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ABBREVIATIONS/SYMBOLS

- Dr- Doctor
- DS- Discharge Summary
- FDA- Front Desk Assistant
- HOD- Head of Department
- ICU- Intensive Care Unit
- IPD- In-patient Department
- Govt - Government
- OT – Operation Theatre
- F & B - Food & Beverage
- ₹ - Rupees

DEFINITIONS

- **Quality** –Degree to which a set of inherent characteristics fulfils requirements.
 - Note 1. The term “quality” can be used with adjectives such as poor, good or excellent
 - Note 2. “Inherent” as opposed to “assigned” means existing in something, especially as a permanent characteristic.
- **Care Plan** – Documented assessment, diagnostic tests, diagnosis, treatment (including medication and/or surgery), evaluation, auxiliary service (including physiotherapy and occupational therapy), etc, in patient care.
- **Discharge** – Termination of current care, this may include follow up care or transfer or referral to another HCO.
- **Health Service or Health Care** – All care, service, training, research, etc, to evaluate, diagnose, treat and follow up on maintenance of required health, prevent illness as well as improve health.
- **Health Service Organization or Health Care Organization (HCO)** – An organization providing, administering or managing health service. This includes hospitals, diagnostic service centers, clinics, dispensaries, etc.
- **Health Professionals** – Persons directly providing health service such as physician, physician assistant, nurse, paramedic, therapist, psychiatrist, social workers, psychologist, pharmacist and others who are trainer and/or teacher of health care.

- **Support Services** – Activities which support the core business of a HCO. They include billing, admitting, housekeeping, public relation, etc.
- **Assessment** – systematic, independent and documented process for obtaining Assessment evidence and evaluating it objectively to determine the extent to which Assessment criteria are fulfilled.
- **Competence** – demonstrated personal attributes and demonstrated ability to apply knowledge and skills.
- **Customer satisfaction** - Customer's perception of the degree to which the customer's requirements have been fulfilled.