



**SINDH HEALTHCARE COMMISSION**  
**Quality Care for All**

# MSDS

**(Minimum Service Delivery Standards)  
FOR  
Homeopathic Healthcare Establishments in Sindh**



## Table of Content:

	Page #
1. <b>Introduction</b>	01
2. <b>Responsibilities of Managements (ROM)</b>	02
3. <b>Rom-1</b> Clinic is identifiable & Easily accessible.	02
4. <b>Rom-2</b> Qualified individual manages the clinic	03
5. <b>Rom-3</b> Healthcare establishment supports the (Scope of work) / Services.	04
6. <b>Facility Managements and safety (FMS)</b>	05
7. <b>FMS -1</b> Clinic / HCE has facility management and safety systems in place.	05
8. <b>Human Resource Management (HRM)</b>	05
9. <b>HRM-1</b> There is a documented personnel record of the homeopathic practitioner and staff.	05
10. <b>Information Management System (IMS)</b>	05
11. <b>IMS-1</b> Patient clinical record is maintained.	05
12. <b>Quality assurance/improvement (QA )</b>	06
13. <b>QA-1</b> The clinic (Healthcare Establishment) has Quality Assurance / Improvement system in place	06
14. <b>QA-2</b> Sentinel events are assessed and managed	07
15. <b>Assessment and Continuity of Care (ACC)</b>	07
16. <b>Acc-1</b> Portrayed services Confirm to legal provision.	07
17. <b>Acc-2</b> The Clinic (Healthcare Establishment) has a well-established patient management system.	08
18. <b>Care of Patients (COP)</b>	10
19. <b>COP-1</b> Essential arrangement from emergency care exists	10
20. <b>Managements of Medication (MOM)</b>	12
21. <b>MOM-1</b> Prescribing practice confirm to the standards.	12
22. <b>MOM-2</b> Managing medication in the healthcare establishment is according to the standards .	13
23. <b>Patients' Rights / Responsibilities and Education (PRE)</b>	15
24. <b>Pre-1</b> A system present for obtaining consent for treatment exists	15
25. <b>Pre-2</b> Patients and families have a right to information about the expected cost	16
26. <b>Pre-3</b> Patients & families have a right to refuse treatment and lodge a complaint	17
27. <b>Pre-4</b> Patients and families have a responsibility to respect the Health Care Establishments.	17
28. <b>Infection Control (IC)</b>	18
29. <b>IC-1</b> Clinic (Health Care Establishment) has an infection control system in place.	18
30. <b>Patient satisfaction survey</b>	19
31. Questionnaire	19



## **SINDH HEALTHCARE COMMISSION**

### **Quality Care for All**

#### **INTRODUCTION**

Sindh Health Care Commission (SHCC) has been established for the monitoring and regulation of healthcare being provided through primary, secondary and tertiary level health facilities both in public and private sectors in Sindh. Quality of health services can't be evaluated without having standards/benchmark hence the first initiative of SHCC was to establish health quality standards for hospitals (secondary and tertiary level), Primary Health Care, Clinics, Homeopathic Healthcare Establishments and Tibb.

Minimum Service Delivery Standards (SSDS) for Homoeopathic Healthcare Establishment has been objectively established according to the local context with the consultation of other national and international health quality standards. The MSDS is a consensus-based document developed by Clinical Governance Committee of SHCC, which will need a regular review and update. The SSDS are based on Pakistan Standards for Hospitals (PS: 5257-2013) prepared by Pakistan Standards & Quality Control Authority (PSQCA) and modified, where needed, by tailoring them to the local needs.

The MSDS for Homoeopathy stipulate a framework to improve quality of care provided in Homoeopathic Healthcare Establishments in a structured manner. The MSDS also provide a management tool to identify strengths, gaps and areas for improvement, side by side providing a mechanism for the Government to identify priority areas for overall improvements in the healthcare delivery system. The MSDS will facilitate the SHCC licensing program for homoeopathic Healthcare establishments in Sindh province of Pakistan. Homoeopathy was first mentioned by a German physician, Hahnemann (1755–1843), who established homoeopathy's basic principles: law of similarity, direction of cure, principle of single remedy, the theory of minimum diluted dose, and the theory of chronic disease. In homoeopathy, diseases are treated with remedies that in a healthy person would produce symptoms similar to those of the disease. Rather than fighting the disease directly, medicines are intended to stimulate the body to fight the disease.

The Unani, Ayurvedic and Homoeopathic Practitioners Act of 1965 is enacted to regulate qualifications and registration of practitioners of the homoeopathic system of medicine.

Persons holding qualifications from an approved homoeopathic institution are eligible for registration as homeopathic doctors. Homoeopathy is proven to be effective in both acute and chronic diseases and can be useful in many emergency situations as well.

A meeting of stakeholders was held by Sindh Healthcare Commission headed by CEO, Dr. Minhaj A Qidwai, and facilitated by Dr. Syed Ahmed Raza Kazmi, Director Clinical Governance and Organizational Standards at Hotel Mehran, Karachi, on 14/09/2018. It was viewed that the draft of SSDS presented by Dr. Akhlaq Ahmed is more than enough and touching the required benchmark. However, considering the proposal submitted and spoken by Homoeopathic Doctor Ilahi Bux, some measurable criteria be made ineffective for the time being in respect of issuing the provisional and regular license for Homoeopathic Health Care Establishments.

## Responsibilities of Management (ROM)

**ROM-1** Clinic (Healthcare Establishment) is identifiable as an entity and easily accessible

This standard required to provide convenience to their patients regarding easy remembrance, identity, and accessibility.

It demands that such services be delivered in accordance with the mandate of the NCH and the Code of Ethics for Homoeopathic Practice.

**Measurable criteria #1** The clinic (Healthcare Establishment) is identifiable with name and the relevant Council registration number on a sign board.

The main intention of this criterion is to pursuit the locale of health care establishment through signboard with specific title and name of the homoeopathic doctor. The contents of the signboard may be match able to the requirement for identification. The exaggerated prefix and suffix may mislead the patients and the inspecting team as well. The ideal contents may be as under:

**Homoeopathic Clinic XYZ**  
**HOMOEOPATHIC DOCTOR AAAA BBBB CCCC**  
**NCH # 000000**  
**SHCC # 000000**  
**Timings: 06:00 p.m. To 10:00 p.m. Sunday off**

**Inspection Method:** The inspection team will examine the contents, legibility, installation site, and size of the signboard. If they found that it purpose serving will be considered fully met otherwise not met.

**Measurable criteria #2** Patient has an easy access to the Clinic. (Healthcare Establishment)

It is for most duty of the Health care establishment to arrange the easy access and convenience for compromised patients. The entrance should be as it ought to be keeping the painful feelings in mind. HCE's space must be easy to use by patients with temporary or permanent disabilities.

**Inspection Method:** The inspection team judges the situation on the general principle of suitability and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

**Measurable criteria #3** The Clinic (Healthcare Establishment) is registered / licensed with the SHCC.

It is a foremost requirement of the Homoeopathic doctor and HCE should be registered and licentiate with NCH and SHCC. It is mandatory that the Registration / License number be displayed on signboard and nameplate as well.

**Inspection Method:** The inspection team will examine the contents, legibility, installation site, and size of the signboard. If they found that it purpose serving will be considered fully met otherwise not met.



<b>Measurable criteria #4</b>	Door plate clearly displays name, qualification/s and the relevant Council registration number of the practitioner.
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There should be Door Plate on proper placing is a sign of personification regarding doctor and HCE.

The recommended wording on the door plate (internal board) consists of a maximum of three lines, in an appropriate size and font:

**Homoeopathic Doctor ABC**  
**Homoeopathic Qualification/s**  
**NCH Registration Number**

**Inspection Method:** The inspection team judges the situation on the general principle of suitability and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>Measurable criteria #5</b>	Consultation hours are displayed.
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Patients or attendants should know regarding the physical availability of homoeopathic doctor preferably is at the committed place.

**Inspection Method:** The inspection team will examine the contents, legibility, installation site, and size of the signboard. If they found that it purpose serving will be considered fully met otherwise not met.

## **ROM-2** A suitable qualified individual manages the clinic (Healthcare Establishment).

Most of the homoeopathic setup are comprise of minimum manpower e.g. one Homoeopathic Doctor and a dispenser. In such cases no additional manager is required and the homeopathic doctor will assume responsible one. However in a larger setup wherein, more than one homoeopathic doctor is running the clinic, either among them or any other qualified person may be designated as manager.

<b>Measurable criteria #6</b>	The clinic (Healthcare Establishment) manager has requisite qualifications.
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The Homoeopathic doctor will be assumed as manager in usual setup while in larger setup the qualification of the managers will be considered.

**Inspection Method:** Keeping the facts as describe under ROM-2 the overall outlook of the HCE will help to judge the level of competency as manager and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

### Measurable criteria #7

Relevant Council registration certificate of the doctor is displayed.

The photo copies of Registration Certificate besides Renewal certificate (if applicable) should be displayed in suitable place while the original certificate should be kept available as and when needed officially.

**Inspection Method:** The inspection team will observe the validity and legibility of displayed certificates. If it is found accordingly will be considered fully met otherwise not met.

### ROM-3

Clinic (Healthcare Establishment) premises support the scope of work/services.

An Ideal healthcare establishment is a place with adequate premises support to implement clinical policies, guidelines as required by the licensing commission and helpful for providing healthcare services to the community.

### Measurable criteria #8

Premises of the clinic (Healthcare Establishment) is as per minimum requirement.

Minimum area requirements for a homoeopathic HCE: 6'x8'=48 sq. ft.

The particular minimum area pertains non-partitioned or partitioned segments for doctor, examination/consultation, dispensing and waiting purpose.

**Inspection Method:** A justified arrangement fulfilling the requirement/ service delivery even in case of one-person HCE is helpful to judge the achievement level and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

### Measurable criteria #9

Clinic (Healthcare Establishment) has adequate facilities for the comfort of the patients.

Sitting facility should be provided for the patients and visitors.

- Allowing patients to sit in a comfortable posture.
- Accommodation of 3-5 patients at a given time.

**Inspection Method:** A justified arrangement fulfilling the requirement/ service delivery is help to judge the achievement level and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

### Measurable criteria #10

Clinic (Healthcare Establishment) has adequate arrangements for the privacy of patients during consultation / examination.

During all stages of patient care, be it in examination or carrying out a procedure, staff shall ensure maintenance of patient's privacy and dignity. The HCE shall develop the necessary guidelines for the same. With regards to photographs/recording procedures; the HCE shall ensure that consent is taken and that the patient's identity is not revealed.

**Inspection Method:** The inspection team judges the situation on the general principle of suitability and considered in three steps:

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

- a. Fully met
- b. Partially met
- c. Not met

### Facility Management and Safety (FMS)

<b>FMS-1:</b>	The Clinic (Healthcare Establishment) has facility management and safety systems in place.
<b>Measurable criteria #11</b>	The staff has the knowledge about early detection and containment of fire and non-fire emergencies.
<b>Measurable criteria #12</b>	Arrangements to combat fire and non-fire emergency are available in the Clinic (Healthcare Establishment).

### Human Resource Management (HRM)

<b>HRM-1:</b>	There is documented personnel record of the Homeopath and the staff.
<b>Measurable criteria #13</b>	Personnel record/credentials of all staff of the clinic (Healthcare Establishment) are maintained.
<b>Measurable criteria #14</b>	Job descriptions are available and known to the relevant staff
<b>Measurable criteria #15</b>	Performance Evaluations are based on the Job descriptions (JDs.).

### Information Management System (IMS)

<b>IMS-1:</b>	Patient's clinical record is maintained.
<b>Measurable criteria #16</b>	Every patient's record has a unique identifier and particulars for identification.

At this stage the following information are to be considered as unique identifier and are mandatory;

- 1. Serial number
- 2. Name of patient
- 3. Father/Husband's name
- 4. Age
- 5. Treatment

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

More information are optional and not to be considered during inspection for all purposes.

Inspection Method: The inspection team judges the matter by examining the available record and considers the criterion in three steps:

- a. Not applicable
- b. Partially met
- c. Not met

### Measurable criteria #17

Only authorized person/s make entries in the record.

Only authorized staff members shall be allowed to make entries in Medical Record. Such staff members include physicians' nurses and other paramedical staff involved in the patients' medical care.

A signed and stamped written statement for self-authorization or assigning the same task to any other staffer should in the file.

#### Statement

I, Homoeopathic Doctor is hereby declared myself or Mr. \_\_\_\_\_ as authorized person to make entries in the record.

Signature specimen \_\_\_\_\_

Signature of authorized person \_\_\_\_\_

Name \_\_\_\_\_

Stamp:

Dated:

**Inspection Method:** The inspection team will judge the situation on the general principles of suitability, available record and consider in three steps:

- a. Fully met
- b. Partially met
- c. Not met

### Quality Assurance / Improvement (QA)

#### QA-1

The clinic (Healthcare Establishment) has Quality Assurance/ Improvement system in place.



## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

<b>Measurable criteria #18</b>	A quality assurance system is in place.
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To accomplish the requirement of this criterion "A Post visit Patient Satisfaction Form" from randomly selected patients is mandatory. A template is annexed.

**Inspection Method:** A justified accomplishment is helpful to judge the achievement level and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>Measurable criteria #19</b>	A quality improvement system is in practice.
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<b>QA-2</b>	Sentinel events are assessed and managed.
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<b>Measurable criteria #20</b>	The clinic (Healthcare Establishment) has enlisted the sentinel events to be assessed and managed.
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### Assessment and Continuity of Care (ACC)

<b>ACC-1</b>	Portrayed service/s conforms to the legal provisions.
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<b>Measurable criteria #21</b>	The services being provided at the (Healthcare Establishment) are displayed as per Code of Ethics.
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It is a foremost obligation of Homoeopathic HCE to display the services available in accordance with law and code of ethics. The Homoeopathic HCE is licentiate for homeopathy so patients have to know about available service accordingly.

The essence of this provision requires displaying the services as follows:

**ONLY HOMOEOPATHIC TREATMENT  
IS PROVIDED / AVAILABLE HERE**

**Inspection Method:** The inspection team judges the matter by availability of displaying stuff. If exists, considered to be Met otherwise Not met.

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

### Measurable criteria #22

The Specialized Services being provided conform to the standards.

Not applicable in Homoeopathic HCE

### Measurable criteria #23

The use and maintenance of specialized equipment conform to the standards (Applicable only when portrayed).

Not applicable in Homoeopathic HCE

### Measurable criteria #24

The laboratory services, If provided, conform to the respective standards (Applicable only when portrayed).

Not applicable in Homoeopathic HCE

### Measurable criteria #25

The radiological/imaging diagnostic services, if being provided, conform to the respective standards.

Not applicable in Homoeopathic HCE

### Measurable criteria #26

The Health Education is provided as per guidelines.

The usual Homoeopathic HCE has limited manpower and the Healthcare provider is considered as one in all. The Inspection team is required to judge the overall scenario and attitude of healthcare provider besides assisting staff regarding purposefulness of this provision.

The HCE may ensure the availability of public interest pamphlets as provided by provincial Health Education Department etc.

**Inspection Method:** The inspection team considers the matter accordingly. If they found considerate then the score will be the met otherwise not met.

### Measurable criteria #27

The preventive services are provided as per guidelines.

Advice for periodic screening and minute changes in life style and eating habits may prevent the people from any painful condition or disease. The HCE may verbally and through written material can guide the people remain healthy.

In this regard the advisory notes issued by health department can be displayed to aware the people as health alert.

The Inspection team is required to judge the overall scenario and attitude of healthcare provider besides assisting staff regarding purposefulness of this provision.

**Inspection Method:** The inspection team considers the matter accordingly. If they found considerate then the score will be the met otherwise not met.

### ACC-2

The clinic (Healthcare Establishment) has a well-established patient management system..

### Measurable criteria #28

The clinic (Healthcare Establishment) has established registration and guidance process

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

The small size Homoeopathic HCE at least displays the guidance posters and board guiding the steps of the registration to the delivery of medicines.

While in larger establishments the receptionist and other staff will serve their duties accordingly.

**Inspection Method:** The inspection team judges the situation on the general principle of suitability and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>Measurable criteria #29</b>	Standard/Ethical clinical practice is evident from patient's medical record.
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The HCE shall have a format for case taking using which a standardized assessment of the patient is done based on the principles of Homoeopathy.

In clinical practice, care of the patient is the primary concern. Providing good patient care includes assessing the patient, considering the history, the patient's views, an appropriate physical examination and initial laboratory tests. The history includes relevant psychological, social and cultural aspects.

The physical examination requires certain equipment and apparatus may be as listed below:

- SPHYGMOMANOMETER: The purpose of sphygmomanometer to measurement of blood pressure (BP)
- STETHOSCOPE: The purpose of stethoscope to listen to the body sounds
- TONGUE DEPRESSOR: To examine the mouth and throat
- FLASH LIGHT: To visualize any part
- TAPE MEASURE: To measure height, circumference of the head and abdomen.
- WEIGHING MACHINE: To check the body weight
- WEIGHING MACHINE FOR INFANTS: To check the body weight of infants
- OTOSCOPE: To examine the ear
- TUNING FORK: To test the hearing balance
- NASAL SPECULUM: To examine the nostrils
- PERCUSSION HAMMER: To test reflexes
- VAGINAL SPECULUM: To examine the genitals in women
- PROTOSCOPE: To examine the rectum
- GLOVES: Medical gloves are disposable gloves used during medical examinations and procedures to help prevent cross-contamination between caregivers and patients
- MASKS: provide protection against the spread of infection.
- THERMOMETER: used for measuring human body temperature.
- GLUCOMETER: a medical device for determining the approximate concentration of glucose in the blood.
- FETOSCOPE: The purpose of fetoscope to listen "Fetal heart sounds or FHS
- LUBRICATING JELLY (used clinically to perform prostate examinations in men and gynecological examinations in women.)

**Inspection Method:** The patient's case taking records is to be considered as evidence in three steps:

- a. Fully met
- b. Partially met
- c. Not met

**Measurable  
criteria #30**

The clinic (Healthcare Establishment) has referral SOPs.

**Measurable  
criteria #31**

The clinic (Healthcare Establishment) has list of contact numbers of the referral facilities, medico legal authorities, concerned police stations, ambulance/rescue services and the social services organizations.

**Every Homeopathic HCE will display contact/ phone Nos.**

EMERGENCY CONTACTS	
<b>Edhi Ambulance</b>	<b>115</b>
<b>Fire Brigade</b>	<b>864200</b>
<b>Police</b>	<b>15</b>
<b>Civil Defense</b>	<b>784870</b>
<b>Bomb Disposal Squad</b>	<b>9200303-4</b>

**Inspection Method:** The inspection team will examine the contents, legibility and installation site of the poster. If they found that it purpose serving will be considered fully met otherwise not met.

**Care of Patients (COP)**

**COP-1**

Essential arrangements for emergency care exit.

**Measurable  
criteria #32**

The clinic (Healthcare Establishment) has essential arrangements to cater for emergency care.

Homeopathy may be applicable even for critically ill patients. Emergencies are the conditions which people are most afraid of and the least prepared for. Being prepared with a little knowledge of homeopathic remedies can prevent a worse problem from developing in an emergency and even cure the problem.

A clinical emergency is an acute injury or illness that poses an immediate risk to a person's life or long-term health. If the emergency is traumatic injury, proper first aid care may be provided. A first aid box should be available optionally.



## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

A basic first aid kit may contain:

- Plasters in a variety of different sizes and shapes
- Small, medium and large sterile gauze dressings
- Triangular bandages
- Crêpe rolled bandages
- Safety pins
- Disposable sterile gloves
- Tweezers
- Scissors
- Alcohol-free and Alcoholic cleansing wipes
- Sticky tape
- Thermometer (preferably digital)
- Skin rash cream e.g. calendula cream, Urtica urens Cream
- Cream or spray to relieve insect bites and stings e.g. Apis Ointment
- Antiseptic cream e.g. calendula cream
- Painkillers such as Aconit 30, 6c, Chamomilla 30, Ledum pal 30 etc.
- Distilled water for cleaning wounds

The recommended potencies are listed for each indicated homeopathic remedy. Some of the following emergencies can be tackled with homeopathic medicine besides extending management. HCE may keep such medicines separately and easy /immediately accessible place.

- ✓ Adverse Reactions to Drugs (Urtica Urenux 6C)
- ✓ Allergy & Flu Shots (Arsen iod 3x)
- ✓ Medical & Dental Anxiety (Ignitia 30, Coffea 30)
- ✓ Dental Emergencies (Chamomilla 30, Coffea 30)
- ✓ Back & Spinal Injuries ( Cal phos 6x, Symphytum 30, Theridion 30)
- ✓ Fevers ( Eulypt 3x, Acon 30, Ferr phos 6x)
- ✓ Earaches (Coffea 30, Hep.sulph30 )
- ✓ Sprains, Strains & Sports Injuries ( Ledum p 30, Hypericum 200)

**Inspection Method:** The inspection team will examine the wholesome if they found that it is purpose serving will be considered fully met otherwise not met.

### Measurable criteria #33

The policy regarding home visit is portrayed and accordingly catered for.

The will Healthcare Provider will display the policy regarding home visit and charges / terms and conditions.

It depends on the acquiescence and policy portrayed by the healthcare provider.

**Inspection Method:** Subject to the expression displayed by the Healthcare provider the inspection team will examine the contents of the poster. If they found that it purposes serving will be considered fully met otherwise not met.

## Management of Medication (MOM)

**MOM-1** Prescribing practices conform to the standards.

**Measurable criteria #34** Standards for prescription writing are followed.

Writing a homeopathic prescription will optionally comprise of following components:

- ✓ Summary of Assessment regarding patients illness
- ✓ Pathological /procedural results (If any)
- ✓ Select medicine, potency and dosage that will have the desired effect, and
- ✓ Delivery mechanism

A template for the purpose is as under

(Healthcare Establishment) Name Homoeopathic Doctor CCCXXX, DHMS, NCH # 00000, Address: nn, www,mmmmm,kkk	
No..... Date_____	
Full name : _____	
Father's/Husband's name : _____	
CNIC (Optional)_____	
Gender (Optional)_____ DoB / Age_____ Cell # (Optional)_____	
Residential address (Optional)_____	
Notes	Prescription
Signature of Homoeopathic Doctor	
Dated	

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

**Inspection Method:** The inspection team will examine the record of the HCE accordingly. If they found that it purposes serving will be considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>Measurable criteria #35</b>
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Prescriptions are clear, legible, dated, timed, named/ stamped and signed.
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The prescription shall be signed by the person issuing it with her / his usual signature and, therefore, the prescription shall have a full signature of prescriber with date and time.

To authenticate prescription and also to avoid misuse of blank prescription and to protect the patient from quacks and un-qualified doctors, the prescription should have doctor's rubber stamp containing his/ her full name and registration number below his signature. In case of printed prescription, no need of rubber stamp or full name, registration number or signature.

**Inspection Method:** The inspection team will examine the record of the HCE accordingly. If they found that it purpose serving will be considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>Measurable criteria #36</b>
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Prescriptions are provided to the patients.
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A prescription is a direction by a homeopathic healthcare provider authorized by law, Specifying the medications, treatments, examinations or other forms of care is to be provided to a person. A written prescription is a legal document that should be prepared with care.

It is a necessity of the time for homoeopathic HCE, the prescription should be provided to their patients keeping its carbon or electronic copy in the record.

**Inspection Method:** A justified procedure fulfilling the requirement/ service delivery is to judge the achievement level and will be considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>MOM-2</b>
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Prescribing practices conform to the standards.
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<b>Measurable criteria #37</b>
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Medicines are stored as per guidelines.
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Homeopathic medicine works as expected only if it is stored and handled properly. It is advisable to avoid exposing it to electromagnetic source and extreme temperature.

There are some good practices in storing homeopathic remedies:

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

Homeopathic medicines can store in a cool, dark and dry place away from strong smelling source such as drawer or cupboard. The ideal temperature range should be between 10 to 35 degrees C.

Do not expose it to direct sunlight or to extreme temperatures such as inside a car or wallet in your back pocket on a summer day. This could weaken the medicine.

Do not put it in the refrigerator because the temperature is very low, a strong food smell may be there, and refrigerator motors act as an electromagnetic source.

Chemical odors like turpentine, chlorinated products, paints, acid, etc. could ruin the medicine. Keep it away from any strong smell such as essential oils or essential oils containing products such as perfumes, cold rubs, pain rubs, etc. These strong smells may weaken the medicine.

**Inspection Method:** A justified procedure fulfilling the requirement/ service delivery is to judge the achievement level and will be considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

### Measurable criteria #38

Expiry dates / shelf life are checked prior to dispensing, as applicable.

If kept carefully, away from sunlight, strong smells and in a cool, dark area preferably in airtight bottles, they will retain their potency for even decades. Many countries have a legal requirement of writing an expiry date on them – hence any expiry date on homeopathic remedies is only for legal compliance.

However in case of mother tinctures and other officially allowed combinations the expiry date should strictly be followed

**Inspection Method:** A justified procedure fulfilling the requirement/ service delivery is to judge the achievement level and will be considered in two steps:

- a. Fully met
- b. Not met

### Measurable criteria #39

Labeling requirements are implemented.

Medicines dispensed should be well labeled. The compulsory contents of dispensed homoeopathic medicine:

Name of Patient (First name and abbreviated Last name) or Pt's Registration No

Dispensing date

Summarized Method and repetition of administration

Warning if the dispensed drug is not for oral use

**Inspection Method:** The inspection team judges examine the suitability and considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

### Measurable criteria #40

Dispensing is done by an authorized person.

The HCE shall ensure that only authorized staff administers medications.

The authorized staff should have a hand on proper identification of the patient, and medication including route, dose, expiry dates, physical verification etc.



## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

**Inspection Method:** The inspection team will examine the record of the HCE to verify the authority certificate, JD, academic qualification etc. If they found that it purpose serving will be considered in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>Measurable criteria #41</b>	Adverse drug reaction/s (ADRs) are reported.
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### Patient Rights / Responsibilities and Education (PRE)

<b>PRE-1</b>	A system for obtaining consent for treatment exists.
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<b>Measurable criteria #42</b>	The doctor obtains consent from a patient before examination.
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Willingness of a party is to undergo examination/procedure/ treatment by a health care provider. It may be implied (e.g. patient registering in OPD), expressed willingness which may be usually verbal. Informed consent is a type of consent in which the health care provider has a duty to inform his/her patient about the procedure, its potential risk and benefits, alternative procedure with their risk and benefits so as to enable the patient to take an informed decision of his/her health care.

**Inspection Method:** The inspection team judges appropriateness of fulfillment and consider in three steps:

- a. Fully met
- b. Not met

<b>Measurable criteria #43</b>	The clinic (Healthcare Establishment) has listed those situations where specific informed consent is required from a patient or family
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The Medical conditions/ situations which seem to have progressive worsening, the homoeopathic treatment may be used as adjuvant or palliative treatment. As the situation may lead the healthcare provider to compromised circumstances, it seems necessary to obtain a written consent on the prescribed form. This will not apply if the apparent condition is normal and none of the investigative reports of the patient are available to evident.

Some medical conditions may be kept in view are as follows:

- Renal failures
- Chronic liver ailments
- Ischemic heart diseases
- Hemiplegic disorders
- Leukemia and malignancies
- Autoimmune ailments

If there is a history of such progressively worsening diseases or patient is not a good condition to express the illness of his/her own a written consent may be asked from any family member.

### Written Consent Format

I \_\_\_\_\_ s-d-w/o \_\_\_\_\_ patient or family member hereby authorize Homoeopathic Doctor ABC, Registered and Classical Homeopath, and his/her associates to conduct Homeopathic assessment and consultation/ treatment regarding my case. Homeopathic treatment involves the use of homeopathic remedies that are prepared in the manner described in the Homeopathic Pharmacopoeia. These remedies are considered non-toxic and non-habit forming. Moreover, I have already been told about my / patient's illness and its progress, requires curative, palliative or adjuvant treatment. I am aware that the outcome and duration of homoeopathic treatment vary across individuals and cannot be guaranteed. I am also aware of the cost of treatment.

Patient's Name with father/Husband \_\_\_\_\_

Signature of Family member

Name \_\_\_\_\_

Address \_\_\_\_\_

Cell # \_\_\_\_\_

Dated \_\_\_\_\_

Verified by Healthcare Provider \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_ Stamp

**Inspection Method:** The inspection team judges examine the record, appropriateness and consider in three steps:

- a. Fully met
- b. Partially met
- c. Not met

<b>PRE-2</b>	Patients and families have a right to Information about the expected costs.
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<b>Measurable criteria #44</b>	The patient/family is informed about the cost of treatment.
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It is believed that the policy regarding charging cost must be structured in such a way as to stimulate the practitioner to provide the most efficient service to their clients. However, it is up to Health care provider if he /she want to display the uniform cost of providing services and medications. It is the responsibility of Receptionist or dispenser to guide in this regard.

All fees are subject to change without prior notice.

Inspection Method: The inspection team will observe the displaying info, and discuss the matter with staff/ Healthcare provider to assess the serving purpose of the provision and will consider the criterion fully met or not met.

<b>PRE-3</b>	Patients and families have a right to refuse treatment and lodge a complaint
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<b>Measurable criteria #45</b>	Patients and families have a right to refuse the treatment.
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It is right of the patient or family to withdraw the treatment at any stage of treating duration. This provision is part of patient's rights already displayed in compliance of criterion # 47.

Inspection Method: The inspection team will discuss the matter with staff/ Healthcare provider to assess serving purpose of the provision and will be consider the criterion fully met or not met.

<b>Measurable criteria #46</b>	Patients and families have a right to complain and there is a mechanism to address the grievances.
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Patients and families can file a complaint if they have concerns about the quality of care or other services you get from a HCE. A complaint may be about improper care or unsafe conditions. To achieve the object of the provision HCE management will display posters with content thereon as follows:

شکایات کے اندراج کے لئے رجسٹر موجود ہے۔  
نیز اپنی شکایات کلینک میں موجود شکایات بکس میں ڈالیں

The management makes available Paper, Register and Pen for patient and family.

Inspection Method: The inspection team will examine the complaints Register, and other boxed complaints and the action taken by the HCE. The available arrangements and inference of post visit Performa pave the way to decide that the requirement has so far been fully met or not met.

<b>PRE-4</b>	Patients and families have a responsibility to respect the clinic (Healthcare Establishment) environment.
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<b>Measurable criteria #47</b>	Charter of rights and responsibilities is displayed and patients/families are guided accordingly.
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The HCE defines the patient and family rights and responsibilities. The staff is aware of these and is trained to protect patient rights. Patients are informed of their rights and educated about their responsibilities. They are informed about the disease, the possible outcomes and are involved in decision making. The patients are educated about the mechanisms available for addressing grievances.

To achieve the task a legible copy of Charter for Patients framed by SHCC may be displayed at an easily accessible place.

**Inspection Method:** The inspection team will examine the contents, legibility, installation site, and size of the signboard. If they found that it purpose serving will be considered fully met otherwise not met.

## Infection Control (IC)

<b>IC-1</b>	The clinic (Healthcare Establishment) has an infection control system in place.
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<b>Measurable criteria #48</b>	The clinic (Healthcare Establishment) has arrangements for infection control aiming at prevention and reducing risk of infections.
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These provisions are related with an effective infection control in the HCE. It should have documented and aims at reducing/eliminating infection risks to patients and providers of care. The HCE measures and takes action to prevent or reduce the risk of Nosocomial Infection in patients and employees.

Inspection Method: The inspection team will discuss the matter with staff/ Healthcare provider to assess the serving purpose of the provision and will consider the criterion fully met or not met.

<b>Measurable criteria #49</b>	There is a system of proper disposal of medical waste.
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The HCE provides proper facilities and adequate resources to support the Infection Control. Only one or two dust bin can serve the purpose to dispose the waste medicinal waste like used bottles, packaging material and the other bin may be used for disposing of the waste relating the patients and provider like tissue papers, used gloves etc.

Inspection Method: The inspection team will discuss the matter with staff/ Healthcare provider to assess the serving purpose of the provision and will consider the criterion fully met or not met.



## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

**Name of Clinic** \_\_\_\_\_

**Your Name:** \_\_\_\_\_ **Cell#** \_\_\_\_\_

**e-mail id:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### POST VISIT PATIENT SATISFACTION

1. How likely is it that you would recommend the homoeopathic doctor to a friend or family member?

Not at all likely					Extremely likely				
1	2	3	4	5	6	7	8	9	10

2. Overall, how satisfied or dissatisfied were you with your last visit to our clinic?

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Neither Satisfied or dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

3. How easy or difficult was it to schedule your appointment at a time that was convenient for you?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy or difficult
- ☐ Somewhat difficult
- ☐ Very difficult

4. How convenient was the appointment time you were able to get?

- ☐ Extremely convenient
- ☐ Very convenient
- ☐ Somewhat convenient
- ☐ Not so convenient
- ☐ Not at all convenient

5. In your opinion, how convenient is the location of our clinic?

- ☐ Extremely convenient
- ☐ Very convenient
- ☐ Somewhat convenient
- ☐ Not so convenient
- ☐ Not at all convenient

6. Overall, how would you rate the service you received from the staff at our clinic?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

7. How comfortable was the lobby and waiting area?

- ☐ Extremely Comfortable
- ☐ Very Comfortable
- ☐ Somewhat Comfortable
- ☐ Not so comfortable
- ☐ Not at all Comfortable

## Minimum Service Delivery Standards for Homoeopathic Healthcare Establishments

- 8. Overall, how would you rate the care you received from your Healthcare Provider?**
- ☐ Excellent
  - ☐ Very good
  - ☐ Good
  - ☐ Fair
  - ☐ Poor
- 9. How much do you trust your Healthcare provider to make medical decisions that are in your best interests?**
- ☐ A great deal
  - ☐ A lot
  - ☐ A moderate amount
  - ☐ A little
  - ☐ Not at all
- 10. How well did your Healthcare Provider listen to your need?**
- ☐ Extremely well
  - ☐ Very well
  - ☐ Somewhat well
  - ☐ Not so well
  - ☐ Not at all well
- 11. How well did your Healthcare provider answer your questions?**
- ☐ Extremely well
  - ☐ Very well
  - ☐ Somewhat well
  - ☐ Not so well
  - ☐ Not at all well
- 12. How well did your Healthcare provider explain your options?**
- ☐ Extremely well
  - ☐ Very well
  - ☐ Somewhat well
  - ☐ Not so well
  - ☐ Not at all well
- 13. How well did your Healthcare Provider explain your follow-up care?**
- ☐ Extremely well
  - ☐ Very well
  - ☐ Somewhat well
  - ☐ Not so well
  - ☐ Not at all well
- 14. How satisfied or dissatisfied were you with the amount of time your Healthcare provider spent with you addressing your needs?**
- ☐ Very Satisfied
  - ☐ Somewhat Satisfied
  - ☐ Neither Satisfied or dissatisfied
  - ☐ Somewhat dissatisfied
  - ☐ Very dissatisfied

15. Is there anything we could have done to improve your last visit?