

Front Office Checklist

Sr. No.	Objective Element	Requirements	Yes	No
1	AAC 1c	Is the admission staff aware of hospital policy and scope of services and aware of whom to admit, regardless patients.		
2	AAC 1a	<p>Is documented SOP on admission available and followed.</p> <p>The SOPs addresses all modes of admission, i.e., OPD, emergency or through transfer.</p> <p>Policy on no bed availability, training of staff, etc. available.</p>		
3	AAC 1a	Policy on how to admit an unidentified patient documented.		
4	AAC 1c	Is admission staff well aware of scope of services and services that are not in the scope of the hospital.		
5	PRE 2a	Does admission staff know rights and responsibilities of patients.		
6	PRE 1d	Is general consent taken from all patients getting admitted.		
7	PRE 1f, ROM 2d	Pricing policy, tariff list displayed.		
8	PRE1f	Is estimate of treatment given to the patient.		
9	AAC 2a	Does all new patient upon registration, gets UHID no.		
10	ROM 2a	Is mission and vision displayed at a prominent location.		
11	CQI 2a	<p>Quality indicators of front office.</p> <p>a. Average time taken per admission</p> <p>b. Average waiting time of patients for admission</p>		