 <b>PENANG</b> INTERNATIONAL Dental College	<b>STANDARD OPERATING PROCEDURE</b> <b>PIDC-QMS-S-MoP-01</b> <b>MANAGEMENT OF PATIENTS</b>	<b>SOP</b> Rev. No: 7
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## A. DOCUMENT HISTORY

Prepared By: Previous Version: 6	Matron	Date Approved & Effective 20 April 2018
Prepared By: Current Version: 7	Matron	Date Prepared 23 <sup>rd</sup> February 2022
Reviewed By:	1. Dean 2. Deputy Dean (Clinics & Administration)	Date Reviewed 10 <sup>th</sup> March 2022
Approved By	CEO/ CRiO	Date Approved & Effective 15 <sup>th</sup> March 2022

## B. INTRODUCTION

<b>Policy :</b>	Management of Patients will comply with the rules and regulations of Act 586 Private Healthcare Facilities and Services Act 1988.
<b>Purpose :</b>	This document is for the process of providing clinical care to the patient
<b>Scope:</b>	This procedure applies to the services provided to the patients in the clinic.
<b>Responsibilities:</b>	<u>Process owner</u> would maintain the documented information and responsible for records generated that are accurate, timely and legible. <u>Document Controller</u> would maintain the original (controlled) document.



### C. REFERENCE

No.	Reference
1.	PIDC e Portal
2.	PIDC Policies
3.	Minutes of Clinical Committee Meeting
4.	Master Index of Medical Specialties (MIMS), Drug Index of Specialties (DIMS), Master Index of Medical Specialties Dental (MIMS Dental)
5.	Malaysia Dental Council Guidelines
6.	Risk Register

### D. GLOSSARY

No.	Terms	Description
1	PIDC	Penang International Dental College
2	CEO	Chief Executive Officer
3	CRiO	Chief Risk Officer
4	Dept	Department
5	HOD	Head of Department
6	WI	Work Instruction
7	PR	Patient Record
8	DC	Document Controller
9	RR	Risk Register
10	RSN	Registered Staff Nurse
11	CA	Clinical Assistant

### E. DISTRIBUTION LIST

1	HARD COPY	Document Controller
2	SOFT COPY (pdf)	All PIDC staff can access via web page



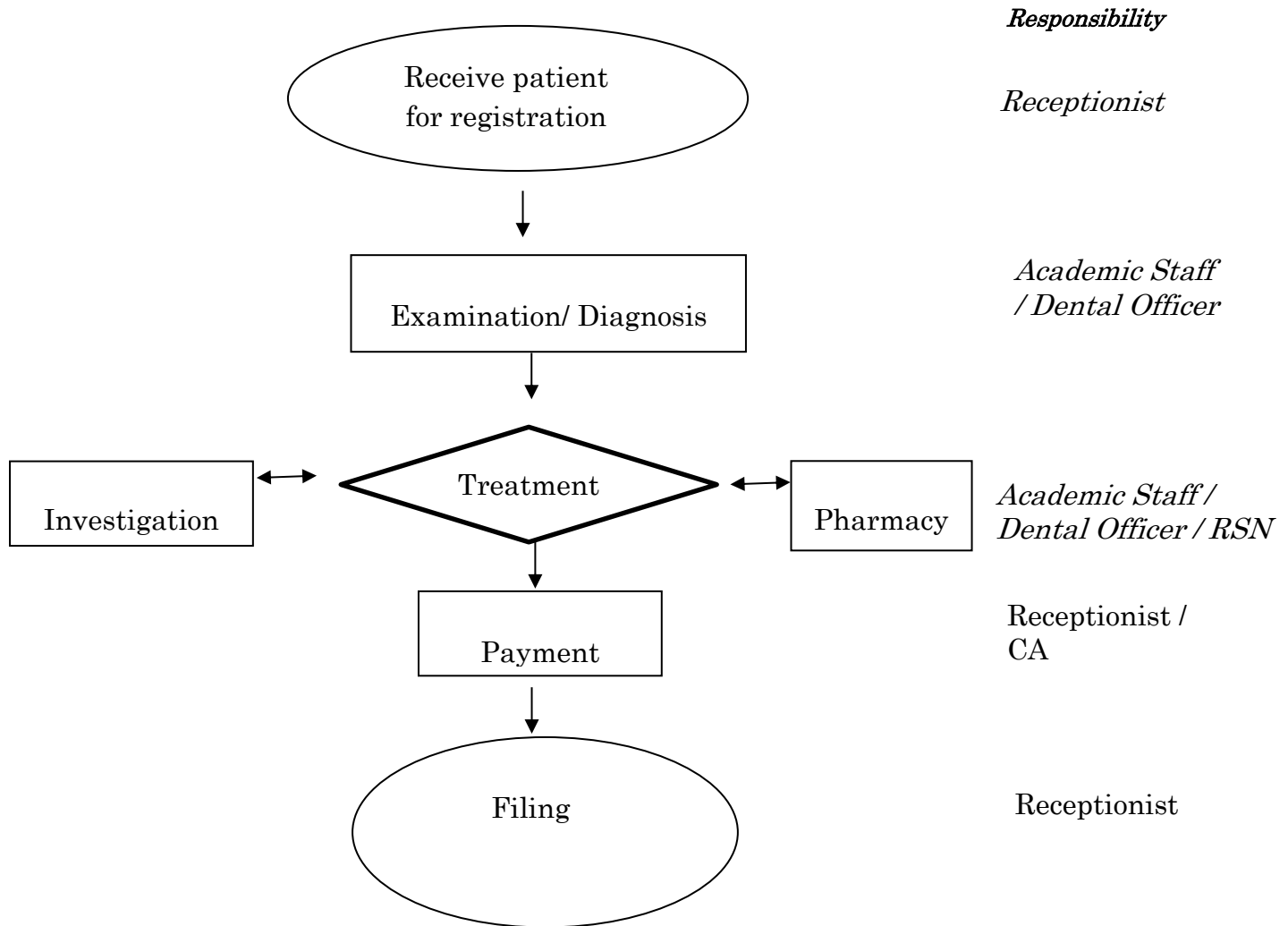
## F. PROCEDURE

It is the responsibility of everyone involved in this process to understand the procedure in this document before performing the following task, contact the document author if you have any question pertaining to these procedures.

Step	Action	Responsibility
1	Receive patient	Receptionist
2	Identify new <b>OR</b> old case	Receptionist
3	Prepare patient file for new case or retrieve existing patient file for follow up case	Receptionist
4	Send patient file (New case) to Oral Medicine Diagnosis Department / Pediatric Department <b>OR</b> send patient file (Existing file) to concerned department for appointment cases	Receptionist
5	Treatment / investigation process	Academic Staff/ Dental Officer
6	Medicines prescription (if required)	Academic Staff/ Dental Officer
7	Dispensing the medicines(if required) to the patients	Registered Staff Nurse
8	Receive patient file from Department / Pharmacy for payment and record	Receptionist



**G. FLOW CHART**





## H. WORK INSTRUCTION

DOCUMENT NO: PIDC-QMS-S-MoP-01

PIDC-QMS-S-MoP-01-WI-01: Work Instructions on Registration Process

Issue Date: 12 April 2018

Enforcement Date: 12 April 2018

Issue Date: 20 March 2022

Enforcement Date: 20 March 2022

Responsibility	Action
Receptionist	<p>Issue of New Patient File</p> <ul style="list-style-type: none"> <li>• Insert PR no, patient name, address, telephone no., age, gender, date of registration, IC No / Passport No, Nationality, Emergency contact no., record admission in/out time.</li> </ul> <p>a) Malaysian citizens</p> <ul style="list-style-type: none"> <li>- Register patient according to information on Birth. Certificate/My Kid/Identification card Army/Police ID Card.</li> <li>- Refer to appointment card.</li> <li>- Obtain/Confirm contact number.</li> </ul> <p>b) Foreigners</p> <ul style="list-style-type: none"> <li>- Register patient according to information on passport</li> <li>- Refer to appointment card.</li> <li>- Obtain/Confirm contact number</li> </ul>
Receptionist	<p>Explain to patient about services and treatment charges</p>
Receptionist	<p>Send all cases to Oral Medicine &amp; Diagnosis/ Pediatric/ Relevant Department after registration.</p>



DOCUMENT NO: : PIDC-QMS-S-MoP-01

PIDC-QMS-S-MoP-01-WI-02: Work Instructions on Payment Process

Issue Date: 12 April 2018

Enforcement Date: 12 April 2018

Issue Date: 20 March 2022

Enforcement Date: 20 March 2022

Responsibility	Action
Receptionist	1. Receive patient case sheet from clinical assistant.
Receptionist	2. Check fees column in case sheet of patient to determine amount to be paid.
Receptionist	3. Collect payment (cash / credit card / QR Payment) from patient.
Receptionist	4. Issue receipt.
Receptionist	Record payment and receipt no. in treatment sheet and computer system
Receptionist	5. Prepare clinic daily collection report.
Receptionist	6. Submit cash and report to Accounts Executive.



DOCUMENT NO: : PIDC-QMS-S-MoP-01

PIDC-QMS-S-MoP-01-WI-03: Work Instructions on Filing and Retrieval Process


Issue Date: 12 April 2018

Enforcement Date: 12 April 2018

Issue Date: 20 March 2022

Enforcement Date: 20 March 2022

Responsibility	Action
Receptionist	<p><b>FILING AND RETRIEVAL PROCESS</b></p> <p>Filing and retrieval of existing patient file is done as follows :</p> <ul style="list-style-type: none"><li>i. <u>Malaysian citizens</u>  Patient files are filed and retrieved according to the last 4 digits of Birth Certificate/MyKid / Identification Card / Army/ Police ID Card.</li> <li>ii. <u>Foreigners</u>  Patient files are filed according to alphabetical order and Retrieved the same.</li></ul>

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All records and documents to be kept and maintain in order for seven (7) years at the Document Controller's Office and respective Department/Units.

ISO 9001 :2015 Clause	LIST	Location	Minimum Retention
1.0	Scope	DC/ Department	7 years
2.0	Normative Reference	DC/ Department	7 years
3.0	Terms & Definitions	DC/ Department	7 years
4.0	Context of Organization	DC/ Department	7 years
5.0	Leadership	DC/ Department	7 years
6.0	Planning	DC/ Department	7 years
7.0	Support	DC/ Department	7 years
8.0	Operation	DC/ Department	7 years
9.0	Performance Evaluation	DC/ Department	7 years
10.0	Improvements	DC/ Department	7 years

## J . DOCUMENTS

Document	Name
	Quality Manual
	SOP
Work Instruction	
PIDC-QMS-S-MoP-01-WI-01	Work Instructions on Registration Process
PIDC-QMS-S-MoP-01-WI-02	Work Instructions on Payment Process
PIDC-QMS-S-MoP-01-WI-03	Work Instructions on Filing and Retrieval Process

Internal Documents	
	Daily Register in Soft Copy
	Patient File
External Documents	

## K. FORMS



Form #	Record/Form/Activity Name	Satisfies ISO 9001 Clause
<b>Required by ISO 9001:2015</b>		
<b>Other Forms / Records</b>		
PIDC-PR-01-PF	Patient File	
PIDC-PR-01-ApptCard	Patient Appointment Card	
PIDC-PR-01-FRM-01-01	Patient Record	
PIDC-PR-01-FRM-01-07	ICDAS Scoring	
PIDC-PR-01-FRM-02-01	Patient Record (Pediatric)	
PIDC-PR-01-FRM-03	Patient Case Sheet ( Continuation)	
PIDC-PR-01-FRM-04	Payment Details Form	
PIDC-PR-01-FRM-05	Waiver's Form	
PIDC-PR-01-FRM-06-03	Patient Feedback Survey Form	
PIDC-PR-01-FRM-07	Customer complaints & feedback registration form	
PIDC-PR-01-LOG-01	Prescription Pad	
PIDC-PR-01-LOG-02	Medical Leave Book	
PIDC-PR-01-LOG-03	Referral Letter	
PIDC-FIN-01-LOG-01	Receipt Book	

#### L. REVISION HISTORY

Revision	Date MM/DD/YY
0	12/16/2013
1	05/20/2014
2	08/16/2014
3	06/15/2015
4	09/23/2016
5	04/20/2018 Documents was revised to reflect the ISO 9001:2015 revisions
6	02/10/2020 Documents was revised to reflect due to rename of process
7	15/03/2022 Documents was revised to reflect the ISO 9001:2015 revisions