



CITIZEN'S CHARTER

EMERGENCY ROOM

Name of Frontline Service: **EMERGENCY CASES FOR ADMISSION**

Schedule of Availability of the Service: **Mondays – Sundays (24 hours, NO NOON BREAK)**

Requirements for Availability:

Qualification for Availability: **Male and Female Patients of all ages (in and out)**

STEPS	PATIENT	SERVICE PROVIDER	DURATION (Under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Patient may proceed to emergency room	Attend to the patient promptly <i>(Pagasikason so pasyente sa magaan)</i>	3 mins	Triage Nurse on Duty	-	
2		Patient will be triaged by the nurse specially trained in triaging. Nurse will gather vital information that facilitated categorization of patients based on set criteria. <i>(I triage so pasyente, kowaan sa vital signs so pasyente)</i>	3 mins	Triage Nurse on Duty	-	Triage Note
3		Resident on Duty performs physical examination and history taking and formulates doctors order <i>(Pag examine o Doktor so pasyente, ago antonay sabap, ago mbaal sa doctor's order)</i>	5-10 mins	Resident on Duty	-	Patient's Record
4		Nurse on duty carries out doctor's order and render nursing care. <i>(So nurse on duty na penggalb'ken niyan so order o doktor)</i>	15 mins	Nurse on Duty	-	Patient's Record
5		Resident on Duty indicates remarks if the patient is either for admission, discharge or transfer <i>(Pagilayn o Doktor so pasyente oba ka-admit, kapakay a maling o oba kitransfer)</i>	1-2 mins	Resident on Duty	-	Patient's Record



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6		Issues Notice of Admission to the next kin to duly accomplish if patient is for admission <i>(So ka admit a pasyente na m'bgan sa Notice of Admission para ma fill up o tonganay o pasyente)</i>	5 mins	Nurse on Duty	-	Notice of Admission
7		Records patient information in the Integrated Hospital Operation iHOMIS, issues hospital number and records patient profile in the Triage Logbook <i>(I precord so mga information o pasyente sa iHOMIS ago sa Triage Logbook)</i>	10 mins	Public Assistance Officer/ Triage officer	-	Patient's ER Record
8		Processes patient admission by accomplishing and printing of Clinical Cover Sheet. Advises next kin of room availability. <i>(Penggabken o watcher o pasyente so kapagadmit para ma print so Clinical Cover Sheet ago para katokawan oba aden a bakante a room)</i>	10 mins	Admitting Officer		Clinical Cover Sheet
9		Verifies membership status of patient in the PHIC online portal <i>(Pangamaden so kamemebro sa PHIC online portal opasyente)</i>	5 mins	PhilHealth Personnel		
10		Interviews next of kin using MSS Intake Sheet for evaluation and classification of patient <i>(Pangingisaan so tonganay o pasyente para ma evauate ago ma classify)</i>	5 mins	Medical Social Worker		MSS Intake Sheet
11		Present the Clinical Cover Sheet to the ER NOD to confirm	1 min	Next of kin		Clinical Cover Sheet



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		admission <i>(Imbgay so Clinical Cover Sheet sii ko ER Nurse a duty para matangkud na miya admit so pasyente)</i>				
12		Endorse patient to the NOD of the respective service ward <i>(Ipag endorse so pasyente ko Nurse a duty sa ward)</i>	15 mins	Nurse on Duty		Patient Chart
	END OF TRANSACTION	TOTAL DURATION	1 hour and 7 minutes			