



INODAYA Hospitals - Kakinada

Documentation code:

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Policy on Service Standards of Organization

Prepared date: 05/09/2023

Reference: ROM.4.f.NABH Standards – 5th Edition

Issue Date:05/09/2023

Issue no: 02

Review No: 1

Review date: 04/09/2024

1. PURPOSE

To define the Service Standards of Organization

2. SCOPE

Hospital Wide

3. DEFINITION

A service standard specifies requirements that should be fulfilled by a service to establish its fitness for purpose.

4. RESPONSIBILITIES

All staff concerned with the hospital including Consultants.

5. POLICY

5.1.1.Acknowledge

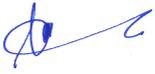
- Break the ice and the mystique. Extend a warm welcome. Make eye contact and smile; put warmth in your voice; introduce yourself and your role. Call Patients by their preferred name often.
- Ask: “Is there anything I can do for you?”
- Say: “Good morning/afternoon/evening.”

5.1.2. Introduce

- Introduce yourself.
- Give your name to a patient and their relatives.
- Explain to them where to sit and whom to meet, and handover them to co employee.

5.1.3. Duration

- Let them know how long Tests may take.

Prepared by: 	Verified by: 	Approved by: 
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Medical Director	Chief Executive Officer	Managing Director



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- For a patient, give an accurate time expectation for tests, physician arrival, or tray delivery.

5.1.4. Explanation

- For both the patient and the co-worker: Explain step by step what is the purpose, answer questions, and leave a phone number or other form of contact where you can be reached and when.

5.1.5. Thank

- Thank the patient for choosing your hospital, and for their communication and cooperation at the end of Visiting.
- Thank the family for assistance and being there to support the patient.

5.1.6. Rudeness is never acceptable.

- Avoid negative language and “you” messages.

- ❖ “I don’t know.”
- ❖ “You can’t do that.”
- ❖ “No.”
- ❖ “Yes, but...”
- ❖ “You should’ve.....”
- ❖ “You need to....”

5.1.7. Maintain dignity and privacy.

- Knock, announce yourself and ask permission before entering someone’s room or office.

“Hello, Mr/MS. I am a here, may I come in?”

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- Let patient know you are concerned about their comfort and privacy by closing doors, screens or curtains. Don't speak so loudly that you can be overheard by others who don't need to hear your conversation.
- Give patients the option of having all visitors leave their room before performing any procedure or discussing personal health information.
- "Mrs/Mr.Ms..... we are going to check the progress of your labor, would you like for your visitors to wait outside? I will get them as soon as we are finished, it should only take about 5 minutes."

5.1.8. Demonstrate sensitivity to any delay or inconvenience.

- Be aware of inconveniences your Patient experience, especially a delay, acknowledge it.
- Everyone's time is valuable.
- Apologize for and explain any delay, even if it is not your fault.
- Check in frequently with patients and other customers who are waiting.

5.2. Physician House Rules for Patient-Centered Care

1. **Presence.** Tune out distractions and make your patient your sole focus.
2. **Respect.** See patients and their Relatives as experts in the experience of their illness and their needs.
3. **Partnership.** Encourage patients and their Relatives to ask questions and initiate discussions about what they know or believe about health and disease and to share in considering options and making decisions.
4. **Caring.** Show you care about the patient as a person. Communicate interest in what patients and their families present as important to them.
5. **Body Language.** Move to your patient's level, turning to face them directly. Lean forward slightly to demonstrate your presence. Sustain quality eye contact.

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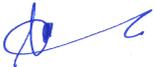
6. **Inquiry.** Ask open-ended questions to uncover your patient's needs, concerns and ways of thinking.
7. **Listen actively.** Listen patiently without interrupting. Acknowledge the patient's feelings as well as the content of what they say. Check your understanding.
8. **Information.** Information is power. Share it with your patients in words they can understand
9. **Cultural Sensitivity.** Make it your business to understand how your patient's culture shapes their relationship to illness, health, and self-care.
10. **Safety and Trust.** Build these over time by doing all of the above

5.3.Six Commitments:

1. **Concentration: Be present. Give customers your full attention.**
2. **Comfort: Make Patients and relatives comfortable.**
3. **Can-Do: Take responsibility and initiative to make the right things happen for the people you serve.**
4. **Confidence: Inspire confidence in yourself, your colleagues and the entire organization.**
5. **Calm: Anticipate, prevent and relieve customers' anxiety.**
6. **Collaboration: Do your part and help others do theirs.**

6. EDUCATION AND COMMITMENT

The hospital service standards are intensive training is provided for all new recruits and staff of the hospital such that they deliver according to the service standards

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