

V.O.CHIDAMBARANAR PORT TRUST  
INTEGRATED MANAGEMENT SYSTEM MANUAL

# V.O.CHIDAMBARANAR PORT TRUST



PROCESS	MEDICALDEPARTMENT
SECTION	MANUAL FOR MEDI-CARE SERVICE

ISSUE NO	: 00
DATE	: 05.07.17
APPROVED BY (WITH SIGN)	Sd/- (05.07.2017) Dy.Chief Medical officer

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## INTEGRATED MANAGEMENT SYSTEM MANUAL

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**LIST OF RECIPIENTS**

<b>SI.NO</b>	<b>NAME OF THE RECIPIENTS</b>	<b>CONTROLLED COPY NO</b>
1.	Nurse	1

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**REVISION SHEET**

**1. ISSUE STATUS :**

SI.NO	ISSUE NO	DATE	REASON FOR REVISION
1	1	05.07.2017	Upgradation & Integration of QMS(9001:2015),EMS(14001:2015),OHSAS(18001:2007)

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### SCOPE

The Medicare services comprises mainly of the following services:-

- (1) Out Patient Department & Town Dispensary
- (2) In Patient Services
- (3) Pharmacy
- (4) Public Health & Sanitation
- (5) Medical Administrative Office

### IMS POLICY OF THE PORT

We are committed to provide seaport facilities and related support services for seaborne transport facilities by –

- Ensuring quality service to EXIM Trade, by adhering all legal requirements.
- Protecting the environment including prevention of pollution.
- Ensuring safety by preventing injury and ill health.
- Continually improving the overall effectiveness of IMS through

Employee motivation and empowerment with social responsibility towards the progress of the Nation.

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**IMS OBJECTIVE OF THE DEPARTMENT**

**QMS**

Core Objective of this department is to provide comprehensive medical care to the full satisfaction of the Port employees and their family members, the retired employees and their spouses, the CISF and others registered with this department.

**EMS**

To ensure reduction of paper and to conserve energy

**OHSAS**

To ensure prevention of ill health and injury.

**IMS OBJECTIVE OF THE SECTION**

**QMS**

To provide comprehensive medical care to the satisfaction of the patients.

**.EMS**

To ensure reduction of paper and to conserve energy.

**OHSAS**

To ensure prevention of ill health and injury.

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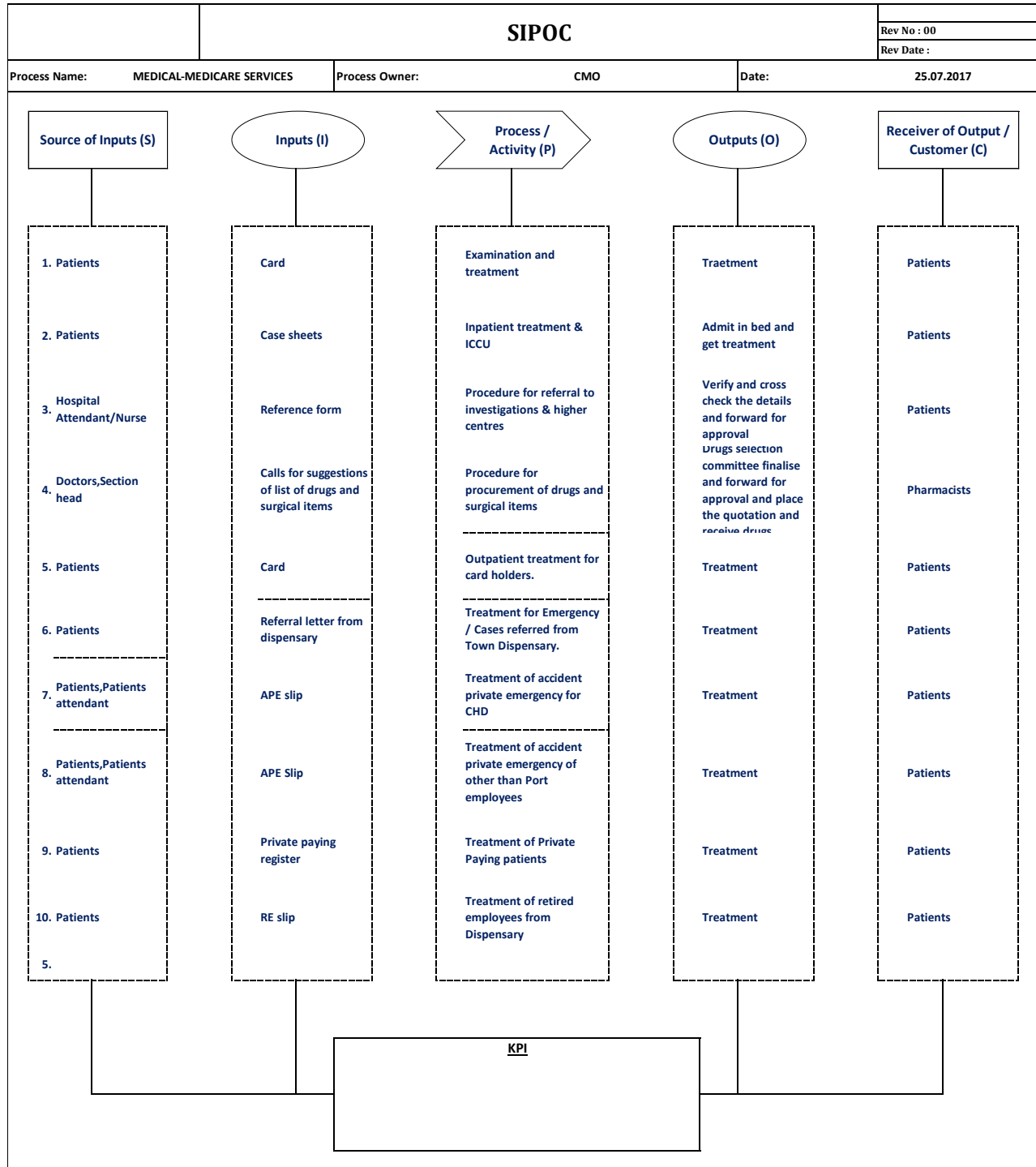
ABBREVIATIONS	
CMO	Chief Medical Officer
Sr.Dy. CMO	Senior Deputy Chief Medical Officer
Dy. CMO	Deputy Chief Medical Officer
SMO	Senior Medical Officer
MO	Medical Officer
OPD	Out Patients Department
BP	Blood Pressure
CISF	Central Industrial Security Force
CECRI	Central Electro Chemical Research Institute
MCS	Medicare Services
IPS	In Patient Services
PHR	Pharmacy
MAO	Medical Administrative Office
PHS	Public Health & Sanitation
HEM	Hospital Equipment Maintenance
HIM	Hospital Infrastructure Maintenance
ICCU	Intensive Coronary Care Unit
ECG	Electro Cardio Gram
AS	Assistant Secretary
FA&CAO	Financial Adviser & Chief Accounts Officer
AO(M)	Accounts Officer (Materials)
LDC	Lower Division Clerk
JHI	Junior Health Inspector
AMC	Annual Maintenance Contract
TNPCB	Tamil Nadu Pollution Control Board
CPCB	Central Pollution Control Board
MHO	Municipal Health Officer

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### SIPOC



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<b>V.O.CHIDAMBARANAR Port Format No. VOC/IP, Issue No: 01, Date: 05.07.2017</b>	
<b>Interested Parties</b>	
<b>4.2 Understanding the requirements of the Interested parties</b>	
<b>Interested Parties</b>	<b>Requirements</b>
Patients	Treatment
Pharmacists	Drugs slip
Section head	Procurement of drugs and surgical items

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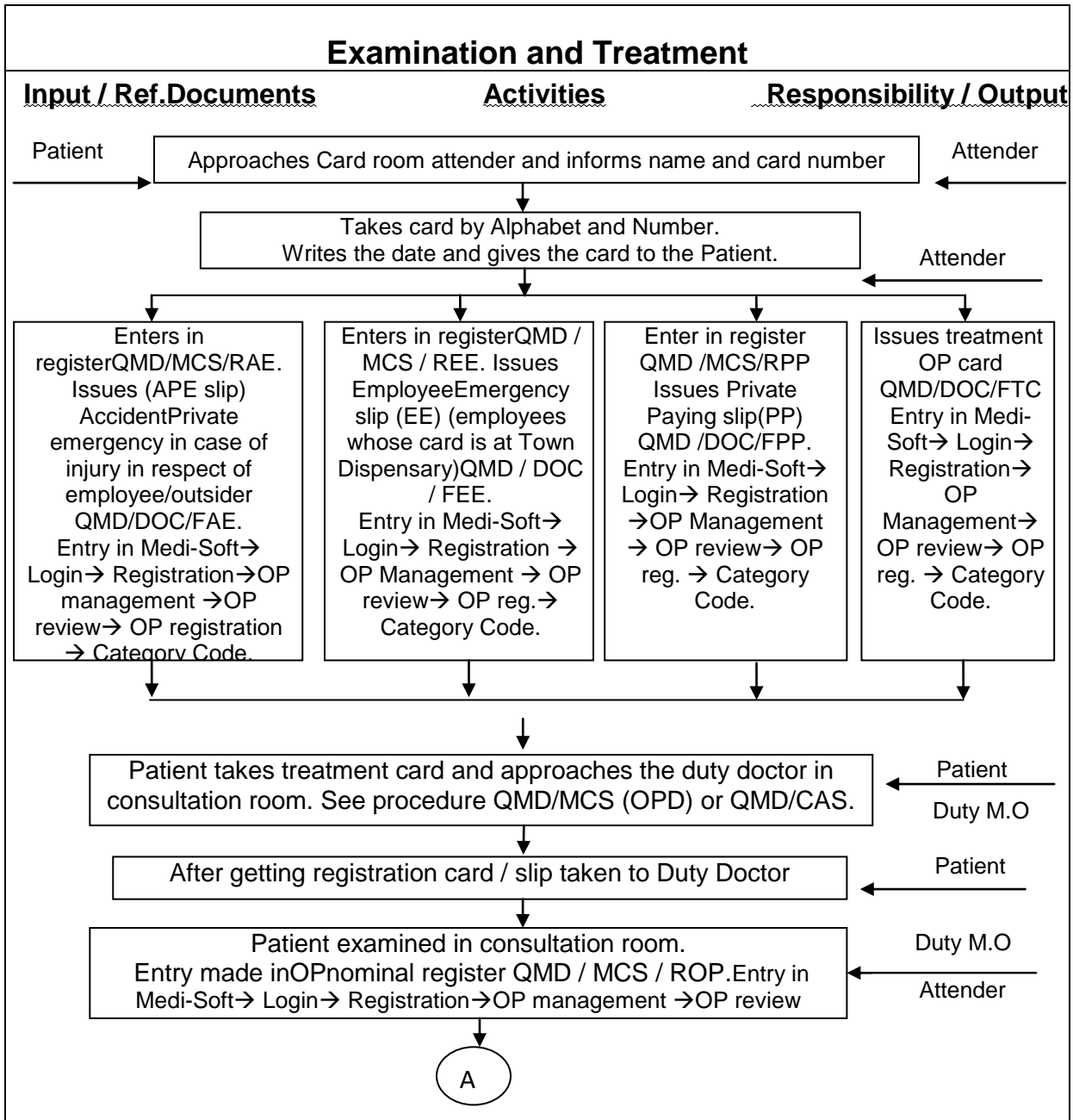
#### BENCH MARK

OPD & PTD	Doctor's consultation and advice shall be given on the same day.
IPS	Treatment shall be started as soon as the patient is received in the ward and ICU.
SOT	<ul style="list-style-type: none"><li>• To ensure for infection free surgeries in minor and major ones.</li><li>• Preparedness to handle any emergency surgery within a short time of notice.</li></ul>
PHR	Dispensing of medicines within 9 minutes on receipt of drug slip from patient.
PHS	Cleaning of all over head tanks, wards and whole of hospital – once in two months.
HIM	Civil, electrical and water supply problems to be intimated to the concerned departments – one working day.
MAO	<ul style="list-style-type: none"><li>• Bills speciality hospitals shall be processed in 15 working days.</li><li>• Tenders for purchase of medicines and equipments shall be processed within 50 working days.</li></ul>
HEM	<ul style="list-style-type: none"><li>• Initiating the proposals for AMC/calibration – 2 months prior to the end of previous AMC or warranty period.</li><li>• Issue of work order in 2 working days.</li></ul>

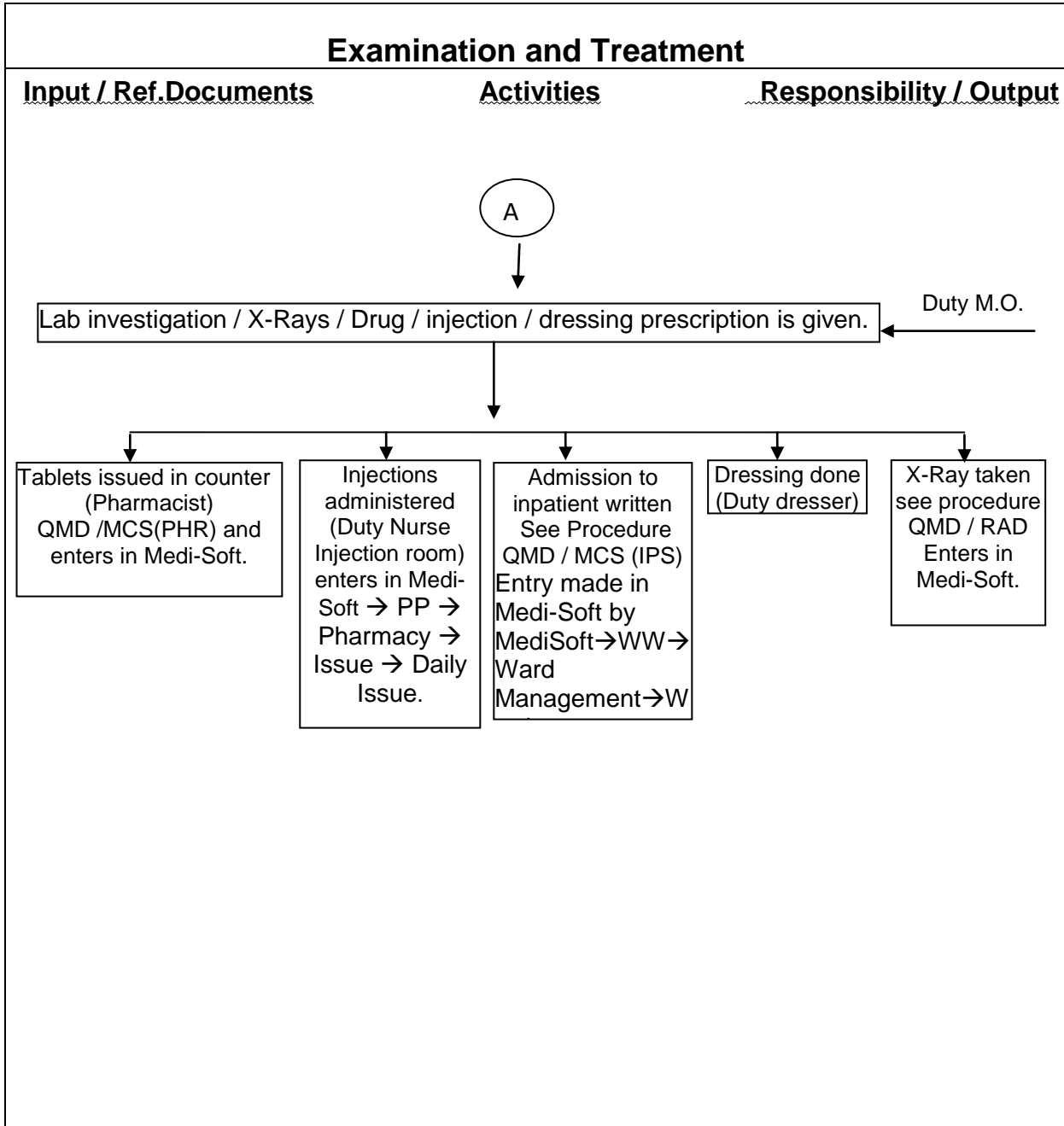
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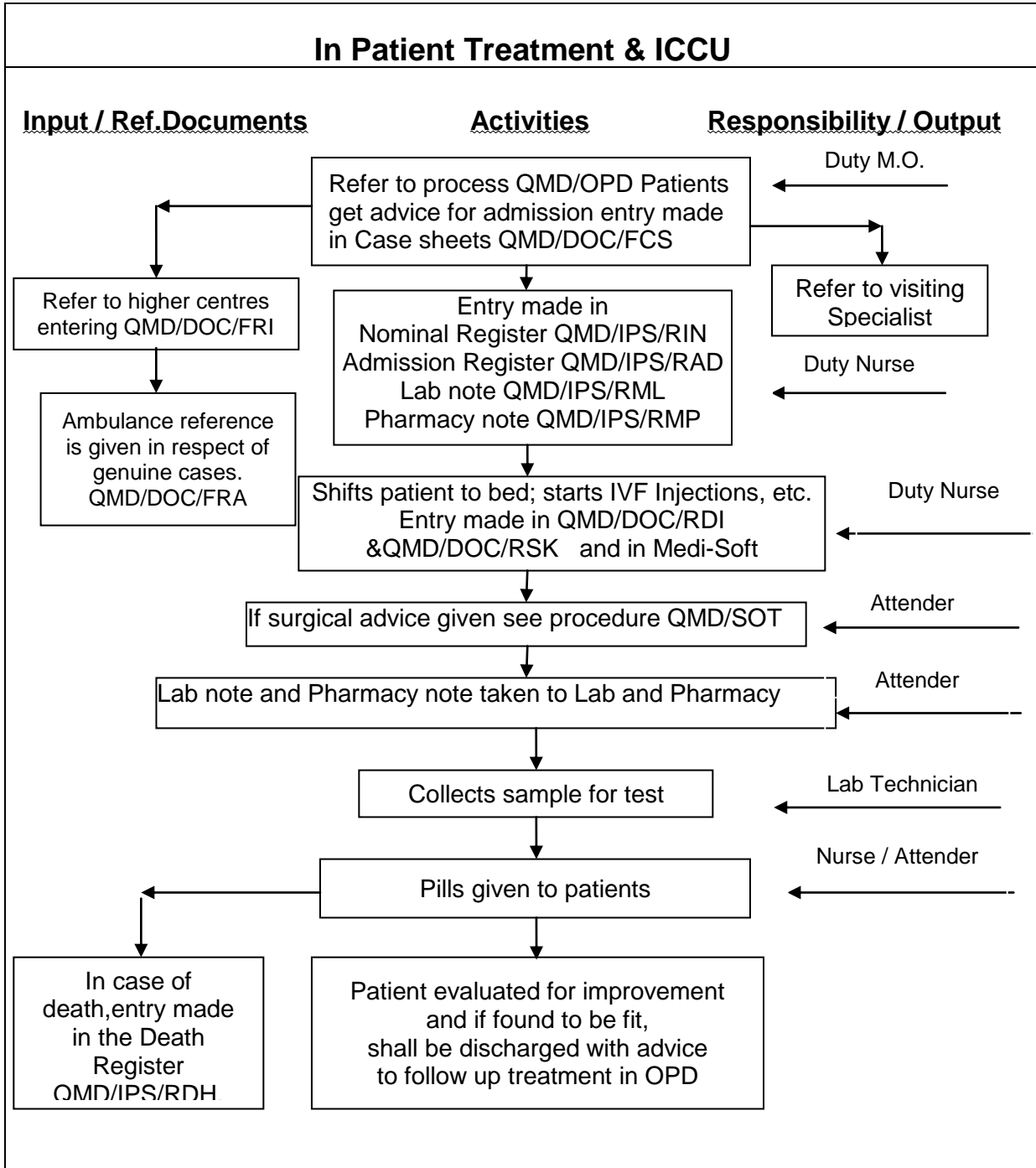
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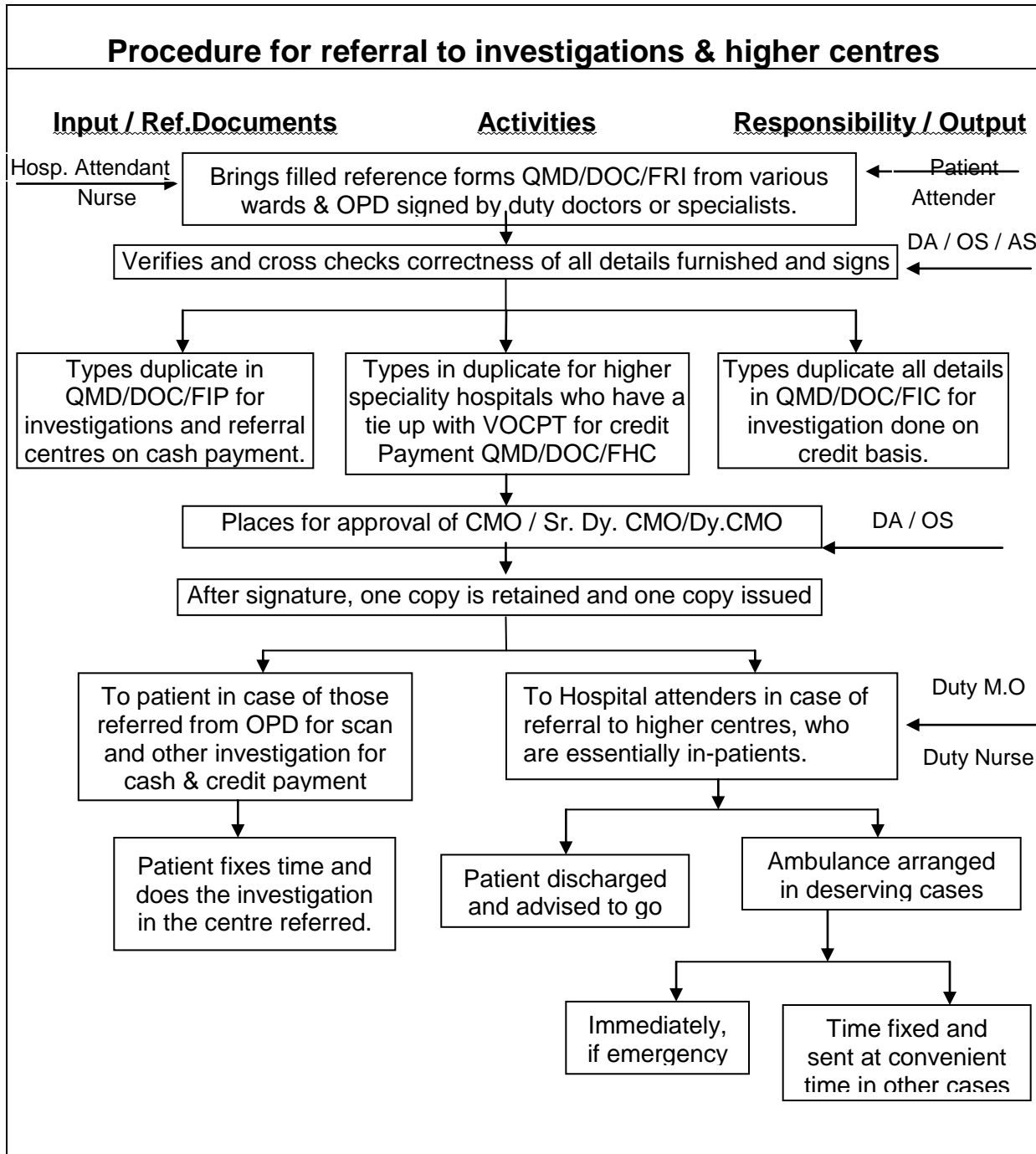
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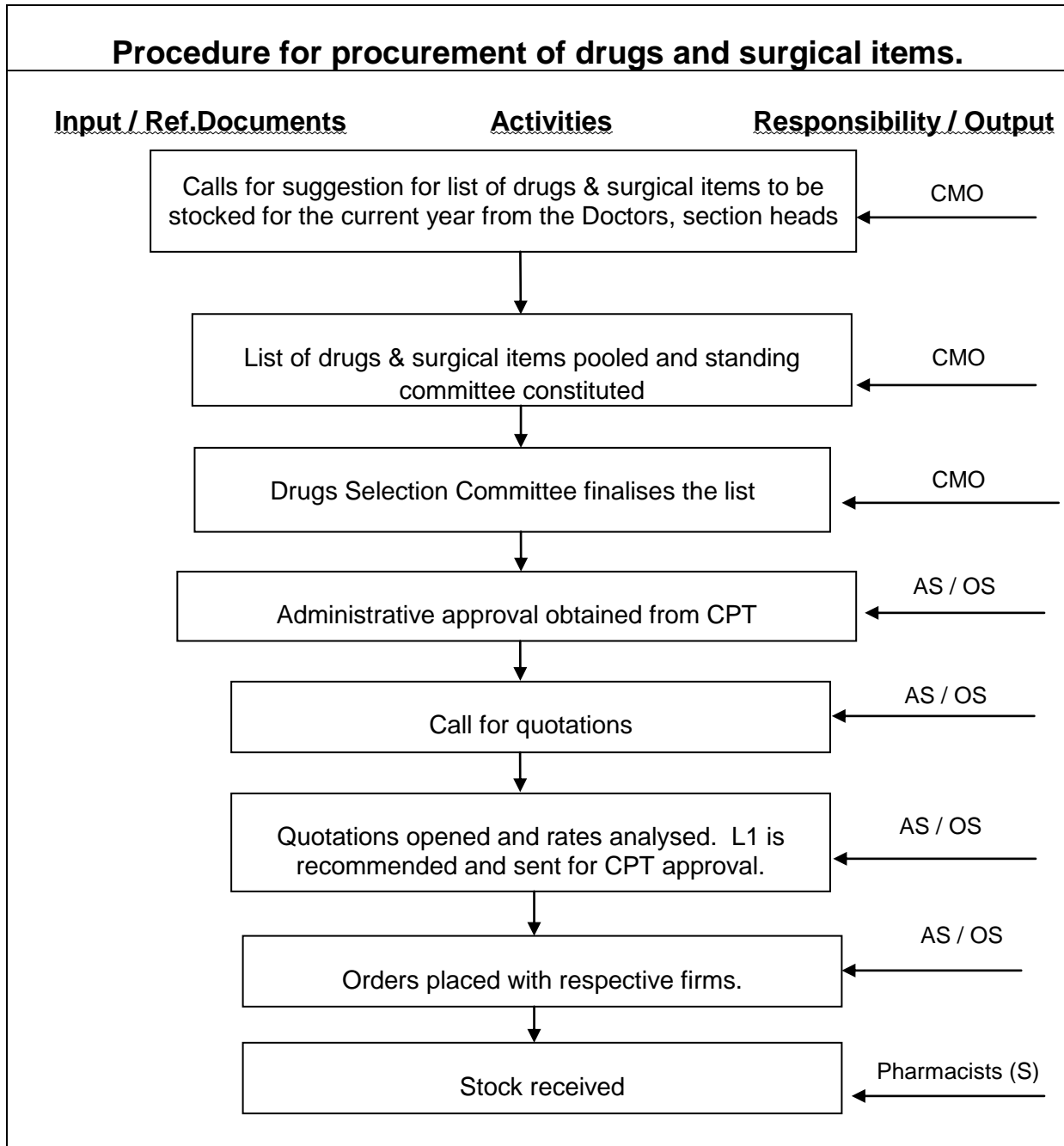


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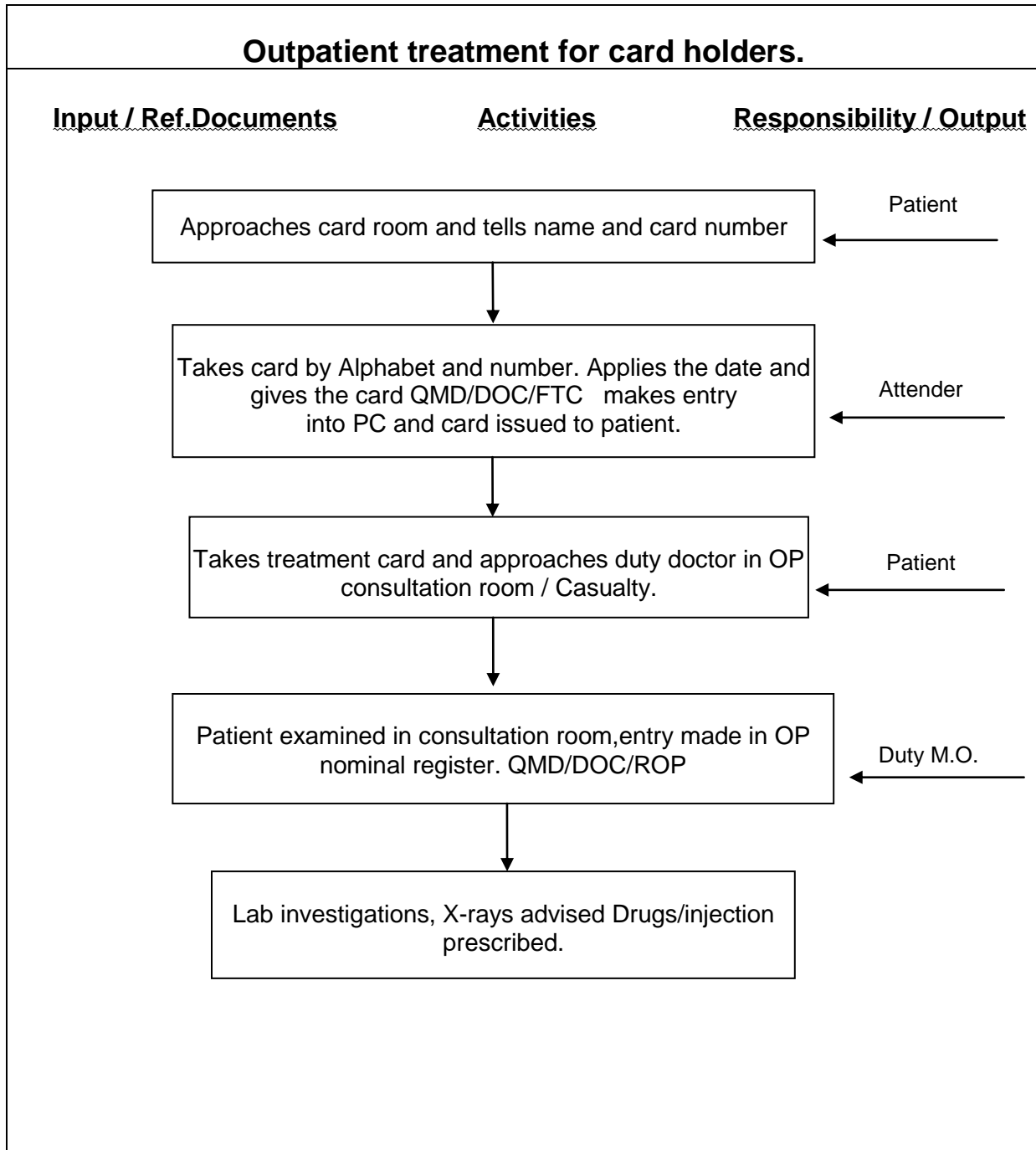


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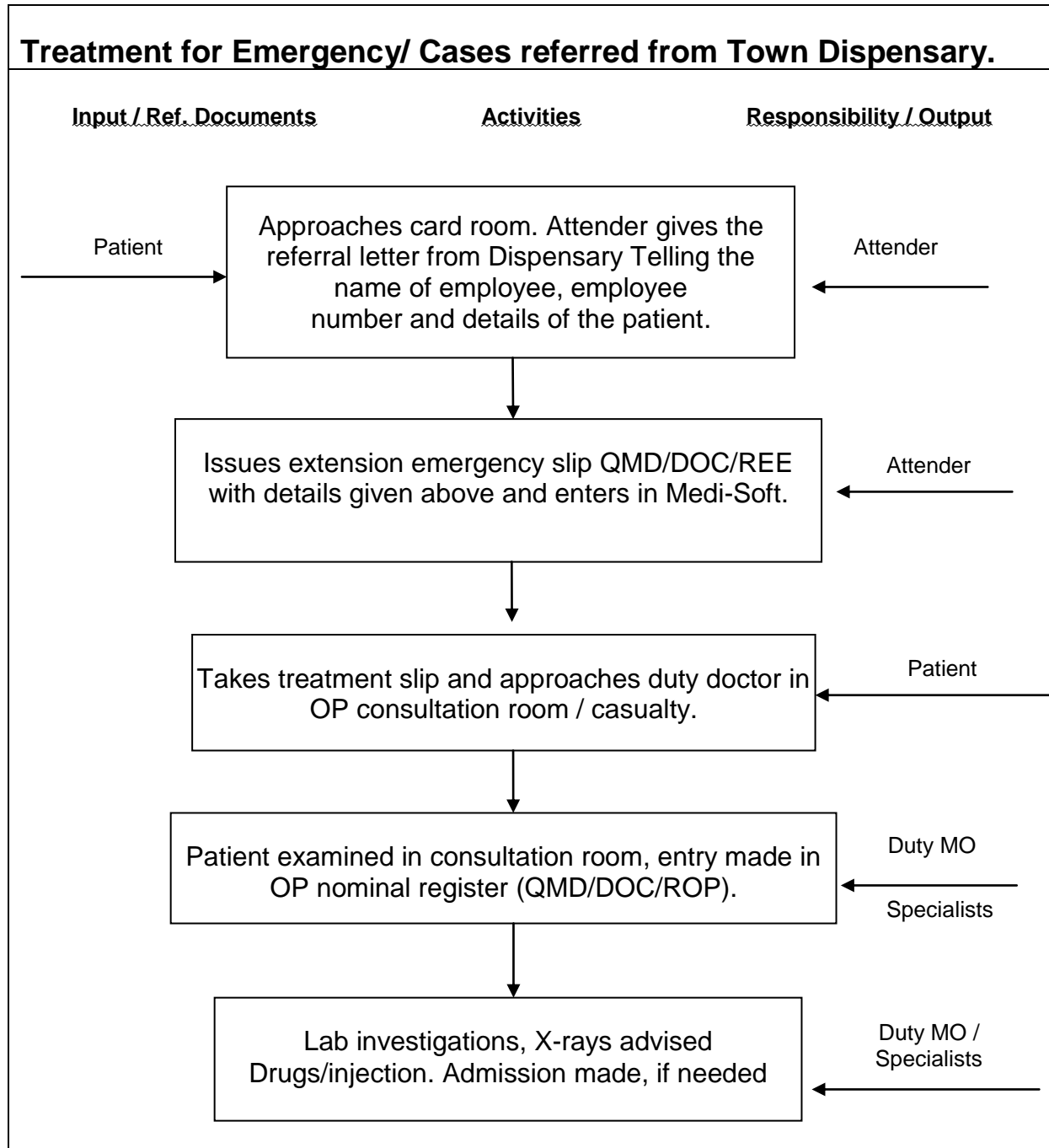


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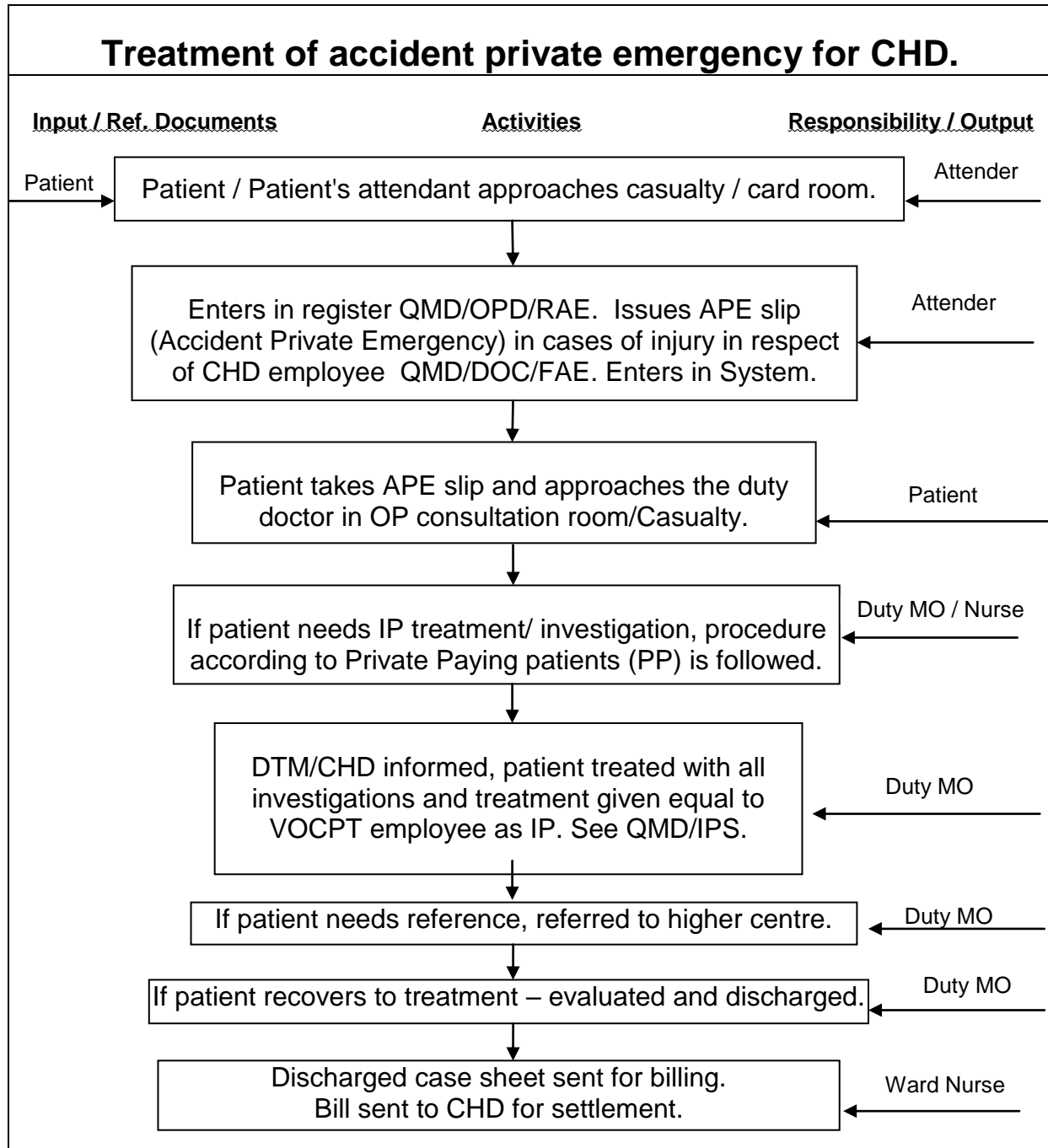


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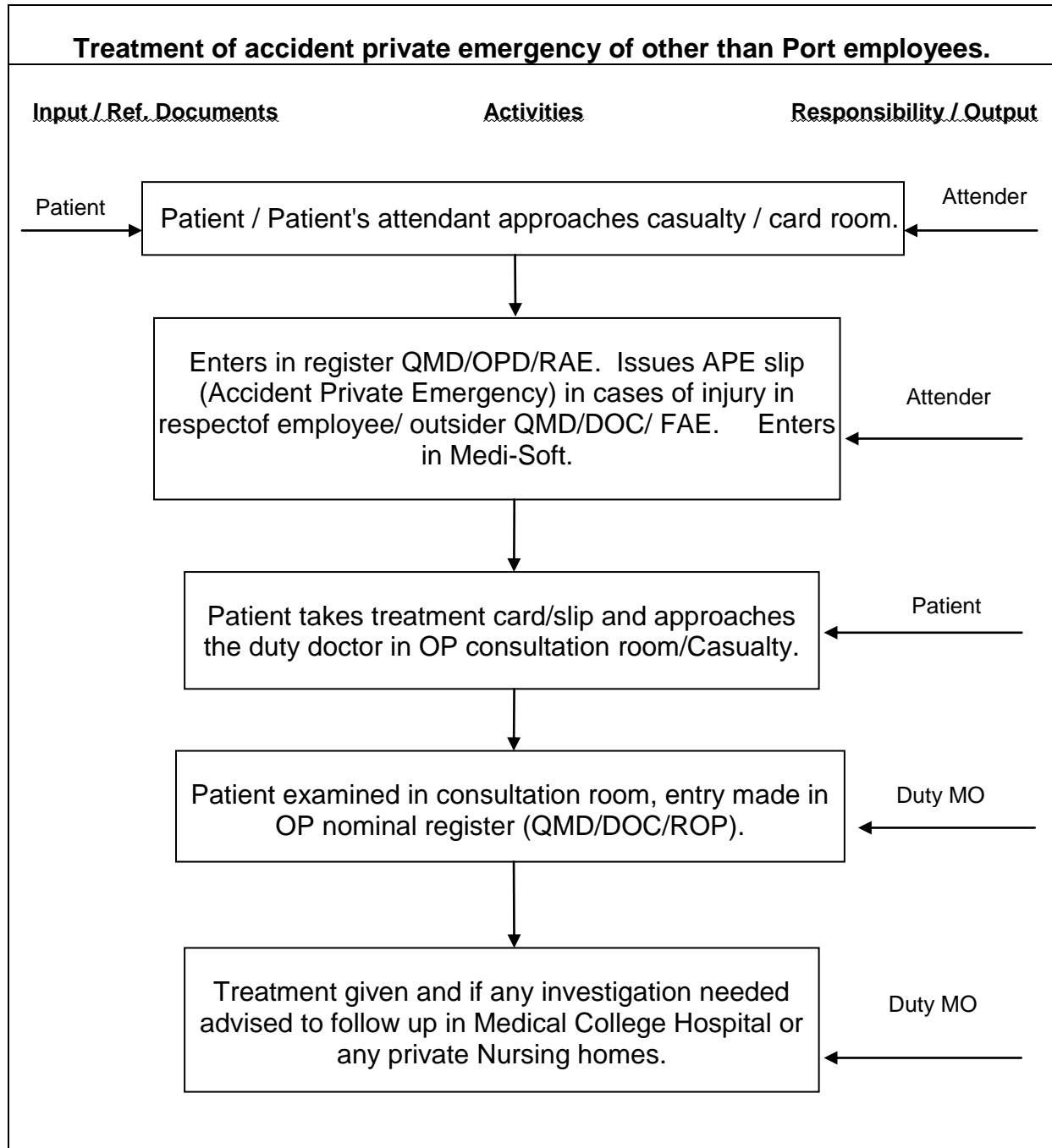


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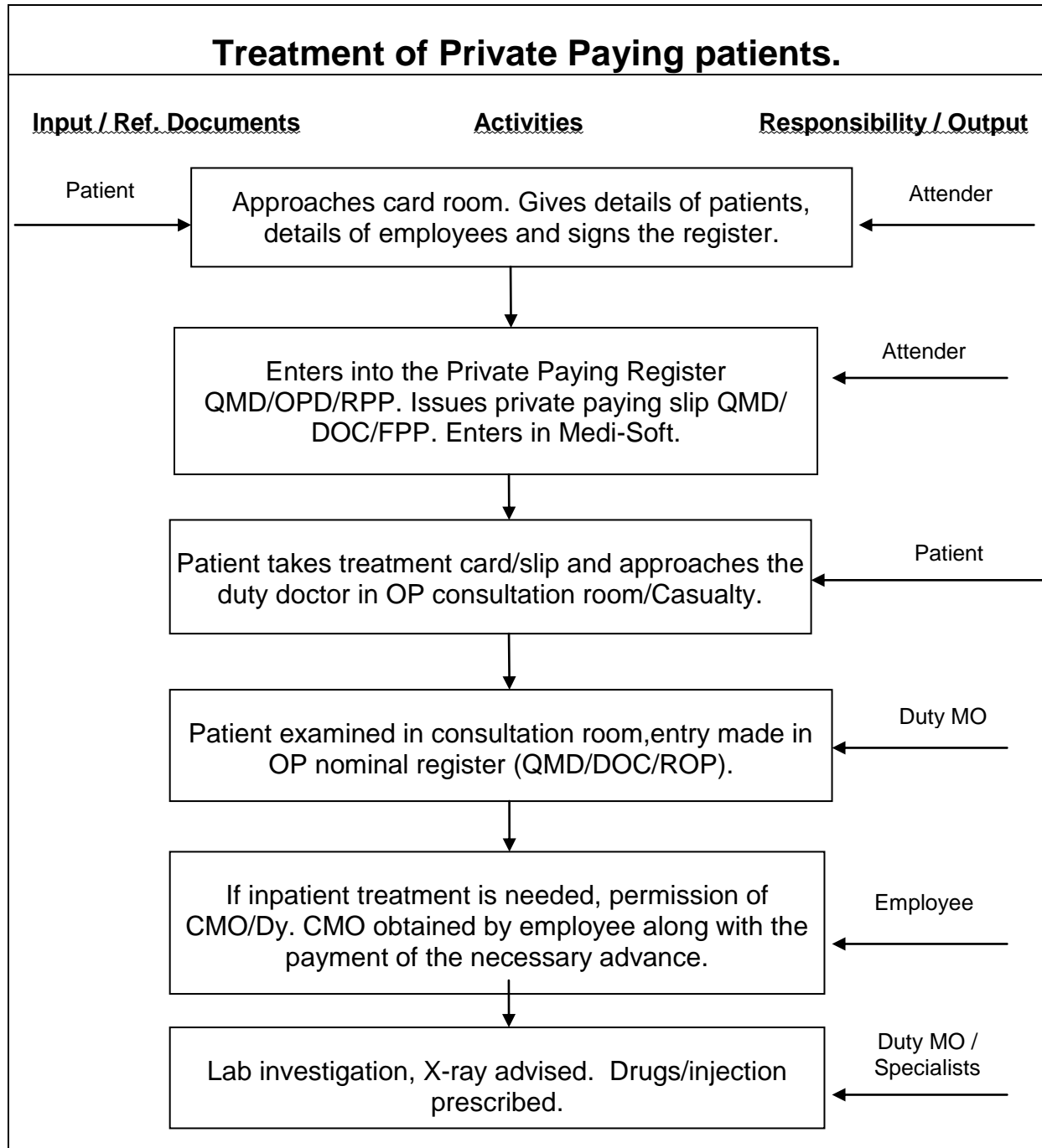


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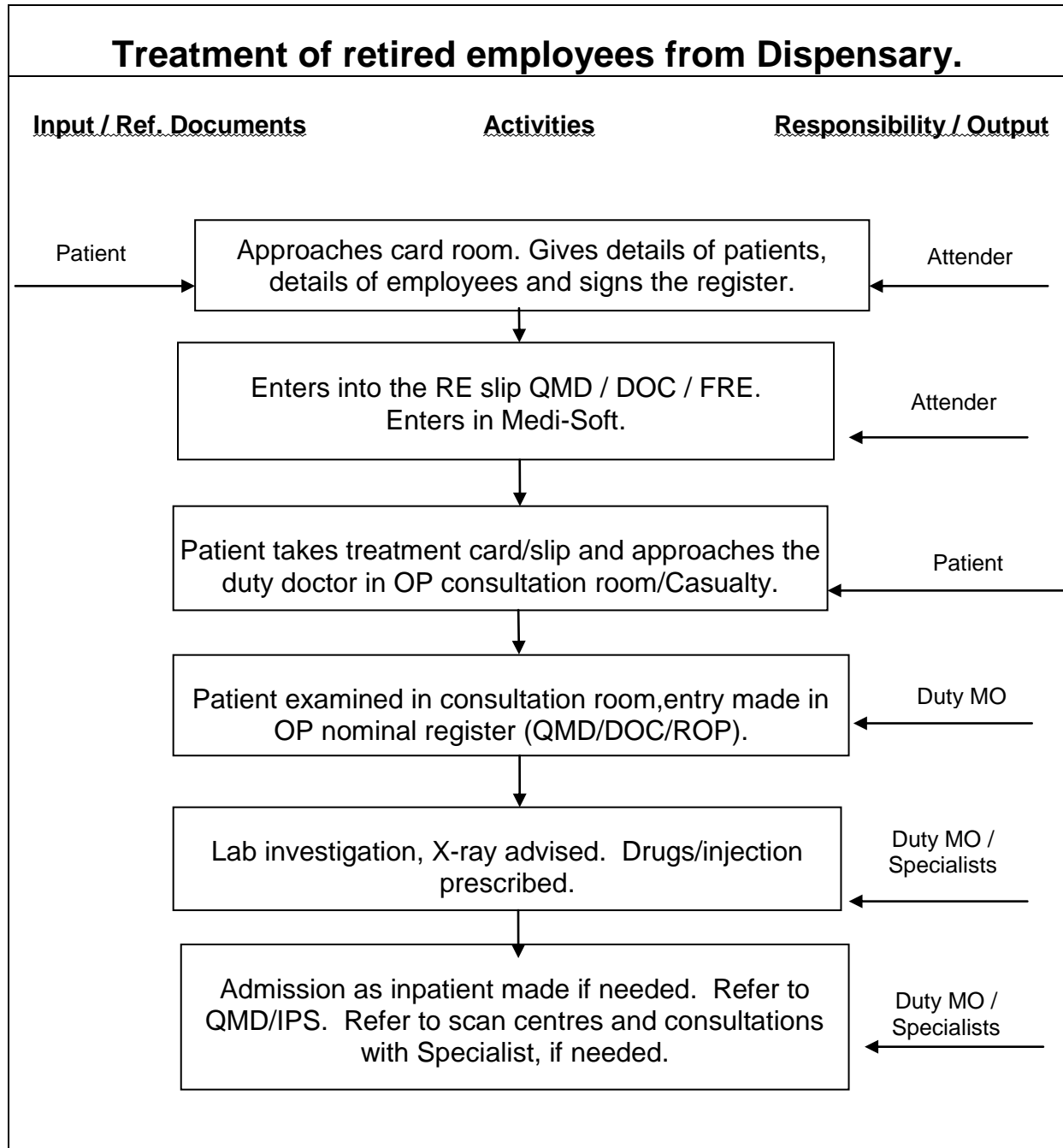
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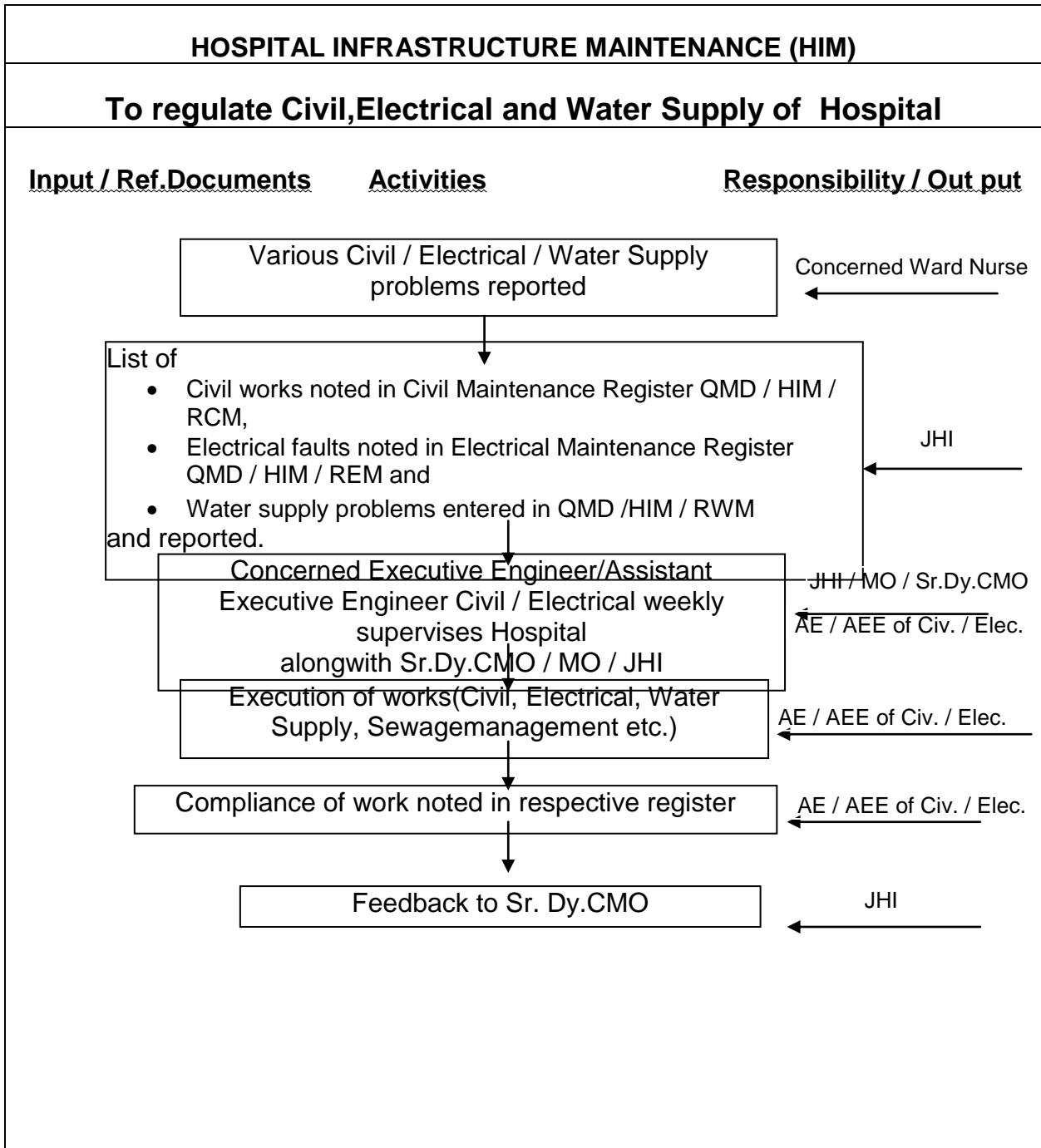
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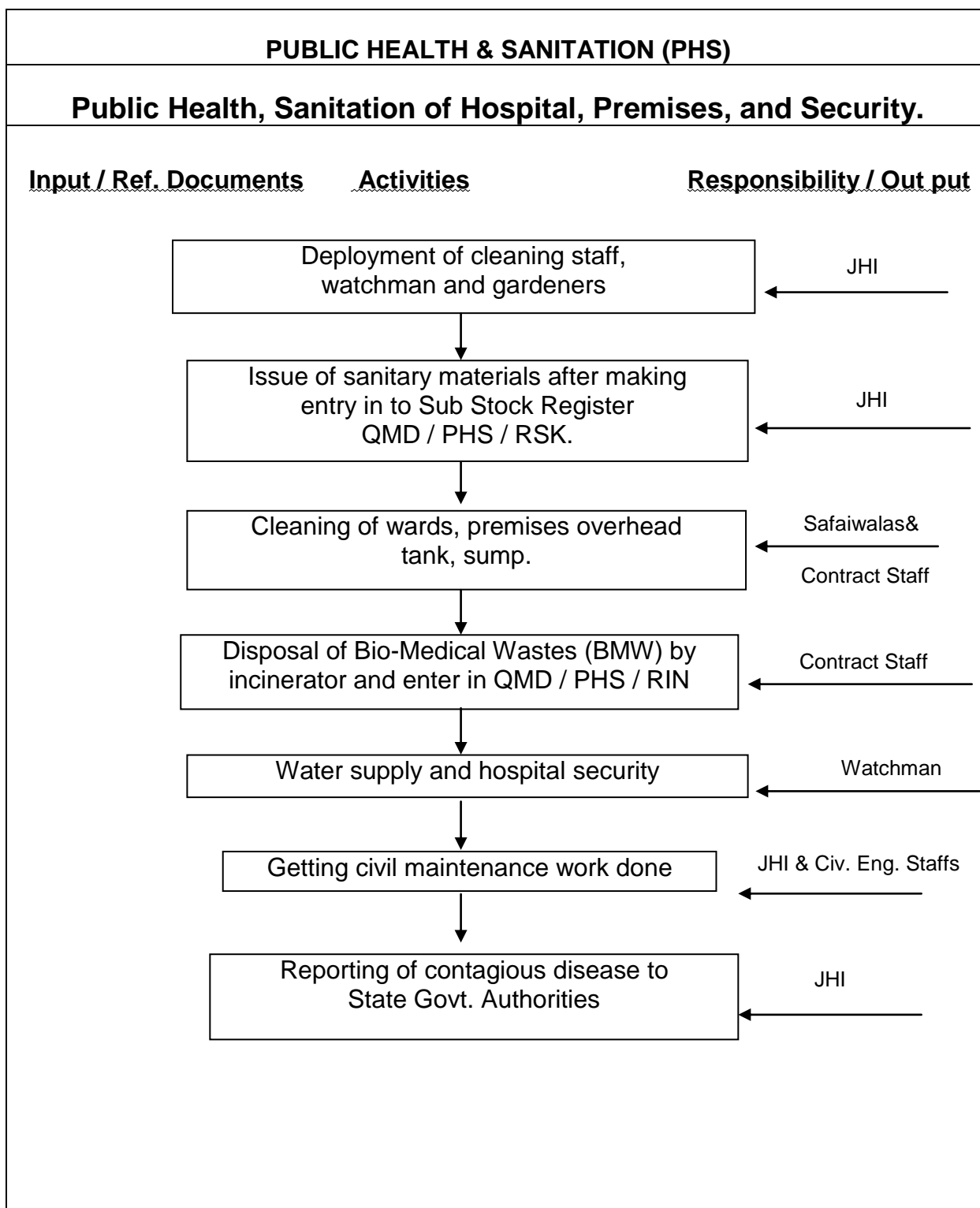
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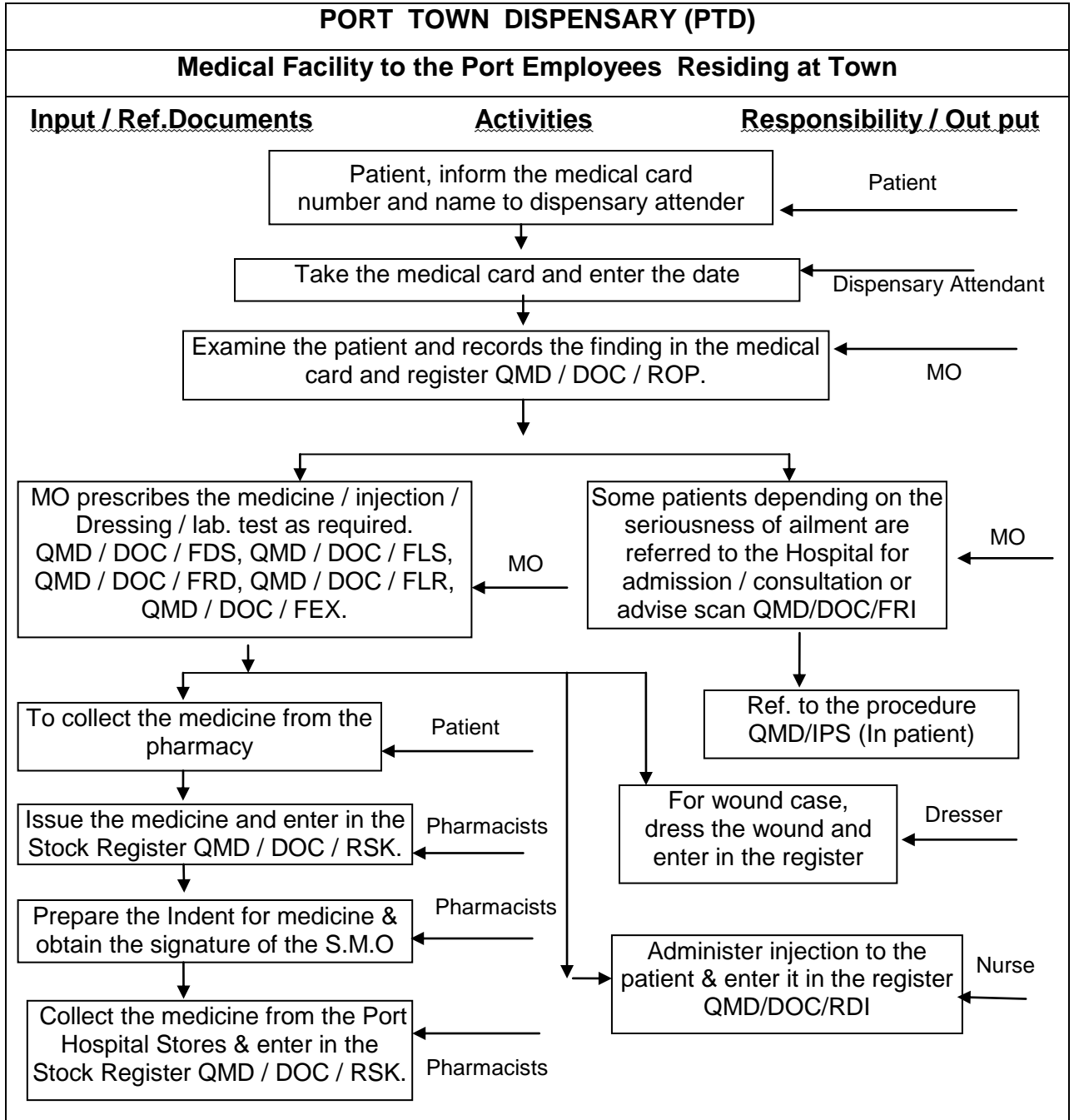
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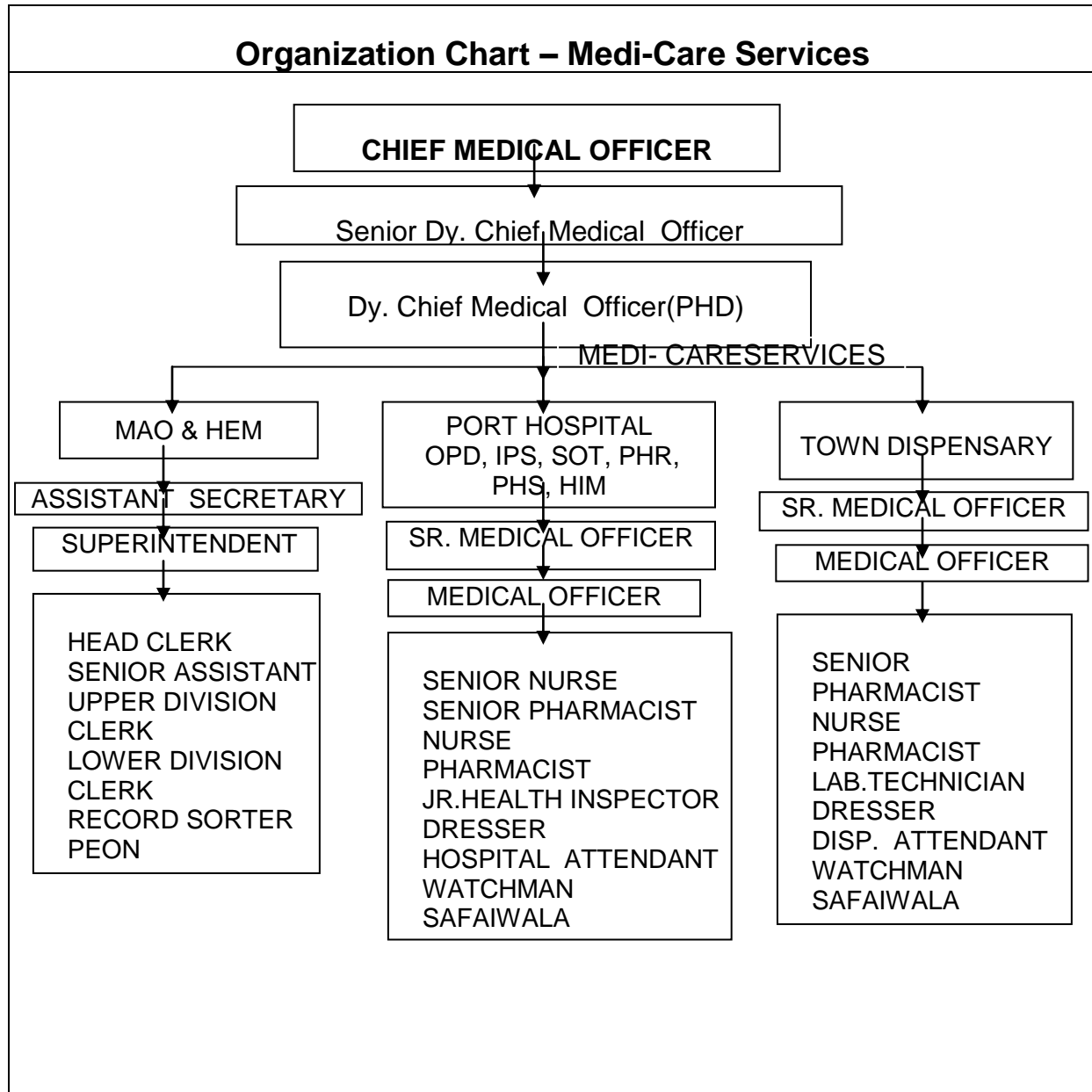
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**RISK ASSESSMENT AND RISK TREATMENT**

RISK	CONTROL METHOD/PROCESS
• Card misplacement	Proper Instructions to be given
• Shortage of records	Proper procurement to be given
• No proper guidance to new patients	Proper display should be kept

**KEY PERFORMANCE INDICATOR:**

To provide comprehensive medical care to the satisfaction of the patients

**ACTION TO ADDRESS RISK AND OPPORTUNITIES**

We determined the risks and opportunities related to its environmental aspects (see 10.2), compliance obligations (see 10.4) and other issues and requirements,

SI NO	ASPECT	IMPACT	CONTROL METHOD
1	Generation of dust and garbage	Land pollution	SEA/12OCP/10
2	Spillage of oil & Bleaching powder	Land pollution	SEA/13OCP/09
3	Disposal of Liquid effluents from various sections of hospital	Land pollution	SEA/14OCP/08
4	Emission of odour / gases	Air pollution	SEA/15OCP/08

**Reference Standard Requirement**

ISO 14001:2015, Clause: 6.1.1

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### Hazard Identification, Risk Assessment and Controls

SI NO	HAZARD	RISK	CONTROL METHOD
1	Waste sharp needles syringes, scalpels, blades and glass	Accidental injury	SOP/6
2	Solid waste items contaminated with blood and body fluids including cotton dressings.	Infection	SOP/6
3	Solid waste generated from disposable items such as tubing, catheter. IV sets	Infection	SOP/6
4	Disposal of collected vomits, urine, stool, and blood samples body fluids	Infectious disease	SOP/6
5	Generation of dressing material soaked with blood and body fluids suture needles scalpels, blades, left over suture material removed POP casting.	Skin disorder accidental injury	SOP/6

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<b>LIST OF REGISTERS</b>			
<b>S.No.</b>	<b>REGISTERS</b>	<b>CODE</b>	<b>RETENTION PERIOD</b>
<b>OPD :</b>			
<b>A) <u>Registration Room</u></b>			
1)	Employees Emergency register	QMD / OPD / REE	3 Years
2)	Accident Private Emergency register	QMD / OPD / RAE	3 Years
3)	Private Paying register	QMD / OPD / RPP	3 Years
<b>B) <u>Consultation Room</u></b>			
4)	Nominal OP Registers	QMD / DOC / ROP	3 Years
<b><u>IPS:</u></b>			
5)	I.P. Nominal register	QMD / IPS / RIN	3 Years
6)	Death register	QMD / IPS / RDH	Permanent
7)	Admission discharge register	QMD / IPS / RAD	3 Years
8)	Sub stock register	QMD / DOC / RSK	10 Years
9)	Daily issue register	QMD / DOC / RDI	3 Years
10)	Pharmacy Register	QMD / IPS / RMP	3 Years
11)	Lab. Register	QMD / IPS / RML	3 Years
<b><u>SOT :</u></b>			
12)	Sub Stock Register	QMD / SOT / RSK	10 years
13)	DDA Register	QMD/ SOT/ RDD	permanent
14)	Daily Issue Register	QMD / DOC/ RDI	3 years
15)	Surgeon's Register	QMD / SOT / RSS	3 years
16)	Anaesthetist Register	QMD / SOT / RAT	3 years

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<b>LIST OF REGISTERS</b>			
<b>S.No.</b>	<b>REGISTERS</b>	<b>CODE</b>	<b>RETENTION PERIOD</b>
<b><u>PHR :</u></b>			
17)	Sub stock register	QMD / DOC / RSK	5 Years
18)	Daily issue register	QMD / DOC / RDI	3 Years
19)	Indent for medicine register	QMD / DOC / FIT	5 years
20)	Available medicine register	QMD / PHR / AMR	3 years
21)	Medical Gas Register	QMD / PHR / RMG	Permanent
22)	Local Purchase Register	QMD / PHR / RLP	5 years
<b><u>PHS :</u></b>			
23)	Sub Stock Register	QMD / DOC / RSK	10 Years
<b><u>HIM :</u></b>			
24)	Civil Maintenance Register	QMD / HIM / RCM	3 Years
25)	Electrical Maintenance Register	QMD / HIM / REM	3Years
26)	Water Supply Maintenance Register	QMD / HIM / RWM	3Years
<b><u>MAO :</u></b>			
27)	Tender Opening Register	QMD / MAO / RTO	3 Years
28)	Payment Register	QMD / MAO / RPY	Permanent
<b><u>HEM :</u></b>			
29)	Equipments Maintenance Register	QMD / HEM / REM	5 Years
<b><u>TOWN DISPENSARY:</u></b>			
30)	O.P. Nominal Register	QMD / DOC / ROP	3 Years

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<b>LIST OF FORMS</b>			
<b>Sl.No.</b>	<b>FORMS</b>	<b>CODE</b>	<b>RETENTION PERIOD</b>
<b><u>OPD :</u></b>			
1.	Drug Slip	QMD / DOC / FDS	3 years
2.	Injection Slip	QMD / DOC / FIS	3 years
3.	Dressing Slip	QMD / DOC / FRD	3 years
4.	ECG & X Ray Order Form	QMD / DOC / FEX	3 years
5.	Laboratory Requisition Slip	QMD / DOC / FLR	3 years
6.	Medical Leave Form	QMD / DOC / FML	3 years
7.	Fitness Certificate Form	QMD / DOC / FFC	3 years
8.	OP Treatment Card	QMD / DOC / FTC	3 years
9.	Local purchase slip	QMD / DOC / FLP	3 years
10.	Form for Indent for medicine	QMD / DOC / FIT	5 years
11.	Employees Emergency Chit	QMD / DOC / FEE	3 years
12.	Accident Private Emergency Chit	QMD / DOC / FAE	3 years
13.	Private Paying Patients Chit	QMD / DOC / FPP	3 years
14.	Form for Referral	QMD / DOC / FRI	3 years
<b><u>IPS :</u></b>			
15.	Inpatient Case Sheet	QMD / DOC / FCS	3 years
16.	Discharge Certificate	QMD / DOC / FAD	3 years
17.	ECG & X Ray Order Form	QMD / DOC / FEX	3 years
18.	Laboratory Requisition Slip	QMD / DOC / FLR	3 years
19.	Local Purchase Slip	QMD / DOC / FLP	3 years
20.	Indent for Medicine	QMD / DOC / FIT	5 years
21.	Form for Referral	QMD / DOC / FRI	3 years
22.	Ambulance reference form	QMD/DOC/FRA	3 years

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<b>Sl.No</b>	<b>FORMS</b>	<b>CODE</b>	<b>RETENTION PERIOD</b>
<b><u>SOT :</u></b>			
23.3	Form for referral	QMD / DOC / FRI	3 years
<b><u>PHR :</u></b>			
24.	Drug Slip	QMD / DOC / FDS	3 years
25.	Indent for Medicine	QMD / DOC / FIT	5 years
26.	Local Purchase Slip	QMD / DOC / FLP	3 years
<b><u>MAO :</u></b>			
27.	Forms for referral to higher centres.	QMD/DOC/FHC	3 years
28.	Forms for referral to centres on credit basis	QMD/DOC/FIC	3 years
29.	Forms for referral to centres on payment basis	QMD/DOC/FIP	3 years
<b><u>PTD :</u></b>			
30.	Drug Slip	QMD / DOC / FDS	3 Years
31.	Injection Slip	QMD / DOC / FIS	3 Years
32.	Dressing Slip	QMD / DOC / FRD	3 Years
33.	X Ray and ECG Form	QMD / DOC / FEX	3 Years
34.	Lab. Requisition Form	QMD / DOC / FLR	3 Years
35.	Indent Form	QMD / DOC / FIT	5 Years
36.	Local Purchase Slip / White	QMD / DOC / FLP	3 Years
37.	Private Paying Slip	QMD / DOC / FPP	3 Years
38.	OP Treatment Card	QMD / DOC / FTC	3 Years
39.	Requisition form for reference	QMD / DOC / FRI	3 Years

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<b>LIST OF MEDICAL EQUIPMENT</b>			
<b>Sl.No.</b>	<b>Name of the equipment</b>	<b>Location</b>	<b>Identity Code</b>
1	Multipara monitor	MW / ICCU	MDE-5
2	Multipara Monitor	FW	MDE-6
3	Multipara Monitor	SOT	MDE-8
4	Cardiac defibrillator	MW / ICCU	MDE -7
5	BP apparatus	MW	MDE- 10
6	BP apparatus	FW	MDE-11
7	BP apparatus	SOT	MDE- 12

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