

# Standard Operating Procedure (SOP): Patient Admission and Discharge Procedures

This SOP establishes standardized **patient admission and discharge procedures**, ensuring an efficient, safe, and compassionate process. It covers patient registration, verification of medical records, informed consent, patient orientation, coordination with healthcare providers, discharge planning, patient education on post-discharge care, medication reconciliation, follow-up appointments scheduling, and documentation. The objective is to enhance patient experience, optimize care continuity, minimize errors, and ensure compliance with healthcare regulations.

## 1. Purpose

To outline standardized procedures for efficient, safe, and compassionate patient admission and discharge to promote care quality and regulatory compliance.

## 2. Scope

This SOP applies to all healthcare staff involved in the patient admission and discharge process.

## 3. Responsibilities

- **Admissions Staff:** Manage registration and verification of documents.
- **Nursing Staff:** Orient patients, obtain consents, conduct education.
- **Physicians:** Assess, admit, initiate and complete discharge planning.
- **Pharmacy:** Medication reconciliation and education.
- **Case Managers:** Assist with discharge planning and follow-up coordination.
- **All Staff:** Ensure accurate documentation.

## 4. Procedure

Step	Description	Responsible Party
4.1 Patient Registration	Collect and verify patient identification, contact, and insurance information.	Admissions Staff
4.2 Verification of Medical Records	Obtain, review, and update medical records as necessary.	Admissions Staff, Nursing Staff
4.3 Informed Consent	Explain procedures and obtain signed consents for treatment.	Nursing Staff, Physicians
4.4 Patient Orientation	Introduce facility policies, room amenities, safety protocols, and schedule.	Nursing Staff
4.5 Coordination with Healthcare Providers	Update relevant providers about patient admission and care plans.	Nursing Staff, Physicians
4.6 Discharge Planning	Begin planning at admission. Coordinate resources, review patient status, and anticipated discharge needs.	Nursing Staff, Case Manager, Physicians
4.7 Patient Education	Provide written and verbal instructions on post-discharge care, warning signs, and emergency instructions.	Nursing Staff
4.8 Medication Reconciliation	Verify and review medications with patient and caregivers at admission and discharge.	Pharmacy, Nursing Staff

4.9 Scheduling Follow-up Appointments	Arrange post-discharge appointments and provide details to patient.	Case Manager, Nursing Staff
4.10 Documentation	Complete and update all required forms in the medical record system confirming every step.	All Staff

## 5. References

- Institutional policies and protocols
- National and local healthcare regulations
- Accreditation guidelines (e.g., Joint Commission)

## 6. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial draft	SOP Committee