

# PATIENT REGISTRATION STAFF RESPONSIBILITIES

## DHMIS STANDARD OPERATING PROCEDURES FACILITY LEVEL

### ON A DAILY BASIS



#### PATIENT CLINICAL RECORD

- 1) Draw existing patient clinical records from the filing facility or issue a new clinical record.
- 2) Prevent duplication by double-checking whether a clinical patient record already exists before issuing a new record.
- 3) Ensure health care providers do not see any patients without clinical records except during emergencies.
- 4) Ensure that no patient clinical records leave the facility. In the event of a transfer, a letter of transfer and a copy of the relevant documentation are to be submitted to the referred facility.



#### RECEPTION HEAD COUNT TICK SHEET

- 5) Each time a patient comes to the facility for a service, record the visit as a headcount in the reception headcount tick sheet.
- 6) Count each patient as a headcount only once each day regardless of the number of services provided to the individual at the facility.
- 7) Start each day with a new reception headcount tick register. Small facilities may leave a line open after totaling that day's headcount.



#### FOLLOW-UP AND DOUBLE-CHECK

- 8) Make follow-up appointments for patients and provide appointment cards and dates.
- 9) Add and double-check subtotals at the bottom of each reception headcount tick register.

### ON A WEEKLY BASIS



- 10) Complete and double-check the weekly reception headcount tick register.
- 11) Enter the daily totals of the reception summary tick register into the weekly reception headcount summary sheet.

### ON A MONTHLY BASIS



- 12) Enter the reception headcount tick register weekly totals into the monthly reception headcount summary sheet. Double-check the summary sheet and submit it to the facility manager on the first day of each month.
- 13) Store all registers and summary sheets in a locked facility for monitoring and audit purposes. The filing should be done on the same day the tick register and input forms are completed.