

CENTRAL REGISTRATION OFFICE / PATIENT REGISTRATION COUNTER

The Central Registration Offices for the General and Private Out Patient Department (OPD) is managed by a team of **54 staff members** at Mahamana Pandit Madan Mohan Malaviya Cancer Centre (MPMMCC) and Homi Bhabha Cancer Hospital (HBCH). The front office staffs are deputed in areas for Registration, Billing, Enquiry, Admission/Clearance, Appointment and Certificate issuing counters. We have **43** House Keeping staff under CRO for patient care.

- Counters catering to non-clinical Services, such as the **Ayushman Bharat- Pradhan Mantri Jan Aarogya Yojana (AB-PMJAY) Scheme, Appointment counters** and the **Report printing counters**, are located out of OPD area.
- Collection and disbursement of **Cost certificates** was centralized to avoid patient movement across different counters.
- **Token display system** are in use to ensure crowd management in OPD.
- A **billing counter** is functional at 8:00 AM, i.e., before regular hours of the OPD to cater to patients visit exclusively for billing purposes and early morning blood tests.
- Wrist band for attendant has been introduced to restrict unnecessary crowd inside hospital.
- Admission/ Discharge counter is working 24X7 on working days and 8 AM to 4PM on holidays and Sundays.
- Cash Deposit at Night and every Sunday/holiday for all category of patients.
- Facilitation of Vaccination to staff, dependents and patients:
 1. Provided staff list to CMO Office to facilitate 1st & 2nd dose of Covid vaccination to staff.
 2. Covid vaccination at HBCH for Staff, Patients and Staff Dependents etc. and have vaccinated a total of 1635 beneficiaries.
 3. Covid Vaccination Camp for Mallah (boatmen) and hawkers of Varanasi at Assi Ghat in the month of Sept-2021 and Dec-2021 and have vaccinated a total of 500 beneficiaries.

Statistics for the period January 2021 to December 2021

Patient Registration	General	Private	Total
New Files	14717	3176	17893
Preventive Oncology	713	12	725
Referral (RZ) Cards	1	416	417
GRAND TOTAL			19035

Number of railway concession issued	GENERAL	PRIVATE	TOTAL
	10369	1619	11988

In- Patients Admission & Discharge:

Admission	12376
Discharge	12226

