

ISLAMABAD HEALTHCARE REGULATORY AUTHORITY

Minimum Service Delivery Standards For Tibb

Table of Contents

Responsibility of Management.....	2
Facility Management and Safety (FMS).....	2
Human Resource Management (HRM)	3
Information Management Systems (IMS).....	3
Assessment and Continuity of Care (ACC)	3
Care of Patients (COP)	3
Management of Medication (Remedies) (MOM).....	3
Patient Rights, Responsibilities and Education (PRE).....	3
Infection Control (IC).....	4

Responsibility of Management

Indicator-1:

The Tibb Clinic is identifiable with the name of Clinic, name of Healthcare Service Providers, professional qualification and National Council for Tibb registration number displayed on a signboard

Indicator-2:

The clinic is registered/licensed with the Islamabad Health Regulatory Authority (IHRA).

Indicator-3:

Door plate clearly displays name, professional qualifications and NCT registration number of Tabeeb/Tabeeba.

Indicator-4:

Consultation hours are displayed.

Indicator-5:

The clinic manager has requisite qualifications.

Indicator-6:

The NCT registration certificate of the Tabeeb/Tabeeba is displayed.

Indicator-7:

The size/premises of the Tibb clinics are as per the minimum requirement.

Indicator-8:

The clinic has adequate facilities for the comfort of the patients.

Indicator-9:

The clinic has adequate arrangements to maintain the privacy of patients during consultation/examination.

Facility Management and Safety (FMS)

Indicator-10:

The staff has knowledge about early detection and containment of fire and non-fire emergencies and arrangements available at Matab to combat these emergencies.

Human Resource Management (HRM)

Indicator-11:

Personal record/credentials in respect of all staff are maintained.

Information Management Systems (IMS)

Indicator-12:

The Clinic management has designated a person to maintain Clinic record and all entries in the patients record.

Assessment and Continuity of Care (ACC)

Indicator-13:

Only the Tibb services being provided at the clinic are displayed

Care of Patients (COP)

Indicator-14:

The Matab has essential arrangements to cater for emergency care according to Tibb-e-Unani.

Management of Medication (Remedies) (MOM)

Indicator-15:

Standards for prescription writing are followed with unique identification of every patient.

Indicator-16:

Record of prescriptions is available at the clinic.

Indicator-17:

Only the person(s) authorized by law can write the prescription.

Indicator-18:

Medicines are stored as per guidelines for safe storage.

Indicator-19:

Labelling requirements are implemented.

Indicator-20:

Authorize person to dispense the medicine in the clinic under supervision of registered Tabeeb/Tabeeba.

Patient Rights, Responsibilities and Education (PRE)

Indicator-21:

The situations requiring specific informed consent from a patient or family are listed at the clinic.

Indicator-22:

Patients have the right to ask for treatment's expenses.

Indicator-23:

Patients and families have a right to complain and a mechanism for complaint should exist to address the grievances.

Indicator-24:

The HCE Charter is displayed and patients/families are guided.

Infection Control (IC)

Indicator-25:

The clinic has arrangements for infection control aimed at preventing and reducing the risk of infections.