

# ROLE OF NURSE

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# OUTPATIENT DEPARTMENT

## Outpatient Department

- OPD is a place where a patient goes first when he feels ill
- Patients who do not need overnight hospitalization are admitted in the outpatient department



# OUTPATIENT DEPARTMENT

## Objectives of OPD

- To provide adequate quality of care
- All modern technique for investigation and treatment
- Creating facilities for total patient satisfaction
- Good public relation



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## Importance of OPD

- Visited by large section of community
- First point of contact between patient and hospital staff
- A good OPD service reduce the load on in-patient services
- It is a place for implementing preventive & promotive health activities.



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## Functions of OPD

- Provide a major source of specialist medical opinion
- Early diagnosis, curative, preventive & rehabilitative care
- Screening for admission to hospital
- Follow up care & care after discharge
- Promotion of health by health education
- Rendering of preventive health care



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## Types of OPD Service

### 1. Centralized Outpatient Services :

- All services are provided in a compact area which includes all diagnostic and therapeutics facilities being provided in the same place.

### 2. Decentralized Outpatient Services :

- Services are provided in the respective departments.



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## Types of Out Patient

### 1. General Outpatient

- All the patients other than emergencies who report directly to the OPD

### 2. Emergency Outpatient

- A person given emergency medical care for condition which is real or perceived emergency.

### 3. Referred Outpatient

- A person referred to an OPD by his attending medical/dental practitioner for specific diagnostic/treatment procedure.



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## Role of nurse in OPD

### ❖ Direct Care:

The nurses role focuses on the provision of direct care to people in an outpatient or clinical environment. The nurse may work with people of all ages and with different health and social care needs.

Nurses in this role will:

- assess needs, plan, implement and evaluate evidence-based nursing care.
- provide healthcare advice through educating patients, care takers and families.
- ensure the smooth running of clinics.
- carry out clinical nursing procedures.
- work collaboratively with other members of the health and social care team.
- supervise other staff and students.
- contribute to the dissemination of good practice by participating in teaching and learning activities.



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## ❖ Charting

Just like in the hospital setting, nurses in outpatient environments keep detailed records of their work. They must record their findings after administering tests and keep a careful log of their patients' progress. They record test findings as they return from the lab and document observations of patients' conditions. Nurses record patient symptoms before the doctor arrives to streamline the process of patient care in outpatient facilities.



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## ❖ Education

Nurses are involved in patient education in outpatient settings and often are the primary contact between patients and their caregivers in home health situations. They may teach patients how to administer their own medicines and manage physical therapy requirements. Nurses teach patients about nutrition and pain management as well as how to recognize symptoms and complications. Outpatient nurses hold seminars and community meetings on specific health care concerns and teach family caregivers how to manage their loved ones' conditions.



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## ❖ Communication

Communication in every health care situation is crucial, and nurses play a vital role in maintaining the flow of information between patients, caregivers and physicians. In home health situations, nurses manage aides that visit daily and serve as the link between the hands-on providers and the treating physicians. Nurses supervise in-home aides and must clearly communicate care instructions to the aides to ensure proper patient care. In clinics and doctors' offices, nurses must clearly communicate the history and symptoms presented by patients so doctors can diagnose and treat patients appropriately.



