

Front Office Checklist

Sr. No.	Objective Element	Requirements	Yes	No
1	AAC.1.b	Is the scope of services permanently displayed, prominently visible, and in bilingual format?		
2	AAC.2.a	Is there a documented patient registration policy?		
3	AAC.2.a	Is general consent obtained at the time of admission?		
4	AAC.2.b	Is UHID generated at the registration counter for all patients?		
5	AAC.2.c	Is there a documented transfer/referral policy and defined process?		
6	ROM.2.b	Are the hospital's mission, vision, and values prominently displayed?		
7	FMS.1.a	Are patient safety devices such as wheelchairs and stretchers with safety belts available, along with applicable fire safety devices and infrastructure?		
8	FMS.1.d	Are internal and external signages displayed in understandable language and/or pictorial format?		
9	PRE.1.a	Are patients' rights and responsibilities displayed prominently, in bilingual format?		
10	PRE.1.c-j	Do patients' rights include respect for beliefs and values, dignity and privacy, protection from abuse, confidentiality of records, refusal of treatment, right to second opinion, informed consent for invasive/surgical/transfusion/high-risk procedures, right to complain, expected cost of treatment, and access to medical records?		
11	PRE.2.f	Is there a patient feedback capture mechanism available?		
12	PRE.1.k	Do patient and family rights include information on name of treating doctor, care plan, progress, and healthcare needs?		
13	HRM.2.b/c/d	Are induction training and safety and quality-related training records maintained for registration/front office staff?		
14	IMS.1.a	Are consultant OPD days, timings, and services displayed, along with visitors' policy and age restrictions?		

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