

**Clinical Establishments  
Act Standard for Clinic or  
Polyclinic with  
Observation or Short Stay**

**Standard No.CEA/ Clinic- 004**

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## Clinic or Polyclinic with Observation or Short Stay

### 20 Definition

- 20.1 A clinic with observation or short stay may be defined as a healthcare facility providing examination, consultation, prescription to outpatients by a single general practitioner or group of general practitioners or specialist doctor or super-specialist doctor and carrying out few minor procedures like dressing and administering Injections with observation or short stay facility.
- 20.2 A polyclinic with observation or short stay may be defined as a healthcare facility providing consultation to outpatients by more than one doctor or general practitioner or specialist doctor or super-specialist doctor and carrying out few minor procedures like dressing and administering Injections with observation or short stay facility.
- 20.3 Observation or short stay facility would be available.

### 21 Scope (as applicable)

- 21.1 These set of common minimum standards framed are applicable to a single practitioner or more than one doctor clinic manned by a General physician or specialist doctor or super specialist or a group of doctors who are providing patient care services like dispensing of medicines, Injection and dressing, family planning with observation or short stay facility.
- 21.2 To provide examination, consultation, prescription to outpatients by a single doctor or general physician or specialist doctors or super-specialist doctor or group of doctors who are providing patient care services like dispensing of medicines, Injection and dressing with observation or short stay facility.
- 21.3 To deliver primary service in health education and health promotion;
- 21.4 To deliver health care services of rehabilitative nature.
- 21.5 Any or more than one of the following are included:**
- a) General Physician
  - b) Cardiology
  - c) Cardiothoracic surgery
  - d) Dermatology
  - e) ENT

- f) Endocrinology
- g) Gastroenterology
- h) Internal Medicine
- i) General Surgery
- j) Gastro Intestinal Surgery
- k) Gynaecology & Obstetrics
- l) Medical Oncology
- m) Surgical Oncology
- n) Nephrology
- o) Neurosurgery
- p) Neurology
- q) Ophthalmology
- r) Orthopedics
- s) Pediatrics
- t) Pediatric surgery
- u) Psychiatry
- v) Rheumatology
- w) Thoracic surgery
- x) Tuberculosis and Respiratory s
- y) Urology

## 22 Infrastructure

- 22.1 The physical facility shall be developed and maintained to provide safe and secure environment for patients, their families, staff and visitors. It shall be situated in a place having clean surroundings and shall comply with municipal byelaws in force from time to time.
- 22.2 The minimum space requirement for carrying out the basic functions of the facility shall be as per **Appendix 1**.
- 22.3 The area shall be well illuminated, ventilated and clean with adequate water supply.
- 22.4 The clinic shall have a prominent board or signage displaying the name of the clinic in local language at the gate or on the building of the clinic.
- 22.5 The following other signage shall be well displayed in the language understood by the local public in the area:
  - a) Name of the doctors with registration number.

- b) Fee structure of the various doctors or specialists
- c) Timings of the clinics (For e.g. from 8am -2pm)
- d) Services provided within the Facility

## 23 Furniture & Fixtures

- 23.1 Furniture and fixtures shall be available in accordance with the activities and workload of the Clinic or Polyclinic.
- 23.2 The furniture and fixtures shall be functional all the time. For indicative list of items refer **Appendix 2**. This list is indicative and not exhaustive.

## 24 Human Resource

- 24.1 The general practitioner or specialist doctor or super-specialist doctors as per the scope of the clinic or polyclinic shall be registered with State or Central Medical Council of India.
- 24.2 The services provided by the medical professionals shall be in consonance with their qualification, training, registration.
- 24.3 In a polyclinic, minimum one support staff must be available to meet the care treatment and service needs of the patient. , number may depend upon the workload and scope of the service being provided by the clinical establishment.

## 25 Equipment o rinstruments or drugs

- 25.1 The clinic or polyclinic shall have essential equipments as per **Appendix3**, emergency equipment **Appendix 4** and other equipments as per the scope of service being practiced as per **Appendix 5**.
- 25.2 Adequate space for storage of medicines equipments etc shall be provided. The equipment shall be of adequate capacity to meet work load requirement.
- 25.3 All equipment shall be in good working condition at all times. Periodic inspection, cleaning, maintenance of equipment shall be done.
- 25.4 The clinic or polyclinic shall have desired beds for observation or short stay facility.

25.5 The clinic or polyclinic shall have basic minimal essential drugs as per **Appendix 6**; however other drugs as per the scope of service being practiced may also be available.

## 26 Support Service

7.1 In a Clinic or polyclinic, minimum one support staff must be available to meet the care treatment and service needs of the patient. However, number may depend upon the workload and scope of the service being provided by the clinical establishment.

## 27 Legal/Statutory Requirements

S.No	Name of the Act or License	Department or Area	Licensing body
1	Registration of medical doctor with Central or State Medical Council	Administration	MCI or State Medical Council
2	Biomedical Management Rules, 2016	Administration	State Pollution Control Board
3	Local registration of the Clinic	Administration	State Council
4.	Pharmacy License	Administration	Indian Pharmacy Council

## 28 Record Maintenance and reporting

28.1 Every Clinical Establishment shall maintain medical records of patients treated by it and health information and statistics in respect of national programmes and furnish the same to the district authorities in form of quarterly reports.

28.2 All clinical establishments shall be responsible for submission of information and statistics in time of emergency or disaster or epidemic situation or as required from time to time by National Council Clinical Establishments Act 2010.

## 10. Process

### 10.1 Registration

10.1.1 Every patient visiting the clinic shall be registered.

10.1.2 Patient shall be guided and informed regarding Patients' rights & responsibilities. *Appendix 7*

### 10.2 Assessment

10.2.1 Each patient shall undergo an initial assessment, which would include measurement of the vitals, height & weight.

10.2.2 The same shall be documented in an assessment or O.P.D. card.

10.2.3 During the course of assessment, the patient findings, medications and investigations shall also be documented legibly in the card with the signature of the consultant or specialist or super specialist, date and time.

10.2.4 No medicines shall be dispensed from pharmacy store (if facility available) without a written prescription order of doctor, except in emergency cases. Medication dispensing shall be done with care to prevent any medication error. Following shall be checked before dispensing of medication. These checks shall be done at store level:

10.2.4.1 Medicine prescribed.

10.2.4.2 Dose of prescribed medicine

10.2.4.3 Expiry date.

10.2.4.4 Particulate matter in liquid dosage forms and parenteral drugs.

10.2.4.5 Labels (if reconstituted drugs).

10.2.5 Labeling shall be done for every prepared or reconstituted medication, which shall include name, date of preparation, strength and frequency of administration of drug.

10.2.6 The availability of support staff including nursing is essential to ensure safe observation or short stay facility.

### **10.3 Infection Control**

10.3.1 The clinic shall take all precautions to control infections like religiously practicing hand washing.

10.3.2 Availability of running tap water for hand washing or liberal use of sanitizer shall be maintained throughout the working hours of the clinic.

10.3.3 The clinic environment shall be kept clean.

10.3.4 Sanitation and hygiene of the toilets shall be maintained.

10.3.5 Mopping of all areas with disinfectant shall be done at least once a day.

### **10.4. Safety Considerations**

10.4.1 Floor shall have even surface and be non slippery in nature. There shall be no seepage in walls or any blockade of drains. There shall be provision of air circulation. Effort shall be made to keep clinic pest and termite free. Availability of mosquito net on windows shall be ensured by the clinician.

### **10.5 Biomedical waste Management**

10.5.1 Clinic waste generated shall be segregated at source.

10.5.2 Biomedical waste shall be managed in accordance with the BMW management Rules, 2016.

10.5.3 Needles shall be destroyed with the help of a needle destroyer before putting them in tamper proof, leak proof and puncture proof container.

### **10.6 First aid & basic life support**

10.6.1 Appropriate facility for First Aid shall be available.



**APPENDIX -1**

**Infrastructure Requirement (Desirable)**

**Minimum area required for clinic shall be as follows:**

<b>SN</b>	<b>LOCATION</b>	<b>AREA REQUIRED</b>	
1	Common area (Reception and waiting)	35 sq ft carpet area	
2	Consultation room (ancillary area)	70 sq ft carpet area including storage	Area specified under consultation room is only for single clinic and shall be multiplied accordingly by the number of consultation chambers.
3	Store and pharmacy	40 sq ft	
4	Observation and short stay (if applicable)	65 sq ft or bed	

Note: Reception, waiting, consultation room etc shall be adequate as per the requirement and workload of the clinic.

Ancillary areaorspace: Storage of records, reagents, consumables, stationery etc

**APPENDIX 2**

**Furniture or fixtures**

<b>S. No</b>	<b>Articles</b>
1	Table
2	Chairs
3	Examination Table or couch
4	Screens
5	Foot Step
6	Stools
7	Storage Cabinet for medicine, records etc.
8	Bed(s) for observation or short stay
9	BioMedical Waste storage area

**APPENDIX 3**

**Equipment or Instruments**

**I. Essential Equipment.**

<b>S. No.</b>	<b>Name of the equipment</b>	<b>Minimum Specifications</b>	<b>No. Of equipment</b>
<b>1</b>	Stethoscope		1
<b>2</b>	Thermometer	(Non Mercury)	1
<b>3</b>	Torch (flash lights)		1
<b>4</b>	Tongue depressor		1
<b>6</b>	Measuring Tape		1
<b>7</b>	Sphygmomanometer(B.P. Apparatus)	(Non Mercury)	1
<b>8</b>	Height measuring Scale		1
<b>9</b>	Needle Destroyer		1
<b>10</b>	Weighing machine(Optional)	Adult	1
<b>11</b>	Bed(s)		1 or more
<b>12</b>	IV stand		1

**APPENDIX 4**

**II. Emergency Equipment:**

<b>S. No.</b>	<b>Name of the equipment</b>	<b>Minimum Specifications</b>	<b>No. of equipment</b>
1	Resuscitation Equipment	- Adult	1
	Ambu Bag or Air Way	- Pediatric	1
2	Oxygen Cylinder (Portable)		1
3	Fire Extinguisher	ABC Type	1

**APPENDIX - 5**

**Specialty Wise Equipment List:**

**I. Cardiology**

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	ECG Machine		1
2	Pulse Oximeter		1

**II. Cardiothoracic Surgery**

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	ECG Machine		1
2	Pulse Oximeter		1

**III. ENT**

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	Examination instruments set (speculums, mirrors, Bull's lamp)		1
2	Diagnostic Otoscope		1
3	Head Light		1
4	Oesophagoscope Adult	(Desirable)	1
5	Oesophagoscope Child	(Desirable)	1
6	Laryngoscope		1
7	Tuning Fork		1

#### IV. Endocrinology

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	Glucometer		1

#### V. Gastroenterology

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	Proctoscope		1
2	Surgical Gloves		1

#### VI. General Medicine

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	ECG Machine		1

#### VII. Gynecology & Obstetrics

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	Sim's vaginal speculum		1
2	Infantometer		1

#### VIII. Neurosurgery

S. No.	Name of the equipment	Minimum Specifications	No. of equipment
1	EMG Machine		1

#### IX. Neurology

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	EMG Machine		

### X. Ophthalmology

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	Ophthalmoscope		1
2	Slit Lamp		1
3	Retinoscope		1
4	Perimeter		1
5	Distant Vision Charts		1
6	Near Vision charts		1
7	Trial Frame Adult or Children		1
8	Trial Lens Set		1

### XI. Orthopedics

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	Ortho Fracture Table		1
2	Skeleton traction set		1
3	Cramer wire splints		1
4	Thomas Splint		1

### XII. Pediatrics

S. No.	Name of the equipment	Minimum Specifications	Number of equipment
1	Nebulizer baby		1
2	Weighing machine infant		1

**XIII. Tuberculosis and Respiratory Disease**

<b>S. No.</b>	<b>Name of the equipment</b>	<b>Minimum Specifications</b>	<b>Number of equipment</b>
1	Spirometer		
2	Nebulizer		
3	Face mask		
4	Peak Air flow meter		

**XIV. Urology**

<b>S. No.</b>	<b>Name of the equipment</b>	<b>Minimum Specifications</b>	<b>Number of equipment</b>
1	Uroflow meter		



**APPENDIX- 6**

**I. Essential Drugs**

<b>S. No.</b>	<b>Name of the Drug</b>	<b>Minimum Quantity</b>
1	Injection Adrenaline	2 Ampoules
2	Injection Hydrocortisone	1 vial
3	Injection Atropine	1 Ampoule
5	Injection Pheniramine maleate	1 Ampoule
6	Injection Promethazine	1 Ampoule
7	Injection Deriphylline	1 Ampoule
8	Injection Frusemide	1 Ampoule
9	Injection Metoclopramide	1 Ampoule
10	Injection Dexamethasone	1 Ampoule
11	Injection.Diazepam	1 Ampoule
12	Injection. Dicyclomine Hydrochloride	1 Ampoule
13	Injection 5% dextrose infusion	1 Vac
14	Injection Normal saline	1 Vac

Note: Other drugs as per the scope of service being practiced may also be available.

## **APPENDIX 7**

### **Patients' rights and responsibilities:**

#### **Patients' rights**

A patient and his or her representative has the following rights with respect to the clinical establishment-

31. To adequate relevant information about the nature, cause of illness, proposed investigations and care, expected results of treatment, possible complications and expected costs;
32. Rate of services provided by the clinical establishment would be displayed prominently.
33. To access a copy of case papers, patient records, investigations reports and detailed bill.
34. To informed consent prior to specific tests or treatment (e.g. surgery, chemotherapy)
35. To seek second opinion from an appropriate clinician of patients' choice, with records and information being provided by treating hospital
36. To confidentiality, human dignity and privacy during treatment.
37. To have ensured presence of a female person, during physical examination of a female patient by a male practitioner.
38. To non-discrimination about treatment and behaviour on the basis of HIV status
39. To choose alternative treatment if options are available
40. Rate of services provided by the clinical establishment would be displayed prominently.

#### **Patients' responsibilities:**

- Provide all health related information
- Cooperate with doctors during examination, treatment.
- Follow all instructions
- Pay hospital's agreed fees on time
- Respect dignity of doctors and other hospital staff
- Never resort to violence