
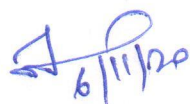


### Details of Manpower

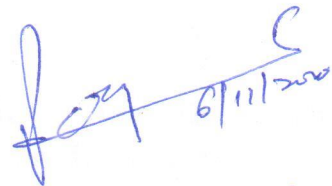
Sr. No.	Name	Designation	No of Post/Employees
1	Sh. Parminder Verma	PIO cum Officer I/c Kitchen Deptt.	1
2	Smt. Poonam	Sr. Dietician	1
3	Smt. Jyoti	Dietician	1
4	Sh. Jasvir Singh	Store Keeper	1
5	Sh. Vinod Kumar Jatav	Clerk	1
6	Sh. Attar Singh	Head Cook	1
7	Sh. Puran Singh	OTA	1
8		Cooks	12
9		Cook cum Bearer	1
10		Masalchi	6

  
6/11/2020

Dietician,  
Kitchen Deptt.  
Pt. B.D. Sharma PGIMS,  
ROHTAK

  
6/11/2020

Sr. Dietician  
Pt. B.D. Sharma  
PGIMS, ROHTAK

  
6/11/2020

Officer I/c Kitchen  
Pt. B.D. Sharma PGIMS  
ROHTAK



## JOB DESCRIPTION OF MAN POWER

### Job Description of Dietician:-

Dietician shall be Head of the Dietetics Department & is responsible for overall administration and will report directly to the officer I/c Kitchen & any other Officer deputed by the Director. Following duties are assigned to the Dietician:-

#### A) Diet Counseling & Nutrition Education

1. Educate and advise patients with diet related disorders on the practical ways in which they can improve their health by adopting healthier eating habits.
2. Educate students and Interns regarding **healthy diet** in different stages of life and **Therapeutic Diets** as well.
3. Diet counseling to the OPD & IPD patients by assessing their food habits and suggesting them the modifications regarding their daily diet plan to achieve balanced diet and nutrition and preventive measures in diets accordingly

#### B) Supervision of Kitchen

1. Calculation of nutritive value and cost of different type of diets being provided to the patients admitted in Hospital as and when required.
2. Supervision of Food Preparation, Distribution and maintain hygienic condition at site.
3. Maintenance of safe food storage practices.
4. Supervising receiving of Ration properly (Quantity as well as Quality) from approved rate contract source against supply order.
5. Checking & verifying the bill with proper stock entry.
6. Menu planning for General & Private Patients.
7. Daily inspection of Kitchen Staff for personal hygiene, cleanliness and uniform.
8. Supervision of sanitation and hygiene of the Kitchen.
9. Maintaining Duty Roaster, Leave account etc. of the Cooks, Other Staff and submit the absentee statement every month.
10. Report to the Officer I/c Kitchen if any problem regarding appliances and premises of the Kitchen and welfare of the staff.
11. Checking that no Kitchen Staff leaves the Kitchen during duty hours except in case of an emergency with the prior permission of the Officer I/c.
12. Any other work assigned by Officer I/c Kitchen and Higher Authorities.
13. Taking over the supervisory responsibilities of Steward /Store Keeper in his absence

### Job Description of Store Keepers

1. Maintaining Stores of Perishable & Non Perishable Items
2. Maintaining Inventory.
3. Calculation Of Diets.
4. Issuing of Ration to Head Cook & Cook for preparation of Meals
5. Maintaining Records and files as there is no separate Clerk
6. Inspecting daily Vegetable Supply.
7. Responsible for the hygienic condition & Ventilation of Stores

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### Description of Head Cook


1. To supervise the overall working in the kitchen.
2. To receive food article according to indents from steward/ store keeper.
3. To check the quality and quantity of perishable & non perishable food material supply.
4. To report about LPG requirement to the store keeper.
5. To supervise distribution of food to various wards for further distribution by ward staff.
6. To supervise / observe personal hygiene and use of special clothing e.g. aprons while performing duties.
7. To prepare the special food as per requirement by the Dieticians for patient care.
8. To maintain sanitation & cleanliness of kitchen & utensils and to take safety precautions to prevent fire or any other accident / injuries to the staff working in the kitchen.
9. To perform such other duties as may be assigned to him on time to time by dieticians or DMS I/C Kitchen in favour of smooth functioning of kitchen.
10. To inculcate new methods of cooking time to time to help to save nutrition of food and to prevent wastage & spoilage of food,

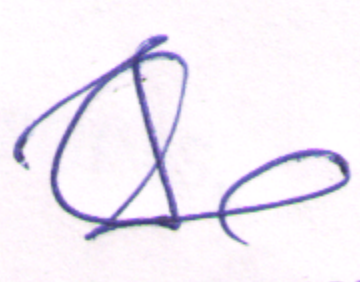
### Job Description of Cooks.


1. Responsible for preparation of food.
2. Providing food on time.
3. To maintain hygiene and cleanliness in the department.
4. Distribution of food to various wards.
5. To count and check balance amount of Milk etc.

### Job Description of Masalchi

1. He assist cook to carry out all the preparation of food item.
2. Cleaning, Cutting, Chopping are done by both (cook & masalchi).
3. Distribution of meals to the private ward patients.
4. Washing of all utensils.
5. Cleaning of Kitchen.

  
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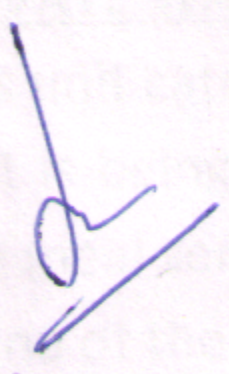
  
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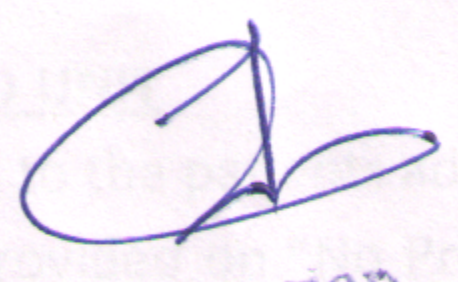


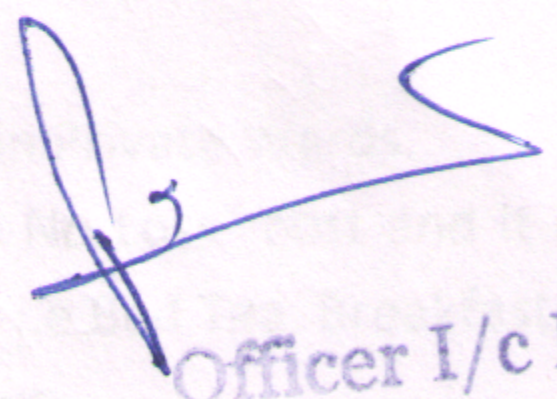
**KITCHEN DEPARTMENT PT. B.D. SHARMA PGIMS ROHTAK**

**INDEX**

Sr. No.	Title	SOP No.
1	SOP for Working of Kitchen Department	01
2	SOP for Procurement of Perishable & Non Perishable Items Kitchen Department	02
3	SOP for Procurement and Distribution of Milk in Kitchen Department	03
4	SOP for LPG usage, Refilling and Maintenance of Gas operated Equipments in Kitchen Department	04
5	SOP for Hygiene and Cleaning of Kitchen Area	05
6	SOP for Diet Counseling of IPD & OPD Patients	06

  
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**Title : SOP FOR WORKING OF KITCHEN DEPARTMENT**

**OBJECTIVE**

To lay down the procedure adopted for preparation of meals being provided to the General & Private Ward Patients.

**SCOPE**

To provide hygienic and nutritious meals to the General & Private ward patients.

**RESPONSIBILITY**

Dieticians, Store Keepers, Head cook, Cooks , Masalchi & Bearers

**PROCEDURE**

Kitchen Department has two functional units – General Ward Unit & Private Ward unit

**GENERAL WARD UNIT**

This unit caters to the patients of General Wards. General diet is being provided to the General Ward patients free of cost by the Hospital. Menu of General ward diet is as follows:

Breakfast- : 500 ml milk & 1 serving Wheat porridge  
Lunch & Dinner-  
Full Diet : Two Chapaties, Rice , Pulse, Vegetable  
Semi solid Diet : Khichri

There is special provision of extra milk packets i.e. up to 5 packets of milk can be given to the General ward patients on prescription of consultant. This provision has been made for the General Ward patients to require extra protein in their diet for example patients of paraplegia, Cancer, Gynae, Surgery and Burn ward.

**Timing of Meal Distribution**

Breakfast : 8.00 AM TO 9.00 AM  
Lunch : 12.00 PM TO 1.00 PM  
Dinner : 7.00 PM TO 8.00 PM

**PRIVATE WARD UNIT**

This unit caters to the patients admitted in Private Wards.

Diet is being provided on "No Profit and No Loss" cost and it is Rs.200.00 at present. There is five meal service in the Private ward Unit i.e Bed Tea, Breakfast, Lunch, Evening Tea, & Dinner. Menu of the Private ward Unit is as follows:

Bed Tea : Tea (One flask 300 ml)  
Breakfast : 1 serving Wheat porridge, Two slices of bread & butter, Paneer & one flask milk (300 ml)  
Lunch : 4 Chapaties, Rice, Pulse, Vegetable, Curd, Salad, Paneer & Fruit.  
Evening Tea : Tea (one flask 300 ml), 1 serving snacks  
Lunch : 4 Chapaties, Rice, Pulse, Vegetable, Salad & Dessert

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### Timing of meal distribution

Bed Tea	:	6.00 AM
Breakfast	:	8.00 AM TO 9.00 AM
Lunch	:	12.00 PM TO 1.00 PM
Evening Tea	:	4.00 PM TO 5.00 PM
Dinner	:	7.00 PM TO 8.00 PM

Cyclic Menu having variety of pulses and seasonable vegetables is being followed for both General & Private Ward units (Annexure C & D)

### DETAILED FUNCTIONING OF GENERAL WARD UNIT

At the time of Lunch distribution, ward bearers bring diet slips prepared by the concerned ward sisters to the Kitchen Department for their demand of diets for next day. These diet slips are entered ward wise in the Daily Diet Register and then the total demand for the next day is calculated by the Store Keepers. Ration is then issued as per norms approved by the Hospital to the Head Cook.

Daily indents are issued to the Rate Contract Supplier of perishable items who provide vegetables, fruits and milk for the next day in Kitchen Department.

As per the indent given to the Milk Plant Govt. Approved Source, milk is received in the morning which is distributed to various wards along with wheat porridge for breakfast. When the distribution of breakfast is over, preparation of lunch is started. Two types of diets are given to the General Ward patients i.e. Full Diet & Semi solid diet. After the lunch preparation and distribution morning shift is relieved and complete cleaning and washing of Kitchen is done to maintain hygienic conditions as per the SOP of Hygiene and Cleaning of Kitchen Department. In afternoon, preparation of Dinner, is started by the cooks of evening shift. After distribution of dinner cleaning & washing of Kitchen is done thoroughly.

### Steps taken for Preparation and Distribution of Meals

As the Ration is issued to the Head Cook and other cooks, it is cleaned, washed, chopped and cooked.

#### a) Cleaning

All the non perishable items are first cleaned to remove any foreign material and also to check any kind of infestation.

#### b) Washing

All material is thoroughly washed to remove dirt, dust and any foreign particles if left during the process of cleaning.

#### c) Peeling & Chopping

Vegetables after been washed are peeled and then chopped finely.

#### d) Cooking

All the items like Rice, Pulse, Vegetables and Khichri are cooked in Bulk Cookers for uniform quality and economic usage of fuel. Chapati is made on chapatti Puffers.

#### e) Distribution

All the food items cooked in Kitchen Department are then distributed to various wards as ward bearers bring their food trolleys to receive the food for further distribution in their wards by the ward sister.

#### f) Cleaning & Washing of Utensils

All the utensils & equipments are properly cleaned and Kitchen is thoroughly washed after distribution of food.

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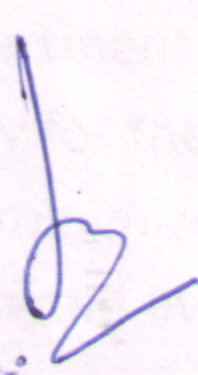



### DETAILED FUNCTIONING OF PRIVATE WARD UNIT

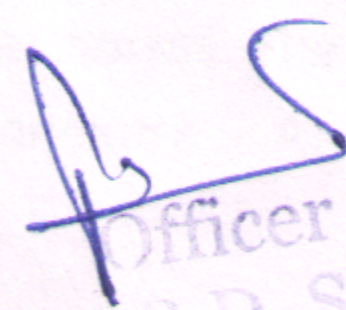
In Private Ward unit, diet lists from different private wards are received before evening tea but there is a provision of admission of patients at anytime in a day, so diet can be arranged from any meal of the day. It is the paid unit, which runs on No Profit No Loss theory. Diet charges are Rs. 200.00 per day at present and diet is compulsory in all of the Private Wards. Provision of therapeutic diet is also there for the private patients like **diabetic diet, salt free diet and liquid diet**. Even **extra diet** for attendant can also be arranged in Private Ward unit against charging of Rs. 200.00 per day diet.. Private ward works in shift system. Cooks of morning shift prepare Bed Tea, Breakfast and Lunch for the patients and evening shift prepare Evening Tea and Dinner. After receiving the diet slips from various Private Wards, the Store Keeper issued the ration according to the approved dietary norms. Same procedure for the procurement of perishable and non perishable items are from Rate Contract firms followed in Private Ward unit as explained earlier in General Ward unit.

### Steps taken for Preparation and Distribution of Meals

Private ward unit works on five meal pattern i.e. three major meals and two small meals. Starting from Bed Tea uptill dinner, there is room to room service provided by the staff of Kitchen Department. All the foods items are give in cleaned and covered utensils i.e. insulated tiffins and flasks. Same steps as taken in General Ward unit for preparation of food items are followed in Private Ward unit.

  
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## KITCHEN DEPARTMENT

PT. B.D. SHARMA PGIMS ROHTAK

SOP No. :

Issue Date :

Review Before :

### **Title : SOP FOR PROCUREMENT OF PERISHABLE AND NON PERISHABLE ITEMS IN KITCHEN DEPARTMENT**

#### **OBJECTIVE**

To lay down the procedure for indenting and procurement of perishable & non perishable items.

#### **SCOPE**

To receive, store and proper use of all the materials in Kitchen Department for the preparation of diet provided to the General & Private ward patients.

#### **RESPONSIBILITY**

Dieticians and Store Keepers

#### **PROCEDURE**

Annual demand of perishable & non perishable items is sent to the purchase section and tender for the same is floated for both the materials by purchase section.

##### **PROCUREMENT OF NON PERISHABLE ITEMS**


After finalization of the tender, the monthly demand of non perishable items is sent to the purchase section and purchase section issues the supply order to the supplier firm with a specified time period to deliver the items in Kitchen Department. The supplier has to supply all the items within time limit otherwise there is a provision of 2% penalty also.


A committee of five members has been constituted who inspect the quality of the delivered items as per samples which have already been provided by the supplier at the time of finalization of tender. After the inspection of the non perishable items, it is then enter in the stock registers by the Store Keepers. Ration is issued daily by the Store Keepers to the Head Cook according to the no. of patients as per set norms. The detailed list of perishable items used in department is attached for reference (Annexure - A) Non perishable items are procured monthly for the following reason:

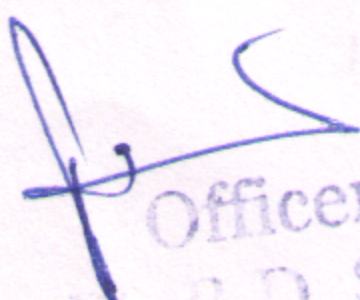
1. To minimize the risk of infestation.
2. To avoid overloading of stores.
3. To avoid expiry date issue as Wheat Dalia & Wheat Atta have expiry of 30 days, therefore, supply of these two items is taken in two lots.

##### **PROCUREMENT OF PERISHABLE ITEMS**

Perishable items have short shelf life therefore, they are procure daily in the Department. As the tender has been finalized by the purchase section, daily indents are given to the supplier of perishable items by the Kitchen Department. The demand is given daily in the evening after receiving of diet slips from various wards. The supplier provides all the perishable items in the morning which are used for the dinner and next day lunch. All the materials are received by the Store Keepers and checkd by the Dieticians and then issued to the Head Cook for preparation of meals. All the seasonable items and fruits are indented by the department. The detailed list of vegetables used in department is attached for reference (Annexure- B)

  
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## MAINTAINENCE OF HYIGINE IN STORES

1. Stores are cleaned thoroughly daily.
2. Proper ventilation is there by the used of exhaust fan.
3. Overloading is avoided.
4. FIFO (First in First Out) system is followed.
5. Hygiene and sanitation is maintained as explained in the SOP of hygiene and cleaning in Kitchen Department.

	Prepared By	Approved By	Authorized By
Designation	Dietician	Sr. Dietician	Officer Incharge Kitchen
Name	Jyoti	Poonam	P.K. Verma
Sign. & Date			

Dietician,  
Kitchen Deptt.  
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ROHTAK

	Prepared By	Approved By	Authorized By
Designation	Dietician	Sr. Dietician	Officer Incharge Kitchen
Name	Jyoti	Poonam	P.K. Verma
Sign. & Date			



## KITCHEN DEPARTMENT

Dr. B.D. SHARMA PGIMS ROHTAK

SOP No. :

Issue Date :

Review Before :

**Title : SOP FOR PROCUREMENT & DISTRIBUTATION OF MILK IN KITCHEN DEPARTMENT**

### OBJECTIVE

To lay down the procedure adopted for procurement and distribution of milk.

### SCOPE

To provide fresh and pasteurized milk to General & Private ward patients.

### RESPONSIBILITY

Dieticians, Store Keepers, Head Cook , Cooks

### PROCEDURE

#### **General Ward**

Each dieted patient is entitled for 500 ml milk as per the norms set by the Hospital. Special Milk diet i.e. up to 5 packets of milk can be given to the patients on prescription of Doctor. At the time of Lunch distribution when the diet slips provided by the each ward in the Kitchen, the daily demand is sent through these diet slips by all the wards. Then, these diet slips entered properly in the diet register by the store keeper. Total of milk and various types of diets is done in the end.

#### **Private Ward**

According to the set norms, patients admitted in private wards are entitled for 900 ml milk per day. So the demand is calculated by the store keeper on the basis of No. of patients as per diet slips provided by the Private ward sisters.

Both the indents i.e. milk indent of General Wards and Private Wards are then issued to the milk plant with whom annual contract against agreement with Govt. Agency is made. Vita Milk plant is under The Rohtak Coop Society which is approved by the Govt.

#### **Supply of Milk**

Fresh supply of milk is provided by the plant in early morning to the Hospital. Milk packets are properly checked for date of manufacturing and quantity as per indent before distributions.

#### **Distribution**

After the receiving of milk, it is distributed in various wards as per their demand which was given to the department a day before. A proper receipt register is there to get the receiving from the Ward Bearer.

#### **Return of Milk Packets**

After the distribution of milk from Kitchen to various wards, if any milk packet is left in the ward in case of discharge of patient, death or surgery or if patient is missing, in that case milk packet is return to the kitchen department. Returned packets are then entered in diet register and proper record maintained. In the end when the milk indent is prepared returned packets which are kept in the department, are then subtracted from the next day demand list. Returned packets are store in refrigerators and next day these are given to the same wards who have returned these packets according to the expiry date mentioned on the milk packet.

	Prepared By	Approved By	Authorized By
Designation	Dietician	Sr. Dietician	Officer Incharge Kitchen
Name	Jyoti	Poonam	P.K. Verma
Sign. & Date			

Dietician  
Kitchen Dept  
Dr. B.D. Sharma  
PGIMS  
ROHTAK

Sr. Dietician  
Dr. B.D. Sharma  
PGIMS  
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Officer I/c Kitchen  
Dr. B.D. Sharma PGIMS  
ROHTAK



## KITCHEN DEPARTMENT

PT. B.D. SHARMA PGIMS ROHTAK

SOP No. :

Issue Date :

Review Before :

**Title : SOP FOR L.P.G. USAGE, REFILLING AND MAINTAINCE OF GAS OPERATED EQUIPMENTS IN KITCHEN DEPARTMENT**

### OBJECTIVE

To lay down the procedure for usage, refilling of L.P.G. cylinders and maintenance of L.P.G. operated equipments in Kitchen Department.

### SCOPE

This procedure is used to cook food in smokeless environment and use the gas operated equipments safely and to maintain the economy of fuel as well.

### RESPONSIBILITY

#### **Dieticians**

To ensure safety of Gas room, to make arrangements for proper and regular maintenance of LPG equipments and also to maintain economy of fuel.

#### **Store Keepers**

To issue supply orders as per the status of Gas Room, to check the weight and leakage at the time of receiving of cylinders in Gas room, to check leakage and proper usage of LPG time to time.

#### **Head Cook**

To check for any leakage from Cylinders / Pipe Line, safety of Gas room, usage of cylinders on the basis of First In First Out (FIFO), inform the Store keepers about the status of Gas room.

#### **Cooks**

To cook food in proper way to ensure economic usage of LPG, to regulate the flame according to the requirement of preparation of Diet.


### Cylinders Refilling

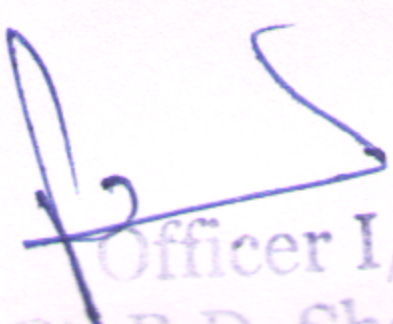
Annual contract has been made with the Rohtak Gas Service Rohtak for the refilling of LPG Cylinders.

Supply order is issued weekly according to the requirement of LPG Cylinders. Cylinders are checked for their weight and leakage too at the time of receiving in the Gas Room. High pressure pipe line has been installed in the Kitchen Department for the safe preparation of food for the patients pipe line has been painted red as per the safety norms. Various LPG ball valves have been installed in order to regulate the LPG supply as per requirement in different sections of Kitchen Department.

### Annual maintenance of LPG equipments

Gas operated equipments like Bulk Cookers, Chapati Puffer, Cooking Range etc. are serviced monthly by the trained personnel. Annual Contract for the same has been made every year in order to ensure the safety and smooth running of LPG equipments.

  
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Officer I/c Kitchen  
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### Fire Fighting Management for Safety Measures

Various compliances are made as per norms of safety measures required to use the high pressure of LPG Station. Two stations or manifolds are installed having ten cylinders on each side and pressure is controlled as per requirement during preparation of food.

Fire extinguishing cylinders have been placed in the Kitchen Corridor as well as outside the Gas Room which are refilled from time to time in order to manage any emergent situation. Buckets filled with sand are also kept outside the Gas room. LPG Cylinders are kept under lock in the Gas room. Gas room is located in the open space outside the Kitchen as per norms of safety measures required to use the high pressure pipeline of LPG Station. Precautionary instructions are painted on the walls of Gas room like No Smoking, Don't lit fire near the Gas room. Gas room is properly ventilated by using grills on the front wall of Gas room.

	Prepared By	Approved By	Authorized By
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Sr. Dietician

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Designation	Dietician	Sr. Dietician	Officer Incharge Kitchen
Name	Jyoti	Poonam	P.K. Verma
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Issue Date :

Review Before :

Title : SOP FOR HYGIENE &amp; CLEANING OF KITCHEN AREA

**OBJECTIVE**

To lay down the procedure to carry out the cleaning of Kitchen Area

**SCOPE**

This procedure is to carry out cleaning of Kitchen Area to prevent any environmental pollution, infection to maintain the hygienic conditions in different working areas of Kitchen.

**RESPONSIBILITY**

All Kitchen Staff &amp; Sweepers

**PROCEDURE**

1. The cleaning operation should be done daily before starting the work.
2. Freshly prepare the disinfectant solution in tap water.
3. Prepare the disinfectant solution of Phenyl / Dettol / Lysol 2.5% for mopping and 1.0 % for spraying on floors and walls on alternate days.
4. Use separate mop for mopping the floors, walls of different sections in Kitchen Department
5. During cleaning the area, clean all the equipments used in preparation of diet and all other machinery equipments.
6. Personnel should wear nose masks and hand gloves while carrying out the cleaning activity in these areas.
7. Draining site should be cleaned in daily routine before and after preparation to avoid any unhygienic practices.
8. To avoid the flies and rodents in the working area, drainage systems should be arranged properly.
9. Fly – o – cide light should be arranged in common gallery and other working areas.

	Prepared By	Approved By	Authorized By
Designation	Dietician	Sr. Dietician	Officer Incharge Kitchen
Name	Jyoti	Poonam	P.K. Verma
Sign. & Date			

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Issue Date :

Review Before :

Title : SOP FOR DIET COUNSELLING FOR IPD & OPD PATIENTS

### OBJECTIVE

To counsel the patients for various diet modification in their routine as per requirement according to their diagnosis.

### SCOPE

Various counseling techniques are adopted which aim to provide **balanced diet** as per their age , sex, physical activity, state of health and economic conditions.

### RESPONSIBILITY

Sr. Dietician & Dietician

### PROCEDURE

Diet counseling section is the main part of Hospital. As this section is maintained by the Dieticians, So it comes under the Kitchen Department. Management of Kitchen and diet counseling to the patients is the main Job profile of dieticians. IPD as well as OPD patients are counseled as and when referred by the Doctor with proper diagnosis for diet management.

Diet plays a key role in maintaining good health and in recovery from any disease as it is said that " Let food be your medicine not medicine be your food"

#### **Dietary Recall Method**

The history of patient is taken for last three four days (History of diet as well as working schedule). According to the physical activity and other factors, calories and proteins are given as per nutritional status required

#### **Diet Counseling**

Patients are counseled for dietary modification required in their day to day routine. Proper counseling about the effect of diet management in the recovery of disease and hazards of not taking modified diet are also told to the patients.


#### **Diet Modification**


After all the discussion with the patients, various modification in the present diet schedule of patients is made and their economic condition is also kept in the mind.

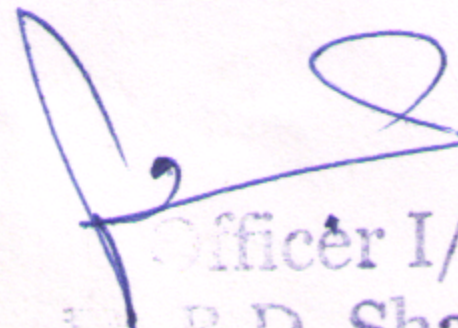
#### **Diet Chart Preparation**

Proper written diet chart with all the prescribed modification is prepared for the ready reference to the patients.

	Prepared By	Approved By	Authorized By
Designation	Dietician	Sr. Dietician	Officer Incharge Kitchen
Name	Jyoti	Poonam	P.K. Verma
Sign. & Date			

  
Dietician,  
Kitchen Deptt.  
Pt. B.D. Sharma PGIMS,  
ROHTAK

  
Sr. Dietician  
Pt. B.D. Sharma  
PGIMS, ROHTAK

  
Officer I/c Kitchen  
Pt. B.D. Sharma PGIMS  
ROHTAK