

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:*

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BUKU PERJALANAN PESAKIT *PATIENT JOURNEY BOOKLET*

Hospital Services Outsourcing

NEPHROLOGY / NEFROLOGI

Nama:
Name:

Nombor IC:
IC Number:

Nombor Telefon:
Phone Number:

Hospital KKM:
MOH Hospital:

Pembekal Panel:
Panel Provider:

Prosedur:
Procedure:

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)