

SOP Template: Collection and Return of Hospital Property and Patient Belongings

This SOP details the procedures for the **collection and return of hospital property and patient belongings**, ensuring accurate documentation, secure handling, and timely return of all items. It covers identification of hospital assets, patient personal effects management, proper labeling, storage protocols, and communication with patients or their representatives. The aim is to maintain accountability, prevent loss or damage, and provide efficient service in managing hospital and patient properties throughout the care process and discharge.

1. Purpose

To provide a standardized procedure for the safe collection, documentation, storage, and return of both hospital property and patient belongings, minimizing risk of loss or damage and ensuring efficient service.

2. Scope

- All hospital staff involved in handling hospital property and patient belongings.
- All hospital property and items brought by patients and/or their representatives.
- Applies to admission, transfer, intra-hospital movement, discharge, and post-discharge processes.

3. Responsibilities

Role	Responsibilities
Nursing Staff	Identification, documentation, secure storage, and communication regarding patient belongings.
Support Staff	Transport, safe storage, and assistance with property management.
Administrative Staff	Recordkeeping, audits, and oversight of the property management process.
Security	Investigation of lost or disputed items.

4. Procedure

1. Identification and Collection

- Upon admission/transfer, create a list of both hospital property assigned to the patient and personal belongings brought for use.
- Use the *Patient Property Inventory Form* for documentation.

2. Labeling and Documentation

- Clearly label all patient belongings and hospital property with patient details and item description.
- Catalogue items in the inventory form, signed by both patient (or representative) and staff.

3. Storage Protocols

- Secure all items in the designated storage area with restricted access.
- Valuables and high-risk items must be stored in the hospital's safe or secured lockers.

4. Ongoing Management

- Update the inventory list as items are removed or added during the hospital stay.
- Document each instance with signatures of the patient (or representative) and staff.

5. Return of Property and Belongings

- On discharge or transfer, verify items against the inventory form.
- Return all items to the patient/representative; obtain signatures for confirmation.
- Unclaimed items to be securely stored and managed per hospital policy. Notify the patient/representative and document actions taken.

6. Dispute and Incident Management

- Report lost/disputed items to the designated authority (e.g., security, administration).

- Initiate an incident report and investigations as per protocol.

5. Documentation and Records

- Maintain inventory forms in patient records for at least *three years* or as specified by hospital policy.
- Keep logs of returned or unclaimed property, including communication attempts with patient/representative.

6. References

- Hospital Property and Asset Management Policies
- Hospital Record Retention Policy
- Patient Rights and Responsibilities

7. Forms / Attachments

- Patient Property Inventory Form
- Unclaimed Property Log
- Incident Report Form