



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

DOCUMENT: PROCEDURE FOR PROVISION OF HEALTH SERVICES

DOC. NO: JOOUST/PAF/UHS/OP 18

AUTHORIZED BY: DEPUTY VICE-CHANCELLOR

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PLANNING, ADMINISTRATION & FINANCE

ISSUED BY: SENIOR MEDICAL OFFICER

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0.1 DOCUMENT DISTRIBUTION

S. NO	TYPE	OFFICE
a)	Original	QMR
b)	Copy	DVC PAF
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d)	Soft Copy	JOOUST Website by password

0.2 DOCUMENT CHANGES

DATE	CHANGES	AUTHORIZED BY
27/04/2012	Timelines added to 6.2.1 and 6.3.2	
29/04/2013	Procedure review to reflect the change of status from BUC to JOOUST.	
30/4/2015	Procedure reviewed for adequacy	

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1.0 Purpose: To ensure efficient and effective provision of health services to University staff, their dependants and students.

2.0 Scope: This procedure covers the general guidelines for the provision of health services to JOOUST staff, their dependants and students.

3.0 References

- 3.1 ISO 9001: 2008 Standard
- 3.2 JOOUST Quality Manual.
- 3.3 JOOUST Service Charter
- 3.4 JOOUST HIV/AIDS Work Place Policy
- 3.5 Procedure Manual for Nurses
- 3.6 MOH Statutory Requirements
- 3.7 Medical Practitioners and Dentists Act
- 3.8 Clinical Officers Act
- 3.9 Pharmacy and Poisons Act
- 3.10 Laboratory Technicians and Technologists Act
- 3.11 Infection Prevention and Control Policy
- 3.12 International Classification of Diseases (ICD) coding tools by the WHO.
- 3.13 Occupational Health Policy
- 3.14 Nurses Act Cap 257
- 3.15 WHO Guidelines

4.0 Terms and Definitions

- 4.1 DVC - PAF:** Deputy Vice - Chancellor, Planning, Administration & Finance
- 4.2 BUC** Bondo University College
- 4.3 JOOUST** Jaramogi Oginga Odinga University of Science and Technology

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- 4.4 **QMR:** Quality Management Representative
- 4.5 **SMO:** Senior Medical Officer
- 4.6 **SOP:** Standard Operating Procedure
- 4.7 **Vital Signs:** Blood pressure, Pulse rate, Respiration rate, Temperature, Weight, Height
- 4.8 **WHO:** World Health Organization

5.0 Responsibility:

The Senior Medical Officer shall be responsible for the implementation and effective supervision of this procedure.

6.0 Methods

6.1 Confidentiality

- 6.1.1 The SMO shall ensure patients’ details remain confidential at all times.
- 6.1.2 The SMO shall ensure that only authorized persons handle patient information.
- 6.1.3 The SMO shall take appropriate remedial and deterrent action whenever confidentiality is breached.

6.2 Operating Hours

- 6.2.1 The SMO shall ensure that the clinic is operational 24 hours daily including lunch hour, overnight, weekends and public holidays.
- 6.2.2 The SMO shall ensure 24 hour coverage by keeping a duty roster prepared by the various sectional in-charges
- 6.2.3 The SMO shall facilitate the hiring of temporary extra staff on locum to maintain the smooth provision of services.

6.3 Client Experience

- 6.3.1 All clients shall receive the same level of care and dedication on a first-come first-serve basis; unless their medical condition demands priority.

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- 6.3.2 The SMO shall assign the role of triage to a nurse during the day shift to ensure priority and emergency cases are attended to immediately.
- 6.3.3 All Medical staff shall have a duty of courtesy to clients
- 6.3.4 All Patients shall receive full information and education regarding their medical concerns from the relevant medical staff.
- 6.3.5 The SMO shall ensure proper signage and directions at the clinic
- 6.3.6 The SMO shall ensure a telephone contact is posted prominently at the clinic for emergencies
- 6.3.7 The SMO shall ensure feedback channels through suggestion box, email and direct encounters are availed to all clients

6.4 Medical Records

- 6.4.1 The SMO shall receive and file a copy of all appointment letters from the RPA.
- 6.4.2 The SMO shall ensure a medical file is opened for every eligible person upon first clinic visit.
- 6.4.3 The SMO shall ensure accessibility, ease of retrieval and safe storage of all medical records.
- 6.4.4 The SMO shall keep monthly and annual reports on morbidity trends, workload, financial claims by staff and third party provider payments.
- 6.4.5 The SMO shall make sure relevant reports are sent to the relevant government departments as required in a timely manner.

6.5 Laboratory Specimen

- 6.5.1 The Laboratory Technologist shall collect specimen upon a clinician’s written request on official stationery.
- 6.5.2 The Laboratory Technologist shall issue appropriate containers with direction and or supervision

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6.5.3 The Laboratory Technologist shall obtain, label, process, analyze and register specimen according to SOP.

6.5.4 The Laboratory Technologist shall record all results and return a confidential copy of the same to the requesting clinician for further action

6.6 Dispensing of Drugs

6.6.1 The Pharmacist shall only dispense drugs against an official prescription according to pharmacy SOPs.

6.6.2 The Pharmacist shall maintain an open and consultative communication channel with both prescribers and clients as regards available stocks and prescriptions so as to achieve patients’ best interests.

6.6.3 The Pharmacist shall adhere to best dispensing practice to minimize losses and wastage.

6.6.4 The Pharmacist shall prepare and forward a detailed list of unusable medication and supplies for disposal to the SMO.

6.7 Referrals

6.7.1 The SMO shall ensure the availability of the ambulance at all times; day and night in conjunction with the transport officer.

6.7.2 The SMO shall ensure that all referrals from the clinic are authorized as appropriate

6.7.3 The referring Nurse shall notify the receiving hospital before leaving the clinic

6.7.4 The designated Nurse shall accompany patients on referral and hand over the patient to the receiving hospital.

6.8 Work-place Safety, Infection Control and Waste Management

6.8.1 Every staff member bears a duty to maintain a safe working environment free of physical, chemical or biological risks to self, colleagues or clients.

6.8.2 The SMO shall assign a Nurse to disinfect all clinical work surfaces daily.

6.8.3 The Laboratory Technologist and Pharmacist shall ensure their work surfaces are disinfected daily.

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6.8.4 The SMO shall ensure preventive maintenance works are carried out regularly in the department and the ambulance to ensure a safe working environment for both staff and clients.

6.8.5 All Medical staff who generates solid waste (clinical and non-clinical) shall discard it as outlined in the waste disposal SOPs

6.8.6 The SMO shall ensure clinical waste is managed as per SOPs

6.8.7 The SMO shall maintain a log of all workplace injuries

6.9 Inventory and Stock Management

6.9.1 The SMO shall maintain an updated inventory of the department

6.9.2 The SMO shall supervise the procurement, delivery and installation of all new equipment (including end-user training where necessary) and consumables.

6.9.3 The officer in charge of every section of the department shall ensure all equipment in their charge is used and maintained as per the manufacturer’s instructions.

6.9.4 The Pharmacist together with the storekeeper shall receive medicines accompanied by a delivery document (e.g. delivery note, packaging lot, issue and receipt voucher), countercheck the number of packages, endorse the delivery document and maintain records of the same.

6.9.5 The Pharmacist shall be the sole custodian of all pharmaceuticals and related non-pharmaceuticals.

6.9.6 The Pharmacist shall maintain an adequate dispensing stock and keep relevant stock records as per pharmacy SOPs.

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