

**V.O. CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT**

DISPENSARY MANUAL

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**V.O. CHIDAMBARANAR PORT TRUST`
MEDICAL DEPARTMENT**

DISPENSARY MANUAL

V.O.C Port Trust Port Dispensary is in Zone 'B' at Tuticorin city.

OBJECTIVE OF DISPENSARY

To provide immediate medical care to the patients presenting to dispensary

Dispensary In charge:

The in charge of the Port Dispensary is Deputy Chief Medical Officer (Specialist).

Strength:

It is manned by :

- Deputy Chief Medical Officer (Spl)
- Medical Officer - 2. Nos. (On contract)
- Nurses - 2. Nos.
- Physiotherapist - 1No.
- Pharmacists - 3Nos.
- Dressers - 2 Nos.
- Lab technician - 1No.
- Hospital Attendant - 2 Nos.
- Safaiwala - 2Nos.

Timings:

Working time

Weekdays	:8.00AM to 11.00AM & 5.00PM to 7.00 PM
Sunday&Government	} 8.00AM to 11.00AM
Holidays :	

The Port Dispensary consists of the following sections: -

I. Clinical Section

1.	Consulting Rooms
2.	Injection room
3.	Dressing Room

II. Technical Section

1.	Pharmacy
2.	Physiotherapy
3.	Clinical laboratory

III. Ancillary section

1.	Registration Room
2.	Ambulance service

DUTIES AND RESPONSIBILITIES

DEPUTY CHIEF MEDICAL OFFICER (Specialist)

- ❖ To ensure safety of Dispensary premises.
- ❖ To supervise the services provided at dispensary by Specialists.
- ❖ To track census of attendance at Dispensary.
- ❖ To check stock position of medicines and consumables.
- ❖ To ensure compliance with Swacha Bharath guidelines & ISO guidelines at Dispensary.
- ❖ To address grievances of patients and staff.
- ❖ To supervise the Ambulances services.
- ❖ To ensure that all Equipment in Dispensary are in working condition through repairs and maintenance
- ❖ To oversee the working conditions of Medical and Paramedical contract staff posted at Dispensary.

MEDICAL OFFICER

1. Provide Medical care to patients on Outdoor basis.
2. Follow Protocols of referral & Stock Management.

LAB TECHNICIAN:

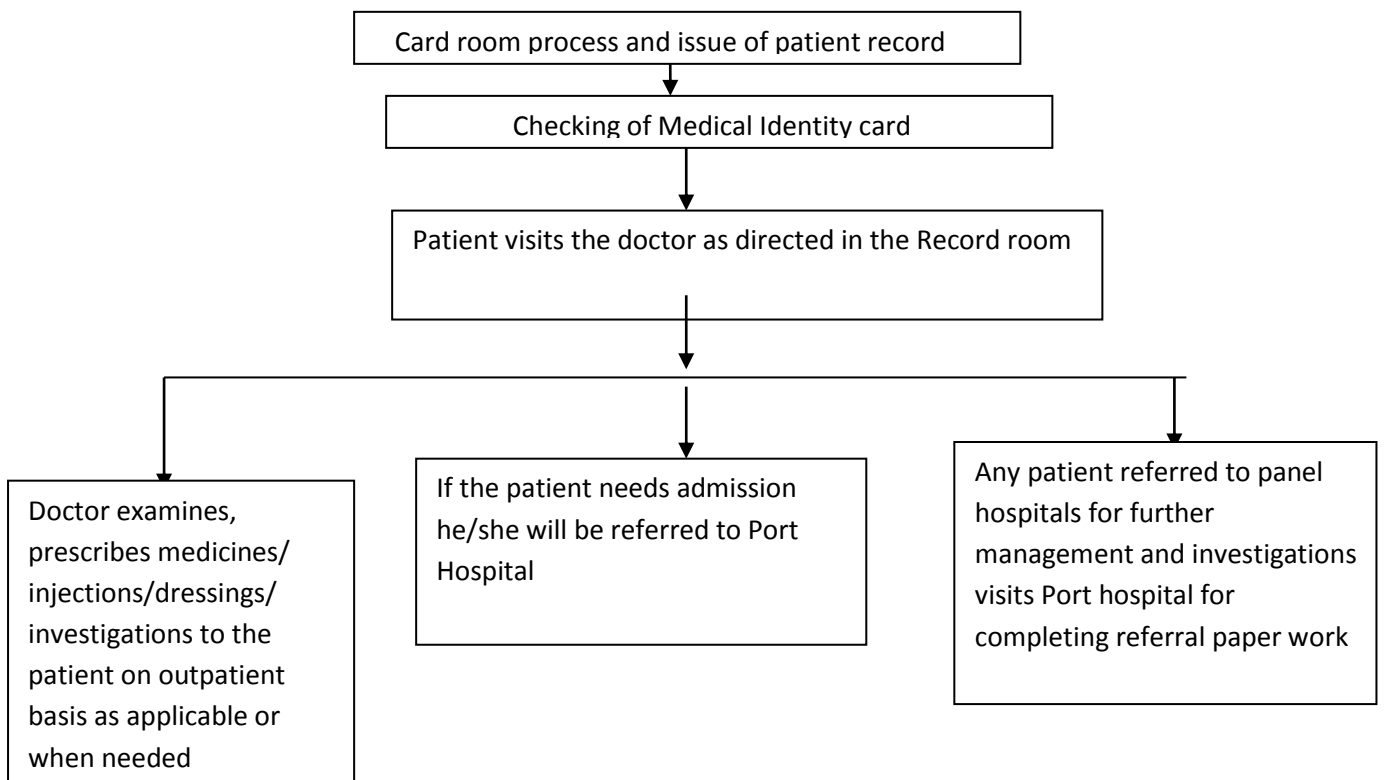
1. To conduct laboratory investigations as requisitioned and issue Reports within same day, in compliance with set benchmarks.

PHYSIOTHERAPIST:

1. To provide physiotherapy treatment to all patients

OUT PATIENT SERVICES

DISPENSARY FLOW CHART



CLINICAL SECTION

I. OUTPATIENT DEPARTMENT (OPD)

Location: OPD is easily approachable from the dispensary entrance

Function: It provides medical consultation and treatment to the beneficiaries presenting as outpatients.

SECTIONS IN THE OPD:

Registration room

Consultation rooms

Dressing room

2. CONSULTING ROOMS

There are five consulting rooms in the OPD Block.

- Medical Officer (on contract)
- Visiting Specialists
- Visiting Super Specialist doctor

VISITNG CONSULTANTS

The services of the Qualified consultants are retained on a visiting basis to offer consultation on OPD basis at dispensary.

SPECIALIST'S SCHEDULE - DISPENSARY

Doctors Name	Specialization	Time
<i>Sunday</i>		
<i>Monday</i>		
Dr.S.Pitchumani	Surgeon	8.00 AM to 10.00 AM
<i>Tuesday</i>		

Dr.C.S.Narendran	Cardio/Physician	8 AM to 10 AM
Dr.Shafir	Ortho	8 AM to 10 AM
Dr.Divakar	Pediatrician	5 PM to 7 PM
Dr. Sriram	Psychiatrics	8.30AM to 10.30 AM
Wednesday		
Dr.S.Pitchumani	Surgeon	8.30 AM to 10.30 AM
Dr.Senthil Selvam	Dermatologist	5PM to 7PM
Thursday		
Dr.Subburathinam	Surgeon	5 PM to 7 PM
Dr.Arunkumar	General Medicine	5 PM to 7 PM
Friday		
Dr .M .Vijayalakshmi	Gynecologist	5 PM to 7 PM
Dr.Kannan	Neurologist	5 PM to 7PM
Dr.Sadagopan	Urologist	8 AM to 9AM
Saturday		
Dr. Agarwal Health Care Ltd.	Ophthalmologist	9 AM to 11 AM
Dr. Ramachandra Muthiah	Cardiologist	5PM to 7PM

INJECTION ROOM

Injections given by Nurse to an average of 70 injections per day.

It is manned by 2 contract nurses.

The booklet on “Safe injection Practices at all times” regarding injection practices used as reference as per Circular No:H-66/CMO/1(18)/2019/C.D.1890 dt: 10.05.2019 issued by Chief Medical Officer.

DRESSING ROOM

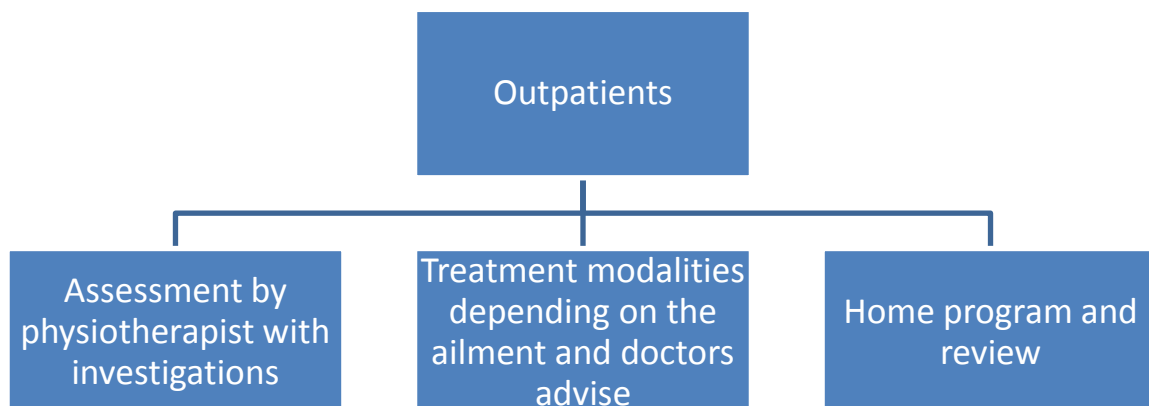
There are two numbers of dressing rooms at Dispensary. It is manned by 2 permanent dressers one in each.

PHYSIOTHERAPY SECTION:

To provide physiotherapy treatment to all patients.

Provides follow up care on making prior appointments.

Manned by: One Physiotherapist



FUNCTIONS:

To alleviate pain of the patients, restore muscle strength, mobility, stability and correct posture. Physiotherapist help people affected by injury, illness or disability through manual therapy, exercise therapy, electrotherapy, physical education and advice.

OUTPATIENTS



Patient enters the unit with medical card



Physiotherapist receives the patient



Assesses the patient and provides requisite therapy.



Manipulation therapy, ultrasound therapy, interferential therapy, vacuum therapy, Wax therapy, Infrared radiation, Lasertherapy, tractionetc.. are the various modes of therapy

TECHNICAL SECTION

PHARMACY

This section is present near to the Registration Room. It stocks all the medicines that shall be dispensed to the outpatients.

It is manned by 3pharmacists: 1 regular and 2 contract pharmacists.

FUNCTIONS

1. Dispensing Medicines to Out Patients according to Doctors prescriptions and the same are accounted in HMS software iHelix.

2. Medicines unavailable in pharmacy are identified and doctors are informed for alternative medicines available in Pharmacy or the same will be purchased through white chit.
3. White chit collected are sorted out- Usually medicines are received only on the next day, on the next day, but preference is made for purchase of emergency medicines on the same day through phone as per the list prepared in the iHelix.
4. White Chit medicines usually received in the afternoon are verified for quantity and quality.
5. The Cost of White chit medicines are verified and submitted for payment through Medical administrative Office.
6. Available Medicines are informed to Duty Doctors
7. Routine medicine requirements are prepared through main weekly indents.
8. Occasionally subsidiary indents are raised when requirement arises.

CLINICAL LABORATORY

Manned by 1 Lab technician (on contract)

Equipments available:

Fully automatic biochemical analyser -1

Semi auto analyser -2

Cell counter-1

HbA1c analyser -1

Hemoglobinometer-1

Glucometer -1

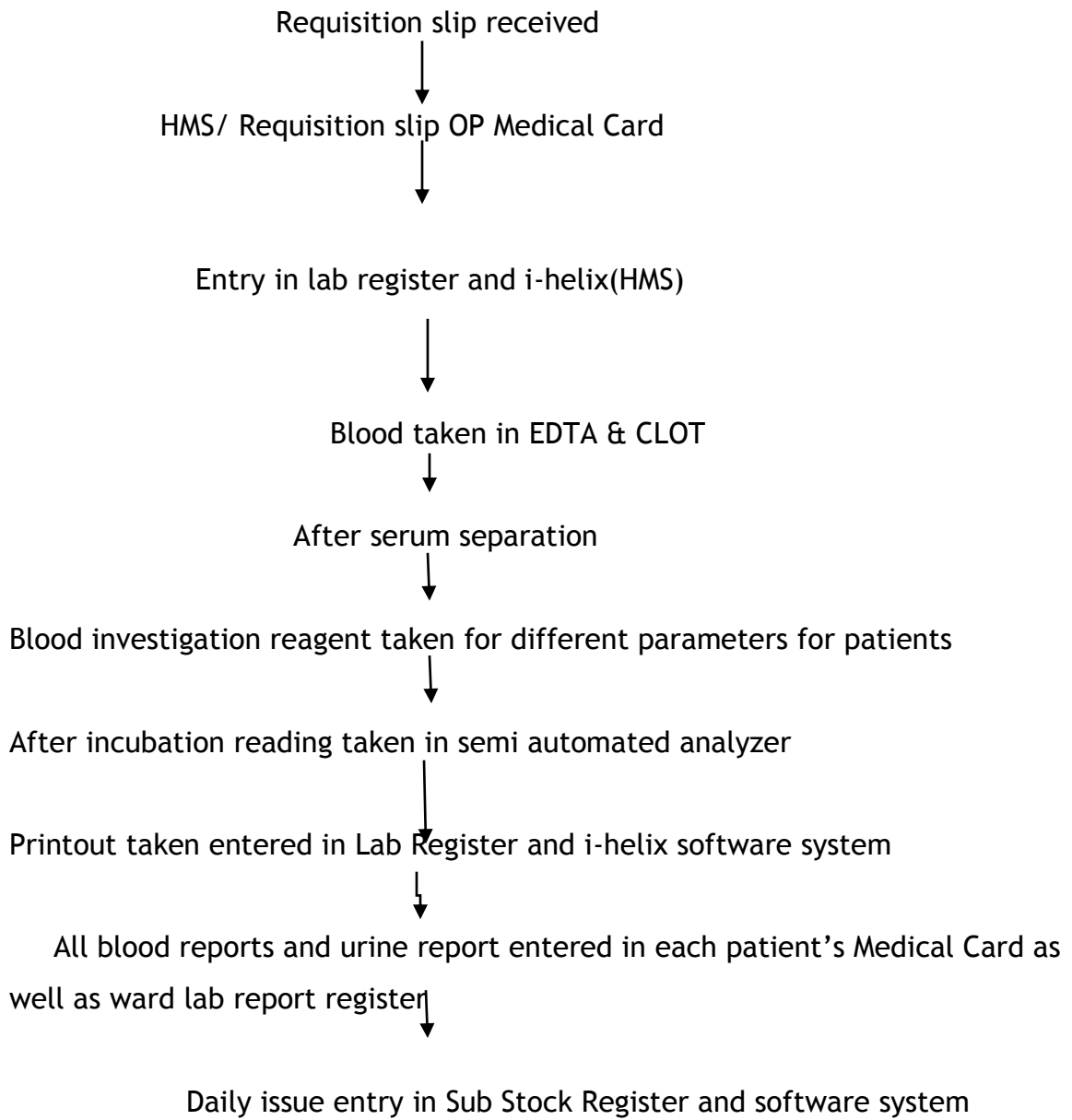
Microscope-1

Centrifuge-1

Hot air oven-1

The outpatient approaches the lab with the medical card or requisition slip given by the doctor, the lab technician makes entry in the lab register and HMS i-Helix. Under aseptic conditions stipulated blood is taken from the patient, kept for EDTA and clot. After serum separation, blood investigations done in semi-automated analyzer. Results are entered in the lab register also in HMS. Results can be collected by the patients in the evening of the same day.

CHART



ANCILLARY SECTION

REGISTRATION ROOM:

Registration room provides Medical booklets / Slips to the employees or their dependents or to persons who needs emergency treatment as first aid.

Registration room contains Registers to maintain attendance of Duty doctors Nurses and attendants and also for Visiting Specialists.

Grievances Register is placed here for patients, staff to record their grievances.

Manned by: Hospital attendants

Function: As an enquiry room.

Makes entry in the HMS

Generates OPR number in HMS and issues medical slip to patients

Hospital Management System, (HMS) I-HELIX is a software installed in Card room.

On Approaching the Registration Room, patients are given their medical card (Book) number or employee number, to enable the attendant in the registration room to make an entry in HMS, as well as to handover their medical booklet after they inform their employee number.

CATEGORIES OF PATIENTS**SLIPS GIVEN**

<ul style="list-style-type: none"> • Port employees with medical card in Dispensary 	<ul style="list-style-type: none"> • Medical booklet is given
<ul style="list-style-type: none"> • Port employees with medical card in hospital 	<ul style="list-style-type: none"> • EME slip is given •
<ul style="list-style-type: none"> • Accident emergency cases 	<ul style="list-style-type: none"> • APE slip is given

SLIPS:

Employee Emergency cases (EME slip)	Accident emergency cases (APE slip)
Drug slip	Laboratory requisition slip.
Injection slip	Dressing slip
White chit slip	

Ambulance Services:

There is an ambulance at the Port dispensary working round clock. It is manned by 1 Ambulance driver and 1 First Aider each at 3 shifts.

Security Services:

A watchman is present at the Port Dispensary each at 3 shifts.