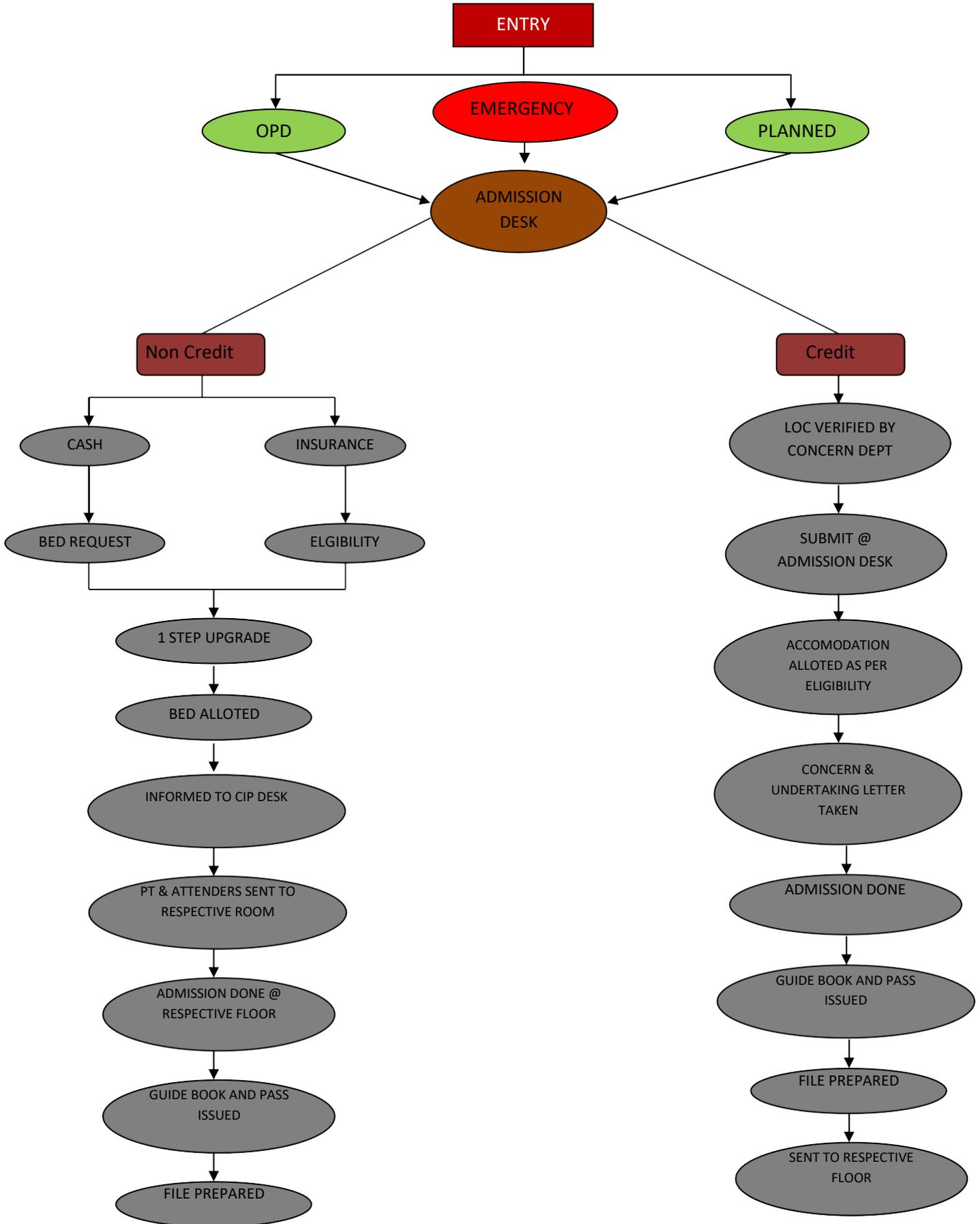


**ANNEXURE –1. ADMISSION FLOW AT INODAYA HOSPITALS, KAKINADA**



**1) ENTRY:**

Generally patient enters the admissions desk for admission.  
It may be planned or from OPD.

i) PLANNED:

Planned admissions are those which are admitting through TPA, and which are not happened on the same date of consultation.

ii) OPD:

Are patients whom doctors has advised admission at OPD consultation.

**2) ADMISSION DESK**

As soon as OPD and planned patients enter the admission desk they carry out routine processes like patient registration, checking for bed availability, bed allotment etc. Here they are differentiated as CIP and NON CIP, they are sending to their respective floors accordingly.

**3) TYPES OF PATIENTS:**

Generally two types of admissions may be done

- i) CIP (cash insurance patient)
- ii) NON CIP (non cash patients)

i) CIP: cash insurance patients are those whose mode of payment is from cash are insurance coverage.

- These patients are admitted in the international block.
- For these patients one step is upgraded in bed allotment, for example if they request for general ward they may be upgraded to sharing rooms and charges according to the general words charges, but in case of non availability of rooms they will be given as requested.

**a) CASH:**

Cash patients pay their total payment through direct cash.

**BED REQUEST:**

Here the Billing executives will explains the room tariffs to the patient's attendees, then room allotment will be one step upgraded on attendees choice. Then the patient is directed towards respective floor then the admission will be done on same floor once the patient is satisfied with given room.

**b) INSURANCE:**

Insurance cases are those whose payment is done by TPA or any other insurance company.

Here for insurance cases the hospital send the patient data to their insurance company for approval, once they get the approval the patient is eligible for admission.

**c) ONE STEP UPGRADE:**

For these insurance patients one step is upgraded in bed allotment on their eligibility, for example if they are eligible for general ward they may be upgraded to sharing rooms and charges according to the general words charges, but in case of non availability of rooms they will be given as per eligibility.

**d) BED ALLOTTED:**

After the payment and other formalities bed is allotted according to availability.

**e) INFORMED TO CIP DESK:**

After bed allotment the admission executives inform about patient to CIP desk which is at international block.

**f) PATIENTS SEND TO RESPECTIVE ROOMS: (NON CIP)**

After finishing the formalities at admission desk the patient along with attenders send to respective floor or ward in a wheel chair.

**g) ADMISSION IS DONE AT RESPECTIVE FLOOR: (CIP)**

Remaining formalities of admission like payment of advance, undertaking letter, and general concern are taken here.

**h) GUIDE BOOK AND PASS ISSUED:**

The attendees are given the guide book and pass so that can visit the patient at visiting hours.I)

**FILE PREPARED:**

Final step is to prepare the file for patient who consists of all the documents like undertaking letter patient identification data, concern doctor and treatment chats etc.

**ii) NON CIP:**

Non Cash insurance cases are those whose mode of payment is done through government are some reputed governmental or trusts. Eg: NMDC, BHEL etc.

- These patients are admitted in main block.
- In case of non availability of beds in main block they might be deviated towards international block.
- In general non cip cases have to verify their letter of credit before admission.

There are following steps undergoing in NON CIP.

- a) **LOC VERIFICATION:**  
Soon after the patients arrives at admission desk they advise to verify the essentials and availability criteria at RMO, if patient is applicable for it he will be sent to admission desk, if not they will be advised for cash payment.
- b) **ACCOMODATION ALLOTTED AS PER ELIGIBILITY:**  
Bed allotment is done as per the eligibility criteria in main block.
- c) **CONCERN AND UNDERTAKING LETTER TAKEN:**  
Written concern and undertaking letter saying that in case of any further problem in non applicability of coverage patient is responsible to pay the payment.
- d) **ADMISSION DONE:**  
Once the above formalities are done the admission of patient is done. Room allotment may be given.
- e) **GUIDEBOOK AND PASS ISSUES:**  
After admission a guidebook and pass is issued to visit the patient in visiting hours.
- f) **FILE PREPARED:**  
Final step is to prepare the file for patients who consist of all the documents like undertaking letter patient identification data, concern doctor and treatment chats etc.
- g) **SENT TO RESPECTIVE WARD:**  
Now the patient is sent to respective ward as allotted as per eligibility in wheel chair for treatment.