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PRACTICAL HEALTHCARE TECHNOLOGY GUIDE / INDIA

OPD workflow optimization guide

For Receptionists, practice managers and doctors

Executive summary

Improve handoffs and exception management while keeping clinical decisions with authorized clinicians.

Separate appointment and arrival

Record booked time and actual check-in separately. Define rules for walk-ins, late arrivals and priority cases; do not automate clinical triage from administrative status.

Make the queue visible

Use role-appropriate statuses for waiting, ready, in consultation and complete. Agree who can move a token and how duplicate tokens are handled.

Complete the visit

Confirm consultation documentation, authorized prescription, follow-up and billing handoff. Track incomplete visits and reconcile daily without exposing patient details.

Scope: educational analysis, not original survey data or a promise of software performance.

Implementation worksheet

Use this checklist with your own facility. Document evidence and assign an owner for each item; leave patient information out of the worksheet.

Stage	What to verify	Owner / status
Register	Validate duplicate search and minimum fields.	_____
Queue	Check missed token, late arrival and priority workflow.	_____
Consult	Test correction, follow-up and authorized signing.	_____
Close	Reconcile pending visits, bills and exceptions.	_____

Further reading and reference context

WHO, Global strategy on digital health 2020–2027 (2025 publication). WHO publication.

Government of India, PIB, ABDM interoperability context (2023). Government release. These sources inform the context, not ENTHORIS product claims.

ENTHORIS related resource: enthoris.com/solutions/opd-management

Last editorial review: 25 November 2026. Verify local requirements, contractual terms and actual capabilities before implementation.