

WORKSHOP ON FRONT DESK MANAGEMENT; ADMISSION & DISCHARGE PROCESS; BILLING

A one-day workshop on Front Desk Management; Admission and Discharge Process; Billing was organised by West Bengal Clinical Establishment Regulatory Commission at Gauri Devi Institute of Medical Sciences & Hospital and on the 25th August 2022. Nearly 170 employees from 43 hospital and Clinical Establishments from South Bengal attended this event at the Lecture Theatre of GIMSH, Rajbandh

The workshop was organised to create awareness amongst the front desk staff regards methods and ways to create a congenial environment for patients and their relatives and improve communication with them. The day started with planting of saplings by dignitaries who attended this event from WBCERC, GIMSH and GIMS Hospital followed by a brief cultural event by the medical and nursing students of the College. They also performed two role-plays on the themes of admission process and discharge process of patients in a clinical establishment and highlighted some of the issues in communication skills which need to be changed to improve a better patient care-pathway.

The Principal and Dean of the College, Prof Subodh Bhattacharyya welcomed the delegates and thanked WBCERC for selecting GIMSH as the venue for this important event. The Chairman of the Organising Committee, Dr S N Imam, gave a brief presentation about the aims and objectives of the workshop.

In his Presidential address, Chairman of WBCERC Justice Asim Kumar Banerjee stressed the imminent need to expedite the process of Discharge and to extend cooperation to relatives and patients from the time they arrive at the hospital doors to the time they leave the premises. He highlighted that this was a profession where service, humanity, compassion and care is absolutely vital to help patients and their relatives in the moments of crisis.

In his presentation, on the complete journey of an inhouse patient, there was discussion about patients admitted under Sasthya Sathi scheme and how patients and families can raise their concerns directly to the WBCERC. Mr Arshad Hasan Warsi, Secretary of WBCERC also reminded delegates of their immense role as Front desk staff and how they are the Brand

Ambassadors for the hospital. He gave an in-depth presentation on topics related to accountability, transparency and legal provisions District CMOH and SDO were also present at the Inauguration.

Dr Makhan Lal Saha, Member of WBCERC, presented the detailed process of admissions, discharge and billing and how to ensure that all items in the hospital bills are clearly explained and completely transparent. Dr Rajashree Ray discussed how soft skills and courteous behaviour of the Front desk staff are important for enhancing the experience of stay for the patients and families and reducing complaints.

The day closed with the Vote of thanks by Dr Punyabrata Mukherjee, Superintendent, followed by Certificate and Saplings Distribution.



