



INODAYA HOSPITALS-KAKINADA

Documentation code:
INH/AAC./Scope-01

Policy on Scope Of Services

Prepared Date: 05/09/2023

Reference: AAC.01. NABH Standards – 5th Edition
Objective elements : a,b,c,d

Issue date: 05/09/2023

Issue No:2

Review NO:01

Review Date: 04/09/2024

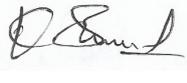
CONTENTS TABLE

S.NO	CONTENTS OF THE PAGE	PAGE NUMBER
1	Contents	1
2	Purpose, Responsibility & Distribution of the policy	2
3	Annexure 1 Scope of Clinical services	3
4	Annexure 2 Scope of diagnostic & allied professional services	4
5	Annexure 3 Scope of support services	5
6	Annexure 4 Scope of services not present	6
7	Transfer out Hospitals Name & Contact details	7
8	Document Revision history	7

- 1. Purpose:** The purpose of a policy on scope of services is to declare the services provided by our hospital for clear communication to our patients & staff members across the organization
- 2. Responsibility:** Every staff member of the hospitals responsible in educating all the patients with regards to our scope of services
- 3. Distribution:** The scope document is distributed across all the departments through training programs & inclusion into the various departmental SOPs

The scope of services in tabular format is available in Annexure 1 of this document:

- 4. Policy:** The scope of services provided by our organization is display in prominent areas of our hospital in permanent fixtures. The scopes of our services are displayed in English &

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Telugu(State language). Our Reception, OPD & IPD staffs are oriented & trained with regards to our scope of services through our training programs.

Annexure 1:

SCOPE OF CLINICAL SERVICES

CLINICAL SERVICES – FULL TIME CONSULTANTS/SERVICES

- | | |
|---|--|
| <ul style="list-style-type: none">• Anesthesiology• General Medicine• General Surgery• Gynecology• ENT• Orthopedic Surgery• Pulmonology• Surgical Gastroenterology• Medical Gastroenterology• Cardiology | <ul style="list-style-type: none">• Cardio-thoracic Surgery• Urology• Nephrology• Neurology• Neurosurgery• Paediatric Surgery• Hepato Pancreatico Biliary Surgery• Vascular surgery• Bariatric Surgery |
|---|--|

CLINICAL SERVICES – ON CALL CONSULTANTS/SERVICES

- | | |
|--|---|
| <ul style="list-style-type: none">• Paediatrics• Pulmonary Medicine• Dermatology | <ul style="list-style-type: none">• Psychiatry• Pediatric surgery• Vascular Surgery• Plastic Surgery |
|--|---|

Annexure 2:

SCOPE OF DIAGNOSTIC& ALLIED PROFESSIONAL SERVICES:

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RADIOLOGY & IMAGEOLOGY	LABORATORY
<ul style="list-style-type: none"> • X-ray • CT Scan • Ultrasound 	<ul style="list-style-type: none"> • Sample collection
CARDIOLOGY – INVESTIGATIONS	NEUROLOGY - INVESTIGATIONS
<ul style="list-style-type: none"> • TMT • 2D-Echo • ECG 	
ENT – INVESTIGATIONS	OPHTHALMOLOGY - INVESTIGATIONS
<ul style="list-style-type: none"> • Audiometry (Outsourced) 	<ul style="list-style-type: none"> • Optometry
PHARMACY SERVICES	NUTRITIONAL SERVICES
<ul style="list-style-type: none"> • IP & OP pharmacy services 	<ul style="list-style-type: none"> • Dietetics services
REHABILITATION SERVICES	EMERGENCY RESPONSE SERVICES
<ul style="list-style-type: none"> • Physiotherapy Services 	<ul style="list-style-type: none"> • Ambulance services

Annexure 3:

SCOPE OF SUPPORT SERVICES

SUPPORT SERVICES

- Central Sterile and Supplies department (CSSD)
- Materials & Purchase Department
- Medical Gases (Cylinders and piped medical gases)
- Security Services (outsourced)
- Medical Records Department(MRD)
- Administrative Office & related services
- Accounts & Internal Audit Department
- Hospital Information Management System

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- Biomedical engineering
- Cash billing & Credit billing services
- Facility Maintenance services
- Electronic Data Processing (EDP)
- Housekeeping services (Out Sourced)
- Food & Beverage Services (Out Sourced)
- Quality Systems Department
- Operations – Department
- Linen management & Laundry Services (Outsourced)

Annexure 4:

SCOPE OF SERVICES NOT AVAILABLE

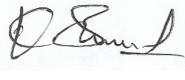
LABORATORY SERVICES OUT SOURCED

- Clinical Biochemistry
- Microbiology
- Histopathology
- Immunology
- Hematology

SERVICES NOT AVAILABLE

• Radiation Oncology	• Chemotherapy
• High-risk Obstetric Care	

Transfer out to Other Hospitals

Hospital Name & Location	Telephone Number	
Government General Hospital, Kakinada	0884-2302001,2302132.	
Hope Hospitals, Kakinada	0884 237 0777,	
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Scope of healthcare services of individual department:

NEUROLOGY:

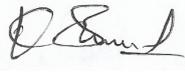
1. Loss of consciousness
2. Recent or old convulsions
3. Meningitis
4. Cva-infraction or hemorrhage
5. Hemiplegia,monoplegia,paraplegia,quadriplegia
6. Any other related signs/symptoms pertaining to neurology

NEUROSURGERY

1. All head injuries or spinal injuries
2. Poly trauma involved head injuries
3. Brain or spinal cord tumors
4. Cervical rib syndrome
5. Severe backache
6. Sciatica
7. Meningo-encephalocoel
8. Congenital abnormalities like meningoceol or spina bifida
9. Any other related signs/symptoms pertaining to neurosurgery

ORTHOPAEDICS:

1. All fractures
2. All types of arthritis and joint pains including back pain
3. Severe crush injuries with complete destruction of the neuro vascular bundle- which requires amputation
4. Spondylolisthesis
5. spine abnormalities
6. Congenital abnormalities of bones and joints
7. Any other related signs/symptoms pertaining to orthopedics

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GENERAL SURGERY AND SURGICAL GASTRO-ENTEROLOGY

1. All pain abdomen
2. All abdominal trauma
3. All tumors of gastro-intestinal tracts
4. Gall bladder and pancreatic calculi
5. Diabetic foot/ulcer, cellulitis & gangrenes
6. Any mass lesions requiring surgical referral
7. Appendicitis
8. All kinds of burns
9. Any other related signs/symptoms pertaining to gen surgery or sur gastro

BARIATRIC SURGERY:

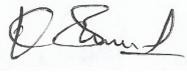
1. Bariatric and Metabolic surgery
2. Body fat analysis

NEPHROLOGY

1. All cases of acute renal failure, chronic renal failure & end stage renal disease
2. All cases of oliguria and anuria
3. All types of glomerulo nephrities, interstitial nephritis & pyelo-nephritis
4. Pyuria
5. Cases of renal transplantation
6. Any other related signs/symptoms pertaining to nephrology

UROLOGY

1. Renal calculi with calculous disease
2. Haematuria, trauma to the kidney
3. Rupture urethra
4. Urinary tract infection
5. Renal and bladder tumors
6. Carcinoma penis & carcinoma testis
7. Haematuria

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8. Congenital anomalies of bladder
9. Any other related signs/symptoms pertaining to urology

PULMONOLOGY

1. Copd exacerbation
2. Pneumonia, bronchial asthma exacerbation
3. Pleural effusion, pneumothorax
4. Empyema, pulmonary TB and its complications
5. Broncho-pneumonia chest trauma
6. Bronchiectasis
7. Cases which require bronchoscopy
8. Lower respiratory tract infection
9. Any other related signs/symptoms pertaining to pulmonology

CARDIO-THORACIC & VASCULAR SURGERY

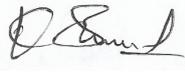
1. All thoracic and cardiological traumas
2. Valvular heart disease referred by cardiologist
3. All cases of CABG & valvular replacement
4. Congenital defects of heart
5. All vascular injuries
6. Any other related signs/symptoms pertaining to ctvs

CARDIOLOGY

1. All myocardial infractions
2. Cardiomyopathies
3. Heart blocks
4. Right heart failure & left heart failure
5. Known cases of valvular disease, septal defects
6. Any other related signs/symptoms pertaining to cardiology

GENERAL MEDICINE

1. All fevers

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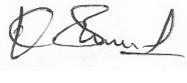
2. Poisoning cases
3. Hanging cases
4. Hypertension, diabetes, sepsis and its medical complications
5. Haematological disorders
6. Any other related signs / symptoms pertaining to general medicine not covered by the super specialty departments

MEDICAL GASTROENTEROLOGY

1. All cases with hematemesis / malena
2. Dysphasia
3. Dyspepsia & non ulcer dyspepsia
4. Acute or chronic pancreatitis
5. Hepatitis & liver abscess
6. All cases of jaundice, cirrhosis of liver and its complications
7. All conditions requiring upper & lower gi endoscopy
8. Any other related signs/symptoms pertaining to medical gastro

GYNECOLOGY& OBSTETRICS

1. Bleeding p/v
2. All ante-natal cases
3. Menorrhagia
4. Polymenorrhea
5. Hyperemesis gravidarum
6. Abortions
7. Full term pregnancies
8. Any other related signs/symptoms pertaining to ogs & gyn

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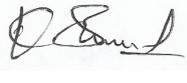
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DOCUMENT REVISION HISTORY		
Version	Date of issue	Reason for Revision
Original version - 1	10/03/2022	Prepared 5 th edition
Revised version - 2	05/09/2023	Periodic revision and update
Revised version - 3		
Revised version - 4		
Revised version - 5		

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