

## 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	Is documented SOP on admission available and followed. The SOPs addresses all modes of admission, i.e., OPD, emergency or through transfer.  Policy on no bed availability, training of staff, etc. available.		
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	Quality indicators of front office. a. Average time taken per admission b. Average waiting time of patients for admission		