surgery	18
TOTAL	7601

RESULTS AND OBSERVATIONS (ANALYSIS)

OPD stands for Outpatient Department. It is a section of a hospital or clinic where patients receive medical treatment and consultation without being admitted to the facility overnight. In the OPD, doctors diagnose and treat various medical conditions on an outpatient basis.

The second encounter with the patients located on the ground floor. In this area all the general billing of OPD is done. There are four counters for billing and one counter merges in billing and report counter –

- Nursing counter1
- Nursing counter2
- Radiology
- Laboratory

When any person came for hospital regarding treatment first fall they want to meet any doctor for their diagnosis and a doctor consultation is a process in which a patient seeks advice, diagnosis, treatment, or preventive care from a medical doctor or healthcare professional. The purpose of a doctor consultation is to discuss a specific medical concern or condition with the doctor, obtain an accurate diagnosis, and develop a treatment plan based on the patient's medical history, symptoms, and other relevant information.

During a doctor consultation, the patient typically describes their symptoms and medical history, and the doctor conducts a physical examination and may order tests or diagnostic procedures to confirm a diagnosis. Based on the information gathered, the doctor may provide advice or recommendations for treatment or

TOTAL OPD OF APRIL	
SPECIALITIES	NUMBER PATIENTS
Audiology	2
Bariatric Surgery	79
Cardio Thoracic and Vascular Surgery	15
Cardiology – Interventional	441
Clinical Psychology	41
Dental Surgery	74
Dermatology	93
Dermatology and Cosmetology	67
Dietetics and Nutrition	73
Ear Nose Throat Head and Neck Surgery	440
Emergency Medicine	402
Endocrinology	273
General Surgery	175
Internal Medicine	968
Laboratory Medicine – Pathology	98
Medical Gastroenterology	204
Medical Oncology	2
Nephrology	118
Neurology	290
Neurosurgery	47

refer the patient to a specialist or other healthcare professional for further evaluation or treatment.

Types of consultation--

There are several types of doctor consultations, which vary depending on the specific medical concern or condition, the patient's medical history, and other factors. Some common types of doctor consultations include: -

- **General Consultation:** This is a routine consultation where the patient seeks medical advice or treatment for a general medical concern such as fever, cough, or headache.
- **Specialist Consultation:** This is a consultation with a medical specialist, such as a cardiologist, neurologist, or dermatologist, who has specialized training in a particular area of medicine.
- **Second Opinion Consultation:** This is a consultation sought by a patient who has received a diagnosis or treatment recommendation from another doctor and seeks a second opinion to confirm the diagnosis or explore alternative treatment options.
- **Preoperative Consultation:** This is a consultation conducted prior to a surgical procedure to evaluate the patient's medical history, perform a physical examination, and assess the patient's fitness for surgery.
- **Follow-up Consultation:** This is a consultation conducted after a previous medical appointment or treatment to monitor the patient's progress, assess the effectiveness of treatment, and make adjustments to the treatment plan as needed.
- **Telemedicine Consultation:** This is a consultation conducted over the phone or online, where the patient and doctor communicate remotely via video or audio call, email, or messaging.

According to the Australian Patients Association¹, there are three main types of medical consultations based on the mode of delivery:

- In person where you attend a clinic or a medical professional attend your home
- Telehealth consultations, which are conducted remotely via telephone or video.
- Online consultations, where you can connect with verified doctors across specialties through

platforms like Practo2 and get a digital prescription and a free follow-up.

Billing: -

- OPD billing start from 7 am.
- Patients come to billing desk for doctor consultation billing along with lab, radiology, endoscopy, and NIC.
- The billing counter works as all-in-one interface i.e. the integrated approach.
- The billing counter do bill for cash and corporate patients all together.
- The corporate patients are, ECHS [Ex-Servicemen Contributory Health Scheme], Maruti co., Airport Authority, etc.
- The 75% of patients in OPD are generally ECHS patients.
- The billing of ECHS can be much more critical some of the cases need to pay and some don't, for example- every ECHS patients must bring a referral from the ECHS corporate dept. to avoid any kind of payments.
- If an ECHS patients doesn't have any referral they must bring their ECHS card and Aadhar card with they and have to pay minimal fees set by the govt.
- And if the patient is 75 years and above doesn't need any kind of referral to consult a doctor. And after that if the consulting doctor prescribe any kind of investigation, then it is done without any cost.

DISCUSSIONS & RECOMMENDATIONS

❖ **DISCUSSION:** -

Outpatient care refers to any healthcare consultation, procedure, treatment, or other service that is administered without an overnight stay at a hospital or medical facility. Unlike inpatient care, patients receiving outpatient care are free to leave the medical facility once the service or procedure is complete.

Outpatient care is administered in various outpatient facilities such as primary care clinics, community health centers, urgent care clinics, and ambulatory surgery centers.

❖ **RECOMMENDATION:**

Recommendations to outpatient department (OPD) services may include:

1. Streamlined Processes:- Simplify registration, consultation, and prescription processes to reduce waiting times and improve efficiency.
2. Appointment Scheduling:- Implement an efficient appointment scheduling system to minimize patient wait times and optimize resource utilization.
3. Digital Health Records:- Invest in electronic health records (EHR) to enhance data management, reduce paperwork, and improve accessibility to patient information.
4. Education:- The patient receives education on managing their condition, including instructions on medications, lifestyle modifications, and self-care practices.
5. Specialist Referrals: Facilitate timely referrals to specialists when needed, ensuring continuity of care and proper management of complex cases.
6. Telemedicine Services:- Integrate telemedicine services for remote consultations, follow-ups, and non-emergency medical advice to improve access to healthcare, especially in underserved areas.
7. Patient Feedback Mechanism:- Establish a system for collecting and acting upon patient feedback to continuously improve service quality and patient satisfaction.
8. Staff Training: - Provide regular training and development opportunities for staff to enhance their clinical skills, communication, and patient care abilities.
9. Quality Assurance:- Implement quality assurance measures to monitor and maintain high standards of care delivery, including regular audits and performance evaluations.
10. Community Engagement:- Engage with the local community to raise awareness about available OPD services, promote preventive healthcare measures, and foster trust and collaboration between healthcare providers and patients.

CONCLUSION

The Outpatient Department (OPD) stands as a crucial component of contemporary healthcare, providing a comprehensive array of services to patients. With primary care consultations, diagnostic tests, minor surgical procedures, and rehabilitation services, OPD caters to diverse medical needs. The advantages of OPD services, such as cost-effectiveness, time-efficiency, and personalized care, enhance patient

outcomes and improve overall healthcare experiences. By partnering with Healthy sure, businesses can ensure the well-being of their employees through customizable OPD packages, reinforcing their commitment to employee wellness and establishing themselves as leaders in promoting a healthy workforce. Contact Healthy sure today to discover how their tailored OPD packages can meet the unique healthcare needs of your employees and drive your business towards a healthier future.

The conclusion of an outpatient department (OPD) analysis or report typically summarizes the findings, recommendations, and any actions needed to improve patient care, efficiency, or other aspects of the department's functioning. It may include insights on patient satisfaction, wait times, resource utilization, and suggestions for enhancing services.