

# Program Penyumbeluaran Perkhidmatan Hospital

*Hospital Services Outsourcing Programme (HSOP)*

Program Penyumbeluaran Perkhidmatan Hospital (HSOP) merupakan inisiatif Kementerian Kesihatan Malaysia (KKM) untuk meningkatkan kebolehcapaian dan kualiti penjagaan kesihatan. Program ini akan menyumbeluar pesakit dari hospital KKM ke kemudahan penjagaan kesihatan swasta.

*The Hospital Services Outsourcing Programme (HSOP) is an initiative by the Ministry of Health Malaysia (MOH) to improve healthcare accessibility and quality. HSOP will outsource patients from MOH hospitals to private healthcare facilities.*

## Objektif | Objective

- Memendekkan Masa Menunggu | *Reduce Waiting Time*
- Mengurangkan Kesyakan Pesakit | *Reduce Patient Congestion*
- Meningkatkan Kualiti Penjagaan Kesihatan Melalui Perkongsian Awam-Swasta (PPP) | *Enhance Healthcare Quality Through Public -Private Partnership (PPP)*

## Perkhidmatan Di Bawah HSOP *Services Covered Under HSOP*

1. Perkhidmatan Kardiotrasik | *Cardiothoracic Services*
2. Kardiologi | *Cardiology*
3. Radiologi | *Radiology*
4. Nefrologi | *Nephrology*

## Maklumat Lanjut | *Further Info:*

 [www.protecthealth.com.my](http://www.protecthealth.com.my)

 [hsop@protecthealth.com.my](mailto:hsop@protecthealth.com.my)

 +03 8687 2525



# BUKU PERJALANAN PESAKIT *PATIENT JOURNEY BOOKLET*

# Hospital Services Outsourcing

## NEPHROLOGY / NEFROLOGI

Nama:  
*Name:*

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Nombor IC:  
*IC Number:*

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Nombor Telefon:  
*Phone Number:*

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Hospital KKM:  
*MOH Hospital:*

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Pembekal Panel:  
*Panel Provider:*

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Prosedur:  
*Procedure:*

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# PATIENT JOURNEY

## PERJALANAN PESAKIT

### 1. Patient Selection by MOH Specialist

*Pemilihan Pesakit oleh Pakar Perubatan KKM*

- Patient signs Participation & Data Sharing Consent  
*Pesakit menandatangani Borang Penyertaan dan Persetujuan Perkongsian Data*
- MOH Specialist initiates patient referral  
*Pakar Perubatan memulakan proses rujukan pesakit*

\_\_\_\_\_  
Tarikh  
Date

\_\_\_\_\_  
Tandatangan  
Signature

### 2. Patient pays at MOH Hospital Revenue Unit (Unit Hasil)

*Pesakit membuat bayaran di Hospital KKM Unit Hasil*

\_\_\_\_\_  
Tarikh  
Date

\_\_\_\_\_  
Tandatangan  
Signature

### 3. Patient waits for Panel Provider call for appointment

*Pesakit menunggu Panel Perkhidmatan menghubungi untuk temujanji*

\_\_\_\_\_  
Tarikh  
Date

\_\_\_\_\_  
Tandatangan  
Signature

### 4. Patient attend appointment at Panel Provider

*Pesakit menghadiri temujanji di Panel Perkhidmatan*

- Patient signs Participation & Data Sharing Consent  
*Pesakit menandatangani Borang Penyertaan dan Persetujuan Perkongsian Data*
- Patient undergoes procedure/investigation  
*Pesakit menjalani prosedur / pemeriksaan*

\_\_\_\_\_  
Tarikh  
Date

\_\_\_\_\_  
Tandatangan  
Signature

### 5. Patient is followed up at and discharged from Panel Provider

*Pesakit menghadiri temujanji susulan dan pelepasan daripada Panel Perkhidmatan*

- Respond to ProtectHealth SMS satisfaction survey  
*Memberikan maklumbalas kepada SMS daripada ProtechHealth mengenai tinjauan kepuasan*

\_\_\_\_\_  
Tarikh  
Date

\_\_\_\_\_  
Tandatangan  
Signature

### 6. Patient continues follow-up at MOH Hospital

*Pesakit meneruskan temujanji susulan di Hospital KKM*

\_\_\_\_\_  
Tarikh  
Date

\_\_\_\_\_  
Tandatangan  
Signature

#### Arterio Venous Fistula Surgery (AVF), at least two (2) follow ups at Panel Provider

*Pembedahan Fistula Arterio Venous, sekurang-kurang dua (2) temujanji susulan di Panel Perkhidmatan*

- 1st follow up (day 7-day 10) at Panel Provider  
*Temujanji pertama (1) (hari ke-7 - hari ke-10)*

- 2nd follow up (6 week - 8 week) at Panel Provider  
*Temujanji kedua (2) (minggu ke-6 - minggu ke-8)*