

One Pager

This section provides guidance on common operational situations that hospital staff may encounter. Each scenario includes a recommended course of action to ensure smooth operations and patient satisfaction.

Scenario 1: A Patient Has Not Received Their Reports

- The patient should be directed to the diagnostic department to confirm if the reports are ready.
- If the reports are delayed, inform the patient of the expected time frame and offer to notify them once available.
- If a doctor's consultation is scheduled and the report is necessary for review, reschedule the appointment accordingly.

Scenario 2: A Patient Arrives Late for an Appointment (More than 1 Hour Late)

- Check with the doctor if they can accommodate the patient without disrupting the schedule.
- If the doctor is unavailable, offer the next available slot or reschedule the appointment.
- Apologize for the inconvenience and remind the patient of the hospital's late arrival policy.

Scenario 3: A Patient Requests an Immediate Appointment Without Prior Booking

- Check if any cancellations or free slots are available.
- If no slots are open, offer the next available appointment.
- If it is an emergency, direct the patient to the emergency department.

Scenario 4: A Patient Misses Their Scheduled Appointment

- Contact the patient to inquire if they need to reschedule.
- If they do not respond, update the system to mark it as a missed appointment.
- Inform the patient about the hospital's missed appointment policy if applicable.

Scenario 5: A Patient Refuses to Follow Hospital Protocols (e.g., Wearing a Mask, Providing ID, etc.)

- Politely explain that hospital policies are in place for their safety and the safety of others.
- If they continue to refuse, escalate the matter to hospital administration or security.
- If the refusal poses a health risk, the patient may be denied non-emergency services.