

FOR CLINICS AND OUTPATIENT DEPARTMENTS

OPD Management

**A smoother journey from
reception to follow-up.**

Connect patient registration, appointments, consultation and the next step in one organised outpatient workflow.



OPD illustration from the Medoho product page.

RECEPTION

A clearer view of arrivals and waiting patients.

CONSULTATION

Connected visit information and prescriptions.

NEXT STEPS

An organised handover and follow-up plan.

UNDERSTAND THE MODULE

What is OPD Management?

OPD means Outpatient Department: care provided through a visit, without an inpatient admission.

One connected outpatient workflow

Medoho brings the work before, during and after consultation together. Reception, doctors and authorised staff can keep the patient, the visit and the next action connected.

WHAT YOU CAN WORK WITH

Patient registration

Register new patients and find existing records so each visit begins with the right patient information.

Appointments and schedules

Organise consultations around the doctor's schedule and the patients expected that day.

Waiting and visit status

Manage the daily OPD list and waiting status so the team has a clearer view of patient flow.

Consultation records

Keep consultation information with the patient visit instead of spreading it across loose notes.

Digital prescriptions

Record medicine details, dosage, duration, instructions and follow-up advice in a readable format.

Previous visit context

Review available earlier consultations, prescriptions and reports when the patient returns.

Handover to the next service

Connect the OPD visit with billing, lab or pharmacy work when those modules are enabled.

Follow-up planning

Keep review advice and the next visit requirement connected to the completed consultation.

Available modules, sharing options and access depend on the selected plan and configuration.

RECEPTION AND PATIENT FLOW

Bring order to the front desk.

Help reception manage who has arrived, which record to use and what happens next.

SCENARIO 01 / PATIENT REGISTRATION

A returning patient arrives without the old file.

THE PROBLEM

Reception searches paper registers and asks the patient to repeat basic details. A fresh record may be created even though the patient has visited before.

HOW MEDOHO HELPS

Find the existing patient record and continue from it. Register new patients through the same structured workflow, keeping their information connected to future visits.

What your team gains: An existing patient can be recognised and the visit started with less repeated registration work.

SCENARIO 02 / QUEUE COORDINATION

Walk-ins arrive while booked patients are waiting.

THE PROBLEM

Reception and the doctor rely on spoken updates. It becomes harder to explain who is waiting, who is being seen and which visit is complete.

HOW MEDOHO HELPS

Manage the appointment list, waiting status and OPD visit information together. Reception and authorised clinical staff can work from the same daily patient flow.

What your team gains: A clearer daily OPD view helps the team coordinate the waiting room and consultation handover.

Reception gets: patient lookup, new registration, schedules and OPD status in a connected workflow.

CONSULTATION AND PRESCRIPTIONS

Keep the consultation complete.

Make the visit easier to document and the doctor's instructions easier to understand.

SCENARIO 03 / CONSULTATION DOCUMENTATION

Notes from one visit are scattered across papers.

THE PROBLEM

The consultation is documented on a loose sheet while the prescription is kept elsewhere. At the next visit, the team must reconstruct what was recorded.

HOW MEDOHO HELPS

Keep consultation information and the prescription linked to the OPD visit. The authorised care team can return to the recorded visit information when needed.

What your team gains: A more organised consultation record supports a clearer handover and easier future review.

SCENARIO 04 / PRESCRIPTION CLARITY

The patient cannot clearly read the medicine instructions.

THE PROBLEM

Handwritten medicine names, doses or durations may be difficult for the patient to read. Instructions can also become separated from the consultation record.

HOW MEDOHO HELPS

Create a readable digital prescription with medicine details, dosage, duration and instructions. Record follow-up advice and keep the prescription with the patient visit.

What your team gains: The patient has clearer recorded instructions, and the doctor can review the previous prescription.

Doctor gets: connected visit documentation and prescriptions. Clinical decisions remain with the doctor.

HISTORY AND FOLLOW-UP

Make the next visit easier.

Keep useful consultation context and review advice connected after the patient leaves.

SCENARIO 05 / PREVIOUS VISIT CONTEXT

The patient returns with only part of the previous record.

THE PROBLEM

A patient brings a new report but the previous prescription is missing. The doctor spends part of the consultation asking what happened during earlier visits.

HOW MEDOHO HELPS

Review available previous consultations, prescriptions, reports and shared documents from the patient record. Keep the current OPD visit connected to that history.

What your team gains: Relevant recorded context is easier to find during a repeat consultation.

SCENARIO 06 / FOLLOW-UP PLANNING

Review advice is written down but the next action is unclear.

THE PROBLEM

The doctor asks the patient to return, but the review advice stays on a paper slip. Reception may not know the reason for the next appointment.

HOW MEDOHO HELPS

Record follow-up advice with the consultation and organise the next appointment around the planned review. Keep the patient's next step visible in the visit record.

What your team gains: A recorded review plan helps the patient and clinic understand the next visit requirement.

The care team gets: available previous visit information and a documented next step for the patient.

HANDOVER AND STAFF ACCESS

Finish with a clear handover.

Help the next team act on the visit information while keeping access aligned with responsibility.

SCENARIO 07 / BILLING HANDOVER

The patient reaches billing before the visit information does.

THE PROBLEM

After consultation, reception or billing has to ask the doctor which service was provided. Details are passed verbally and checked again with the patient.

HOW MEDOHO HELPS

Keep patient and visit information connected to the billing workflow when the Billing module is enabled. The relevant team can complete the next step using the recorded visit context.

What your team gains: A clearer consultation-to-billing handover reduces the need to chase separate visit details.

SCENARIO 08 / TEAM RESPONSIBILITY

Different staff members need different information.

THE PROBLEM

Reception, doctors and billing staff perform different jobs. Without a clear access structure, it is difficult to align the information each person sees with their role.

HOW MEDOHO HELPS

Set up authorised staff access and permissions according to responsibility. Doctors, receptionists and other users can work within the access assigned in the selected configuration.

What your team gains: The practice can give staff a defined working role and organise access around their responsibilities.

Practice gets: clearer handovers and a staff access structure. Connected modules depend on your setup.

THE EVERYDAY WORKFLOW

One connected OPD visit.

An illustrative patient journey from arrival to a planned review.

01

Find or register the patient

Reception finds the existing record or registers a new patient. The OPD visit begins with the correct patient information.

02

Organise the consultation

The appointment, doctor's schedule and waiting status help the team coordinate the patient's turn.

03

Review and document the visit

The doctor reviews available history and records the consultation information with the current visit.

04

Prepare the prescription and advice

Medicine details, instructions and follow-up advice stay connected to the OPD consultation.

05

Complete the next service

When relevant modules are enabled, continue to billing, laboratory or pharmacy work using the patient and visit context.

06

Keep the record ready for review

Save the visit information and organise the next appointment around the recorded follow-up requirement.

A clearer path for everyone

Reception knows the flow. The doctor has the visit context. The patient has a next step.

FOR YOUR PRACTICE

Put OPD to work in your practice.

For individual doctors, clinics, multi-doctor practices and hospital outpatient departments.

YOUR OPD WORKING TOOLKIT

A structured patient and visit record; a daily appointment and waiting workflow; consultation documentation; digital prescriptions; available previous visit context; and recorded follow-up advice.

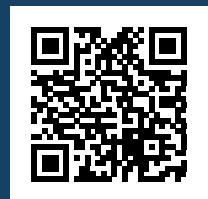
PLAN YOUR SETUP

- 01 Map your OPD** - Identify doctors, departments and the current reception-to-consultation workflow.
- 02 Choose the connected modules** - Decide whether billing, lab, pharmacy or other Medoho products are needed alongside OPD.
- 03 Define staff responsibilities** - Confirm the doctors, receptionists and other authorised users who need access.
- 04 Confirm records and delivery options** - Discuss existing patient data, prescription formats, patient sharing and any required integrations.
- 05 Walk through a complete visit** - Check one new patient and one returning patient from arrival through consultation and follow-up.

See Medoho in your own OPD workflow.

Book a 30-minute demonstration.

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Module availability, user limits, integrations, migration, training and support are agreed for the selected setup. This guide describes the workflow; it does not define commercial package inclusions.