
	Quality Management Systems Procedure	
	Title: Continuity of Care Policy	
	Document Number- 014/HP/TVVP/2017	
	Issue Number- 01	
	Effective Date- 01. Dec.2017	
Review and Approved by: Smt. Karuna Vakati, IAS (Signed)		

Policy:

It is the policy of the hospital that there will be continuity in care and a multidisciplinary care of the patients by qualified and designated persons.

Specific instructions:

The patients are in supervision and care of the qualified medical, nursing and paramedical staff. This includes.

Procedure:

TVVP hospitals ensure the continuity of care while adhering to defined time line

Defined time lines are as below:

- ❖ OPD Average waiting time 30-40 min
- ❖ Laboratory (Based on TAT on each Investigations) refer to the Hospital Manual
- ❖ Radiology (Based on TAT on each Investigations) refer to the Hospital Manual



In case of there is change in consultation timings the same shall be informed to the patient/ family.

Treating Doctor:

At least once a day visit is to assess and evaluate the progress and condition of the patient.

Resident Doctors:

1. At least one SR/Duty Medical Officer will be present 24x7 in the wards to attend the patient complaints.
2. It is their responsibility to attend the patient as soon as the patient is admitted.
3. They are responsible to keep close and continuous monitoring of the patient
4. The resident/Duty Medical Officer visits the patient at least one time a shift to evaluate the condition of the patient and more frequently as the need may be or in case there is any change in the condition of the patient.
5. They are responsible to take immediate and primary line of actions during emergency.
6. Doctors write their progress notes in patient's medical record. The medication orders are written on a progress note so that not to miss any medicine. The records are maintained

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after every visit of the patient weather it is the treating doctor or a resident. The notes written by the resident are countercheck by treating doctor.

Head Nurse:

The Head nurse along with nurse in-charge takes bedside round of all the patients admitted at least twice a day to supervise if the nursing care of the patients is up to the mark.

Nurse In-charge:



Take rounds of all their respective units under their vertical to ensure smooth care of patients.

Nursing Staff:

1. Nurses visit the patients for every medical / nursing need or the need of the patient whenever they are called by the patient/ Patient’s relatives.
2. All the staff are adequately qualified and having a sufficient experience & competency to handle the patients independently. The newly joined nurses shall be trained under the supervision of Nurse in-charge through Head Nurse till they are competent to handle the patient individually. Credentialing of all nursing staff is monitored by Head Nurse.
3. To ensure adequate and proper communication between various levels of care and different people participating in giving the care to the patient. Regular and complete documentation updating is done.

TVVP Hospitals ensures periodic communication regarding patient progress and needs in the further continuing Plan of Care with medical, nursing & allied services.

1. Other healthcare providers like physiotherapy, dietetics etc also write their patient notes in the patient file.
2. To ensure proper exchange of the information between the care providers in between shifts there is a nurses handing take over notes which are written in the nurse’s evaluation/special notes.
3. In case of transfer of the patient, the information sent along with the patient is mentioned in the transfer policy.

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Other Staff:

Dietary, Physiotherapy and Support services like counseling by the specific department is offend to patients.