

Lot 2 Northrise Township
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POLICY TABLE OF CONTENTS

Introduction and Overview	3
Purpose	3
Policy statements	3
Scope	4
Policy and procedures	4
General	4
Safety	4
Smoking, drugs alcohol and weapons-free	4
Public non-discriminatory statement	4
anti-harassment	4
Employee	5
Organizational structure	6
Job descriptions	6
Nurses	6
Administrator	8
Receptionist	9
Janitor	9
Handling of cash	10
Opening times	10
Dress code	10
Cellphone use	11
Internet, devices and BYOD	11
Social media	11
Grievances	11
Discipline	12
Staff meetings	12
Operational policies	12
Prioritizing patient care	12
Processes and Procedures	13
Patients' registration and triaging	13
Doctors' consultations	13
Treatment dispensation	14
Billing of services	14
Filling of medical records	15

1. Introduction and overview

Manzini HealthCare (Pty) Ltd is a privately owned medical practice situated in Manzini on Lot 2 Northrise township Woodmasters.

Services provided include (but not limited) to diagnosis and treatment of acute and chronic medical conditions in children and adults, medicine refills, minor surgical procedures, initial and limited counselling as well as ante-natal clinics. We hope to introduce Ultrasound (sonography) in 2024

The practice is not linked to any particular hospital; hence the choice of hospital for admission is left at the patient's discretion.

The practice is managed by two doctors (General Medical Practitioners) working in partnership

Dr L. D Mathunjwa and Dr G.L. Dlamini.

Purpose

This policy and procedure document seeks outline all processes and procedures governing operations of this institution.

It is meant to give guidance to new members of staff and locum staff. It is a reference document for the institution's staff and the general public.

This document does not in any way replace individual contracts signed by members of staff, but certain sections of the employment contract will refer to this document.

A hard-copy of this document will be available at the practice. A soft copy will be available online.

Policy statements

It is envisaged that this document will promote the following:

- Safe and healthy environment for both staff, patients and visitors
- Promote good working relations among staff and harmonise relations with patients and visitors
- Provide guidance to standard level of service and give standard operations procedure
- Give guidance to new members of staff, patients and visitors on expected behaviour while in the practice and premises

Scope

Policies and procedures in this document apply to staff members of the practice, patients seeking health care, accompanying relatives, friends and visitors to the practice.

2. Policy and procedures

General Policies:

Safety:

The practice with endeavor to provide a safe environment, safe operations and procedures for staff members, patients and visitors.

We encourage behaviors that prevent or lessen the chance of accidents and injuries happening by all staff, patients and visitors.

Smoking, Drugs and Alcohol, and Weapons-Free:

Use of drugs, alcohol, and tobacco products during work hours by staff, and on company premises by patients, accompanying relatives and visitors is strictly prohibited.

Carrying of firearms and dangerous weapons on the premises by non-security personnel is strictly forbidden,

Public Non-Discrimination Statement:

The practice is non-discriminatory, and will not practice and will not tolerate discriminatory treatment on the basis of race, color, sex, gender identity, religion, national origin, or sexual orientation.

Anti-Harassment:

Harassment of any sort by staff, patients or visitors is unacceptable. Any individual who will at any stage feel harassed by another staff member, patient or visitor should promptly report to the supervisor or person in-charge.

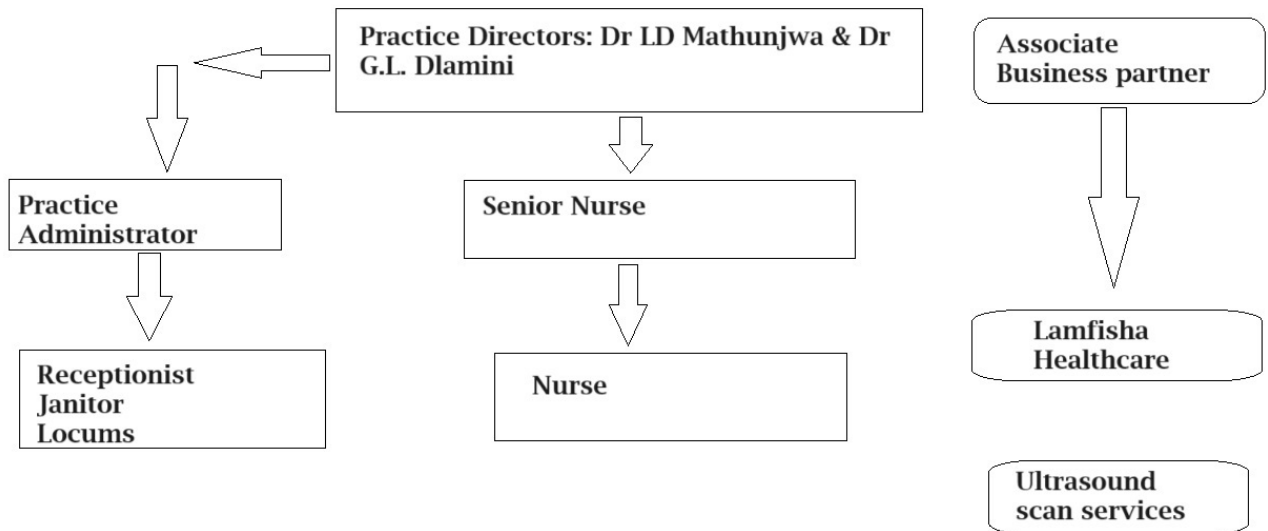
The incident will be documented and dealt with in a fair and appropriate manner.

Employee policies

Organizational chart

The following chart shows the organization's hierarchy.

However, at any given time, the most senior member of staff available will be the overall in-charge. This excludes staff engaged on locum basis.



Job Descriptions:

Nurse / Nursing Assistant

Hierarchy: The senior nurse will ensure smooth running of the nursing department. He/she will be supervisor in the department.

Reporting

The senior nurse reports directly to the directors (doctors) on clinical matters and matters affecting the nursing department

Nursing duties:

The list below is guidance only. It may not be exhaustive. Typical duties include:

To record vital signs for patients prior to their consultation with the doctor. Vitals will include weight, height, temperature, blood pressure pulse, oxygen saturation, depending on that particular patient needs.

Identifying patients needing urgent care and fast tracking them to be seen by the doctor. In consultation with the doctor, the nurses can advise on a quick referral of a patient in cases where the practice is likely not to be able to provide the medical help sought.

To perform point of service (POS) investigations such as urine analysis, blood sugar, and other spot tests available at that time.

To provide immunizations

To provide medicines refills

To attend to minor ailments when a patient prefers to be seen by the nursing staff only.

Dispense and administer medication as per the doctor's prescription

To collect samples for further investigations as requested by the doctor.

Assist doctors in carrying out procedures where an assistant is required.

Female nurses are to act chaperone for male doctors in event they have to perform a gynaecological assessment or procedure.

Prepare an all-inclusive bill for cash paying patients using the 4POS system

To ensure medicines availability by ordering drugs. Ordering of drugs may at times need to be done in consultation with the doctor.

To update drug lists and drug prices in the 4POS system

Ensure compliance with the recording and record keeping requirements as set out by the Ministry of Health and the Central Medical Stores to ensure continued supply of drugs and vaccines from the Ministry of Health.

Monitoring patients' progress, especially those on chronic medication and receiving refills from the nurses, and to alert the attending doctor of any adverse effects, concerns about compliance etc.

Providing emotional support to patients and relatives

Supervising junior staff

Advising patients and relatives on health-related issues.

Provides physical and psychological support to patients, friends, and families.

Identify patient care requirements by establishing personal rapport with patients and their families.

Establish a compassionate environment by providing emotional, psychological, and spiritual support to patients, friends, and families.

Assures quality of care by adhering to therapeutic standards

Maintains safe and clean working environment by complying with procedures, rules, and regulations.

Protects patients and employees by adhering to infection-control policies and protocols; medication administration and storage procedures; and controlled substance regulations.

Maintains patient confidence and protects operations by keeping information confidential.

Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; and evaluating new equipment and techniques.

Maintains nursing supplies inventory by checking stock to determine inventory level.

Maintains professional and technical knowledge by attending educational workshops and participating in professional societies.

Administrator

This is a senior administrative position, reporting directly to the directors (Doctors) on all matters affecting the running of the practice.

Duties include (but not limited to):

Administration of day-to-day operations of the practice and supervision of the reception and cleaning divisions.

Supervise cash payments and reconciling payments done for the day

Ensure daily (or regular periodic) banking of cash collected

Safe keeping of cash and banking records

Management and reconciliation of petty cash

Procurement of materials needed for day-to-day operations of the practice

Keeping all components making books of accounts. This includes safe and proper keeping of purchase receipts and invoices, and availing them when required for accounting and auditing.

Ensure timely purchases of receipt books, stationery and other associated materials

Processing of all medical aid claims, follow-ups on submitted claims and payments, as well as reconciliation of payments made.

Attending to payment / claim queries (for both cash and medical aids)

Follow-up on owing patients and clients

Attend to staff payroll and ensuring payday deadlines are met.

Ensure submission of PAYE monthly reconciliations to Eswatini Revenue Authority (ERA)

Follow-up on employee PAYE tax related issues with ERA

Working with the company's accountant, ensure preparation and final submission of financial statements

Ensure timely remissions of statutory payments and submission of proof of payments. This includes proof of payments to Old Mutual Provident Fund

Attending to staff off-days scheduling, managing staff leave days, making sure there are no clashes. Ensuring there is always personnel for all practice stations.

Supervise reception and standing-in or coming-in to assist in clearing congestion at the reception and at the pay-point if needed.

Supervise speed point services (ensuring its functional), and supervise MoMo pays, ensuring payments go through

Be on stand-by to assist the nursing department with transport issues when there is need (i.e., designated nurse driver unavailable), and on request

Receptionist

Reporting: Receptionist reports directly to the practice administrator

Duties include (but not limited to):

Attending patients and visitors reporting at the reception.

Recording all arriving patients at the reception into the daily attendance register

Enquiring on purpose of visit from visitors claiming to be “non-patient visitors” for doctors

Prepare medical records cards for new patients, or retrieving medical records for returning patients.

Forwarding medical record cards to the nurses in the order of arrivals.

Prepare a list of patients coming for medicine refills by the nurses. Manage refill patients flow to the nurses.

Answering and directing calls to their destinations.

Assist in processing payments at the pay point cubicle when needed

Janitor

Reporting: Janitor reports directly to the practice administrator

Duties (include, but not limited to):

Ensure the practice and its surroundings are clean all the time.

Ensure dishes are washed in the sink and dustbins are emptied at the end of the day

Ensure there is always clean linen and ironed linen for use in the practice

Ensure waste is taken outside the premises for collection

Attend to the pay-point cubicle once cleaning duties have been completed.

Handling of cash

There shall be separate receipt books each doctor and any other associate service provider.

Cash generated by each entity will be totaled at the end of the day and put in clearly labelled envelopes, taking care to correct labeling.

The administrator will check each and every envelope contents versus receipts of that day before banking.

Opening and closing times

The practice is open Mondays to Saturdays, and closed on Sundays and on public holidays

Opening and closing times are as follows:

Mondays to Thursdays: 8:00AM to 4:00 PM

Fridays: 8:00 AM to 3:30 PM

Saturdays: 8:30 AM to 12:00 Noon

The times above are merely a guide.

The practice policy is that everyone who is on the premises seeking help should be helped if possible.

Every patient who arrives at closing times or arrives after the closing times and finds us still on the premises will be assisted. No one will be denied assistance on basis of closing times.

Dress code

Staff is to dress decently at all times when on duty (formal or decent casual).

Dressing should not reveal body parts that should ordinarily be covered.

Seductive dressing is strictly forbidden

Cell Phone use:

Much as the use of cell phones during working hours is allowed, their use should be prudent, and not in any way disrupt and / or delay work flow and the provision of services and execution of duties.

No patient or fellow staff member should be in any way inconvenienced by a non-business-related use of cell phone by another member of staff when carrying out routine duties.

Internet, Device and Bringing Your Own Device (BYOD)

Hooking of personal devices to the practice internet and intranet network is strictly prohibited.

This includes laptops and desktops.

Sharing of the practice internet and intranet passwords is strictly prohibited

The use of practice devices and network for private purposes is strictly prohibited.

Any cyber intrusions arising from breach of the above, and criminality done using the practice network and devices shall be for the employee's account.

Social Media:

Employees are prohibited from referring to the practice in their social media activities.

Grievances

It is the objective of this policy to ensure that any grievances within this practice are resolved by negotiation and discussion between the parties involved.

We believe that with genuine discussions and apologies given where necessary, amicable solutions and genuine forgiveness can be found in most cases.

We therefore encourage the supervisors / senior members of staff to engage with the aggrieved parties with a view of finding an amicable solution and genuine forgiveness.

Cases that cannot be resolved at staff level / peer to peer level or supervisor will then have to be reported by the relevant supervisor to management (one of the directors).

Management believes in fairness. All parties involved will be called upon to give their side of the story. This can be oral presentations or written responses depending on the nature and gravity of the case.

All cases reported to management will be recorded in the incident book, and resolutions documented as such for future reference.

Cases reported to the police and involving courts will then fall outside the ambits of this practice.

Discipline

If disciplinary action is necessary within the practice, management will notify the person involved of the reason. The first warning shall be verbal and shall be documented as such in the incident book.

If the problem reoccurs, then the matter will again be discussed with the employee. A second warning, written this time, will be given. Again, the incident will be recorded in the incident book.

On the third incident of same, then management will be at liberty to invoke sections of the employment contract dealing with termination of contract of employment.

Staff meetings

This practice holds a regular staff meeting quarterly. However, ad hoc meetings can be held when the need arise. The administrator facilitates such meeting and acts as secretary to all meetings.

Agenda issues are submitted to the administrator

Staff meetings are compulsory to all staff members (including those that may be on leave)

Operational policies

Prioritizing patient care

Patients are our first priority, and at all times, patients will take the centre stage.

No member of staff is to attend private visitors, engage in private phone calls and private activities when there are patients waiting for service.

Members of staff are to be polite to patients and their accompanying relatives at all times, and serve them with a smile.

Processes and procedures

All patients and visitors are to report at the reception to state their purpose of visit

Patients' registration and triaging

Patients are welcomed at reception where medical cards are retrieved for old patients, and new cards made for patients visiting for the first time.

For patients wishing to consult the doctor, reception will have to indicate names of doctor(s) available for that day or time of the day.

Patients on medical aid cover will be requested to produce their medical aid cards for confirmation of medical aid cover before consultation.

Patient medical files are then forwarded to the nurses for screening / triaging. At triaging, nurses check weight, temperature, blood pressure & when appropriate; height, oxygen saturation, blood glucose and urinalysis.

Vaccinations / immunizations will also be carried out at the nurse's station.

During screening / triaging, patients wishing to consult a doctor will be asked to indicate their doctor of preference if there is more than one doctor available at that time.

The patient's medical record will then be queued to the appropriate doctor if he/she wishes to consult the doctor. Patients coming for medicine refills and those not wishing to consult the doctor are then attended by nurses at this stage.

Doctor's consultations

Patients will be guided by the reception on the appropriate room for their doctor's consultation.

Consultation time with the doctor is between 15 and 20 minutes. Longer consultations (such as counselling sessions) will attract higher charges.

The doctor's consultation will entail history taking, physical examination and formulation of treatment plan. The treatment plan will be discussed with the patient.

The patient will be given a choice of having one (or maximum of 2) accompanying relatives to assist in giving medical history.

In the event of disease outbreaks, the practice may place a limit on the number of accompanying relatives in the consultation rooms.

During examination, relatives accompanying adult patients will be requested to leave. They may be called back for discussion of findings and treatment plan if the patient so wishes.

Male doctors are strongly discouraged to carry out gynaecological examinations alone in the consultation rooms.

Gynaecological examinations and procedures if to be done by a male doctor should, at all times, be carried out in the procedure room and he will have to be chaperoned / accompanied by a female nurse always.

After consultation with the doctor, patients and accompanying relatives will be requested to return to the reception and wait for the next stage of their treatment.

Treatment dispensation

Drug dispensation, administration of injections, phlebotomy and wound procedures will be done by the nurses. The doctors may supervise some of these processes.

The nurse will explain every procedure to be done and advise on how to take medication to be used at home.

Billing of services

The 4POS system should always be used for billing of services rendered to cash paying patient.

The patient has a right to see breakdown of his/ her bill on the system. Where requested, a printed invoice should be printed from the 4POS system for cash paying patient.

Patients on medical aid wishing to see their medical bills to be forwarded to their medical aid will have to wait for the accounts clerk / billing officer to prepare their claim. This will be subject to availability of the accounts clerk on that day and at that time. A request to have the claim emailed once prepared can be made with the accounts clerk.

The following modes of payments are accepted by the practice:

1. Cash payment
2. Local medical aid schemes as follows:

Swazimed accepted by both Doctors

Oracle / Momentum accepted by both Doctors (**Oracle swiping—Dr Mathunjwa only)

Mphilwenhle accepted by Dr Mathunjwa only

Lidwala (except....) accepted by Dr Mathunjwa only

3. Electronic Funds Transfer (EFT) payments (on request) by both doctors
4. MoMo pay accepted by both doctors
5. Speed point (swiping) accepted by Dr Mathunjwa

We do not offer medicines and services on credit.

Consider the Chinese philosophy below:

“You ask for credit, me refuse, you get sore

You ask for credit, me gives credit, you do not pay, me get sore

Better no man asks for credit!”

We do not give loans or cash against medical aid cards. This is illegal.

Medical aid is strictly for covered members only, and this is not negotiable.

To avoid embarrassment, please do not attempt asking for credit, a loan against your medical aid or treatment for non-covered family members and friends.

We do not have a debit / deposit facility. We have no in-house medical scheme.

Filing of medical records

Keeping of accurate medical records is prescribed by law, hence, all medical files are to be returned to their respective folders after billing or submission of claims.

No patient’s medical records should leave the practice premises without authorization.

Investigation reports can be given to the patients to keep and use for future references. Copies of such should be retained in the medical file.

*****END*****