



CITIZEN'S CHARTER

ADMITTING SECTION

Name of Frontline Service: **ADMISSION OF PATIENTS**

Schedule of Availability of the Service: Monday – Sunday (24 Hours, NO NOON BREAK)

Requirements for Availability: Filled-out Notice of Admission from the ER Nurse

Qualification for Availability: Patients for Admission

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	All patients should be triaged upon arrival at the ER	Triage all incoming patients	3 mins	Triage Nurse		Triage Notes
2	Fills out the Notice of Admission	ROD performs physical examination, history taking and formulates the Doctor's Order	10 mins	Resident on Duty		Notice of Admission Doctor's Order
3	Presents Notice of Admission to the Public Assistance Officer for registration to the iHOMIS	Public Assistance Officer registers patient information to the iHOMIS and issues Hospital Card	3 mins	Public Assistance Officer		Notice of Admission Hospital Card
4	Presents Notice of Admission to the Admitting Officer	Admitting Officer processes admission by accomplishing and printing the Clinical Cover Sheet. Advises on room availability	6 mins	Admitting Officer		Notice of Admission Clinical Cover Sheet
5	Presents the Clinical Cover Sheet and other pertinent documents to the PHIC personnel for membership verification	PHIC personnel verifies patient's membership status	3 mins	PHIC Personnel		Clinical Cover Sheet Member Data Record PHIC ID
6	Presents the Clinical Cover Sheet to the Medical Social Worker for classification	Medical Social Worker classifies patient as to capacity to pay	5 mins	Medical Social Worker		Clinical Cover Sheet MSS Intake Sheet
7	Returns to the Admitting Section and presents the Clinical Cover Sheet with PHIC verification and MSS classification	Receives the Clinical Cover Sheet and processes admission. In the event of unavailability of room, patient's name is logged in the reservation logbook and advises watcher to wait for further notice of room availability	Within 2 days (first come first served basis)	Admitting Officer		Clinical Cover Sheet Reservation Logbook
8	Returns to the ER and presents Clinical Cover Sheet	Nurse on Duty receives the Clinical Cover Sheet	1 min	ER Nurse on Duty		Clinical Cover Sheet
9	Patient is wheeled out of the ER to the respective	Nurse on Duty endorses patient to the NOD of the	1 min	ER Nurse on Duty		Clinical Cover Sheet



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	service ward/station of choice	respective ward				
	END OF TRANSACTION	TOTAL DURATION:	32 mins*			

* Waiting time for room reservation depends on the availability of rooms but should not exceed 2 days