



SOP for Case Registration

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NVH-P-U1-02	01/01/2019	31/12/2021	001

Document Approval

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Revision History

Revision	Revision Date	Reason for Revision	Revised by

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1. Purpose

1.1 This SOP describes the procedures for case registration for clinical services.

2. Scope

2.1 This SOP covers the procedures for issuing token and prescription form to the owners.

3. Responsibilities

3.1 The designated staff for case registration should follow this procedure.

Sl.No.	Official Designation	Responsibilities
1.	Receptionist /Paraveterinarian	Case registration of patient for clinical services. Issue token number and prescription form. Record the patient details in the register/database.

4. Definitions

4.1 **AHD:** It refers to Animal Health Division under the Department of Livestock.

4.2 **Case Register:** It refers to a register or database wherein the details of owners and patients are recorded.

4.3 **Case Registration number:** It is the number assigned for particular patient during case registration.

4.4 **Clients:** It refers to a person who receives services from the veterinary hospitals and other animal health facilities.

4.5 **Consultation:** It refers to the process of examination of patients and discussing with the owner about the patient.

4.6 **Customer care:** It refers to an act of taking care of customers' needs by providing and delivering professional, high quality services and assistance before, during and after customers' requirements are met.

4.7 **DRA:** It refers to Drug Regulatory Authority.

4.8 **DVH:** It refers to Dzongkhag Veterinary Hospital.

4.9 **Database:** A database is a collection of electronic information that is organized so that it can easily be accessed, managed, and updated.

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- 4.10 **Effective Date:** It is the date that a document becomes effective for use.
- 4.11 **LECs:** It refers to Livestock Extension Centers.
- 4.12 **NVH:** It refers to National Veterinary Hospital, Thimphu.
- 4.13 **New case:** It refers to the sick animal brought to the hospital for the first time.
- 4.14 **Para-veterinarian:** It refers to a person with diploma in Animal Science and is authorized to provide treatment to the animals.
- 4.15 **Patient:** It refers to an animal receiving or registered to receive medical treatment.
- 4.16 **Pet:** It refers to dogs and cats.
- 4.17 **Prescription Form:** It refers to a form with details of the patient with instruction written by the veterinarians/para-veterinarian that authorized patient to be issued with a medicine or treatment.
- 4.18 **Procedure:** It refers to SOP.
- 4.19 **Receptionist:** It refers a person who issues token number and prescription form for consultation.
- 4.20 **Review Committee:** It refers to a group of people from the department who will review the procedure to see if it should be improved, corrected, or changed.
- 4.21 **Repeat case:** It refers to the sick animal brought to the hospital for follow up treatment.
- 4.22 **SOP:** It refers to Standard Operating Procedure.
- 4.23 **Staff:** It refers to veterinarians, para-veterinarians and animal attendants.
- 4.24 **TVH:** It refers to Thomde Veterinary Hospital.
- 4.25 **Token:** It refers to a piece of paper with number.
- 4.26 **Token Number:** It refers to a paper slip with assigned number for consultation.
- 4.27 **VHs:** It refers to veterinary hospitals in the country.
- 4.28 **Veterinarian:** It refers to a person holding a bachelors degree in Veterinary Science and Animal Husbandry and is authorized to practice veterinary medicine.

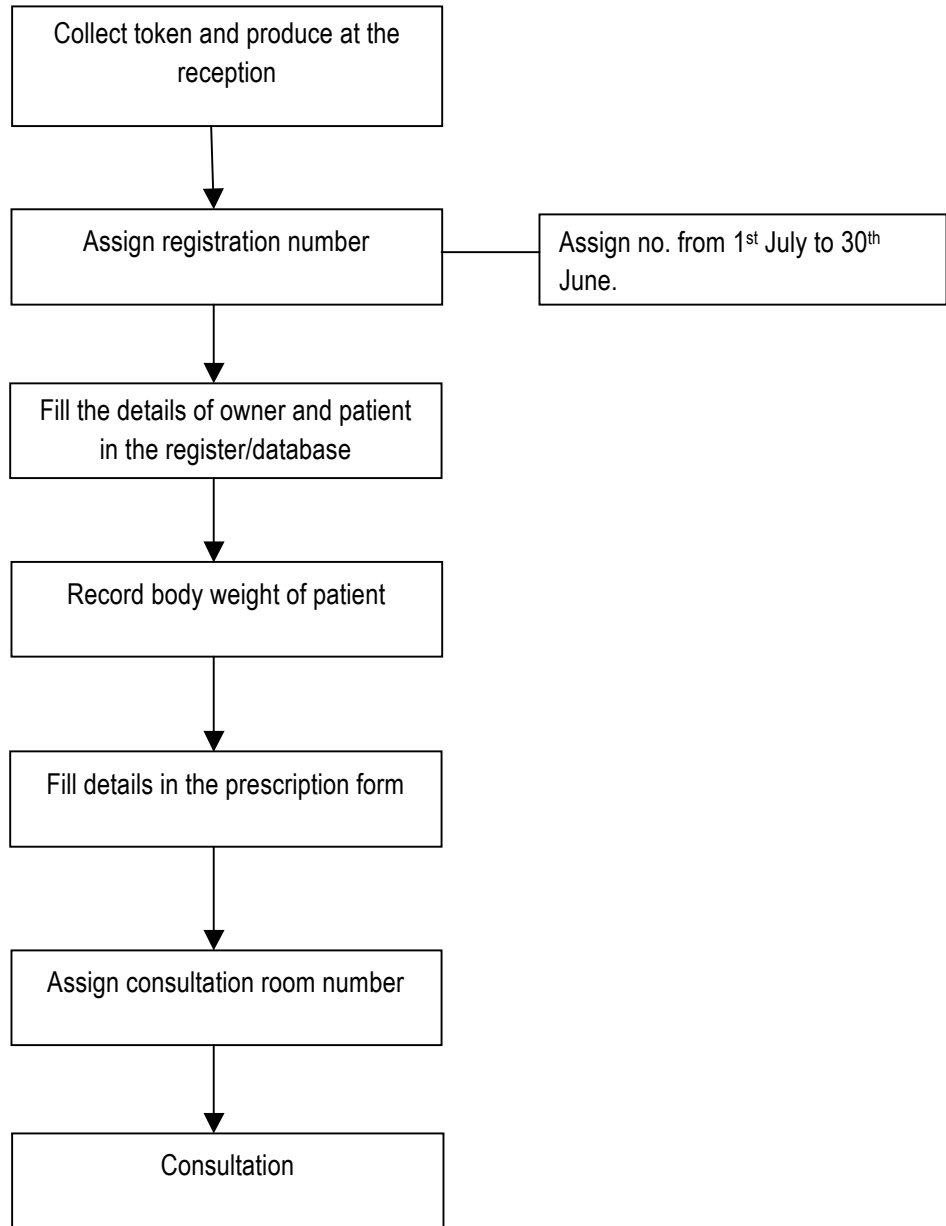
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5. Process Map in Flow Chart



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6. Procedure

- 6.1 The Reception room/area
 - 6.1.1 It should be kept clean at all times.
 - 6.1.2 It should be well lighted with good ventilation or air conditioning.
 - 6.1.3 There should be sufficient waiting chairs, reception table, a computer with a printer and a telephone.
 - 6.1.4 The staff should wear formal dress.
- 6.2 Get the token number and produce at the reception.
- 6.3 Assign registration number in the case register/database.
- 6.4 Assign case registration number from 1st July to 30th June. *Example of case registration number – 0001 (serial number).*
- 6.5 Fill details of owner, address, species, breed, pet name, age, sex etc in the case register/database.
- 6.6 Fill the above details in the prescription form.
- 6.7 Take body weight of the patient and record in the prescription form.
- 6.8 Handover the prescription form and token number.
- 6.9 Direct the owner to the consultation rooms.

7. Related forms or work instruction

- 7.1 SOP for consultation.
- 7.2 SOP for Customer care.
- 7.3 Prescription form

8. Related forms or work instruction

- 8.1 SOP on SOP format – Drug Regulatory Authority, Thimphu.
- 8.2 Black's Veterinary Dictionary.
- 8.3 Code of standards for veterinary clinics and hospitals for small companion animals – DoA, Philippines.

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