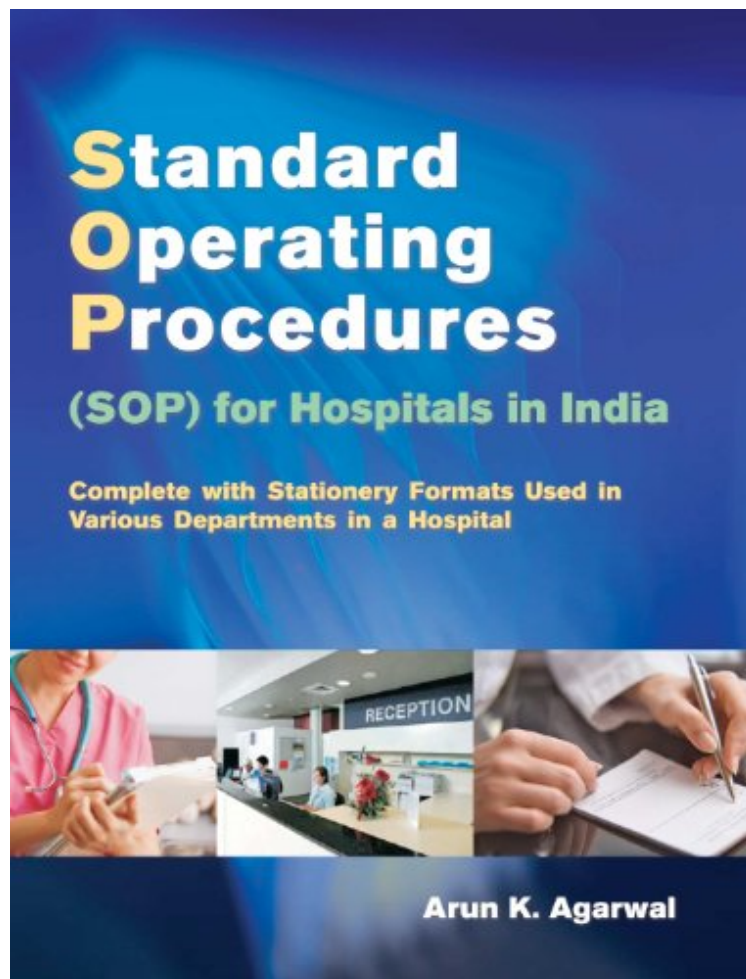


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Standard Operating Procedures (SOP) for Hospitals in India: Complete with Stationery Formats Used in Various Department in a Hospital

Arun K. Agarwal

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Every medical facility tries to provide best possible services to its customers. Standard Operating Procedures (SOP) of various departments together constitute a hospital manual which significantly determines the performance of a hospital in practical terms. Thus, every hospital must prepare SOP in a way that it ensures consistency in working of varied departments on the one hand and enables to obtain best results in a cost-effective manner on the other. The present book will prove a useful aid in preparing SOPs. It is written keeping in mind the problems usually faced by middle and small size hospitals during the first few years of their operation. It not only lays down the basic duties and responsibilities of staff members, procedures and policies but also provides many sample stationery formats applicable to various departments. The standards laid down here are most common and easy to adopt by hospitals owing to their flexibility which enables their modification so as to suit ones needs, be it any department OPD, IPD, Emergency, Investigation, Administrative, Accounts, etc. This book will be particularly beneficial to all such persons who are involved in managing middle and small sized hospitals and lack in sufficient experience in handling day-to-day performance. While for the established hospitals the book would serve as a valuable guide in the management of affairs of their various departments in a rather more efficient and cost-effective manner. In addition, it is useful for the students of MHA, DHA and MBA (HA).

About the Author Arun K. Agarwal started his career as a doctor in the year 1974. He graduated in Medicine (MBBS) from G.S.V.M. Medical College, Kanpur (UP) in 1973. After serving Government of UP, he served in Iran under Ministry of Health, Government of Iran. Since 1982, after doing his DHA, he worked in the Planning Team of G.M. Modi Hospital at Saket, New Delhi, for almost 10 years. As the hospital was in technical collaboration with a foreign Hospital Consultancy Group, he got opportunity to obtain special training in Equipment Management of Hospitals. He has worked with various hospitals during his last 24 years of service, including MCH (Jindal Hospital), Bangalore; Gomabai Eye Hospital, Neemuch (M.P.); Narender Mohan Hospital, Mohan Nagar, Ghaziabad (UP); Kaiser Hospital, Panchkula (Haryana); Shri Mahant Indiresht Hospital, Dehradun (Uttarakhand) an associate hospital of Guru Ram Rai Medical College. He has done complete equipment management procurement for different hospitals in addition to G.M. Modi Hospital, New Delhi, and SMIH, Dehradun. He was instrumental in successful commissioning and running of these hospitals. Besides, he has vast experience in Hospital Planning and Management. He is also associated with M/S Kothari Associates, a reputed firm in New Delhi in Hospital Architecture.