

## REGISTRATION PROTOCOL

### NEW OUT-PATIENTS:

1. New registration is done at AMRF building in order to maintain social distancing (SD) in the outpatients block.
2. Registration process is started functioning from 6:30am everyday
3. While the patient entered into the building security guard is guiding the patient and attender to the hand wash area which is located near by the entrance gate
4. After hand wash, the patients and attenders are going through thermal screening by Infrared Thermometer which is done by a senior MLOP sister. The sisters are posted in turn.
5. One more MLOP enters the thermal reading for both patient and attender in the newly designed COVID 19 consent and information form in the same area. Patients are carrying the form to the form fill up area.
6. The patient and attender are asked to sanitize their hands and permitted to enter.
7. Ensure the patient and attender wearing the mask before entering the registration area. If they do not wear mask, they can buy mask in the counter which is also attached with thermal screening area.
8. There are three stages (3 counters) followed in the registration process.
  - a. COVID-19 declaration form filling
  - b. Scheduling (time and date) for name registration (it is planned to give the schedule for registration based on the planning done on OPD capacity, the space and resources available, SD and predicted duration for service delivery) This system will be enabling us to streamline the patients flow throughout the day
  - c. Registration for eye examination
9. Since the patients are having the facility to get the scheduling over phone, in the thermal screening stage itself, the sisters are verifying their pre booking status and guide them to the registration area. If any patient has got the scheduling over phone, they can fill up the form and can register their name directly (need not wait in the first 2 counters). Our staffs are posted in the first counter to help the patients to fill up the form and get their consent
10. Camp organizers are posted in form filling area and the Camp Manager has to take care of the responsibility for over all coordination in the registration process
11. Registration should be done around 30 minutes ahead of the scheduled time so that the flow can be streamlined
12. At the registration counter they need to pay Rs.100 as registration fee (no change in validity policy) and get their registration card which has all their demographic details and UID, MRN, etc. This card is valid for their lifetime.
13. COVID 19 consent form will be submitted to the registration counter staff and one of the MRD staff will scan and upload the documents (consent and any other referral letters) into their EMR
14. The (newly) registered outpatients are undergoing vision measurement and triaging by Doctors (trialoging was originally introduced for handling emergency and redness). Then the patients are escorted to paying OPD block by MLOP sisters.

**REVIEW PATIENTS:**

1. Patients are permitted to enter the gate. Attenders are allowed only on need basis (attenders have to be allowed for young aged and vulnerable patients)
2. Thermal screening will be done with the Infrared Thermometer by the senior MLOP
3. One more MLOP entered the thermal readings in the newly designed COVID 19 consent and information form
4. Patients and attenders are guided to the COVID 19 consent and information form filling area
5. The above said three stages of new outpatients' registration are replicated for review patients' registration also. There should be adequate waiting area for both patients and attenders in the registration area
6. Patients and attender are guided to the hand wash and hand sanitizing area.
7. One MLOP employee and senior level admin person are posted in that area to guide for the three stages and maintain SD
8. After hand wash, general OPD review patients are sent to the registration counter located at the ground floor and specialty patients are guided to the concerned specialty clinic for their registration
9. At the registration (either general or specialty) counter patients need to submit their filled COVID 19 consent form.
10. It will be scanned and uploaded into their EMR before entering into the clinic

**PPE:**

1. Scheduling staff wears the 3 ply mask and gloves
2. Form filling staff wears the respirator and gloves
3. Registration staff wears the 3 ply mask and gloves
4. Thermal screening staff wears the respirator
5. Security staff wears the 3 ply mask

**CLEANING Protocol:**

<b>Items/areas to be cleaned</b>	<b>Cleaning supplies</b>	<b>Frequency</b>
Hand hygiene	Using Auro-rub/Soap	
Registration desk	Clean with Lysol	3 times a day
Mouse, printers, Key board	Clean with Isopropyl Alcohol	3 times a day
Waiting chairs	Clean with Lysol	3 times a day