

RESTRICTED

ABSTRACT

1. The purpose of this paper is to find a remedy to a prevailing issue that was observed by the researcher. Being army personnel, everybody might have come across this issue at least once when go to the Military Hospital Colombo. The discussing issue is the patient waiting time. It was observed by the researcher that there is a delay occurred in the patient management system at the Out Patient Department of the Military Hospital Colombo. This delaying or waiting time directly affects the patient satisfaction. It has been discussed in this research, how patient satisfaction is varied along with the patient waiting time. Researcher has identified the reasons for the delaying and tries to find remedies to minimize the patient waiting time. Finally it leads to give recommendations how to utilize patient management system effectively to improve satisfaction of the patients at the Military Hospital Colombo. The subject area is limited to the Out Patient Department of the Military Hospital Colombo.

Key Words- Patient Waiting Time, Patient satisfaction, Patient Management