

EMERGENCY ROOM PATIENT CARE PROCEDURES

(Monday- Sunday -24 Hours)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military	Active Military ID	1	Patient Interview	1 minute	ER Nurse on duty
		2	Patient Assessment (Chief Complaint and Vital Signs)	10 minutes	ER Nurse on duty
		3	Medical management and procedures (without ancillary services)	15 minutes	Consultant/ Medical Officer
			If with ancillary service (ECG/X-Ray/ Laboratory / Ultrasound)	30 minutes <i>(Final / Official result will be given within 24-72 hours)</i>	Chief, Ancillary Services
			If for observation	3- 24 Hours	Consultant/ Medical Officer
		4	Evaluation for admission / discharge / referral	5 minutes	Consultant/

					Medical Officer
		5	If discharge, patient will be given prescription and home instruction	5 minutes	Nurse/PGI/ Consultant/ Medical Officer
		6	Patient will proceed to pharmacy section for prescription fill up.	5 minutes	OIC, Pharmacy Section
			If for transfer / referral, coordination with other hospital or hospital of choice will be done	60 minutes	Medical Officer
END OF TRANSACTION				41 MINUTES	

EMERGENCY ROOM PATIENT CARE PROCEDURES

(Monday- Sunday -24 Hours)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military Dependent	Dependents ID	1	Patient Interview	1 minute	ER Nurse on duty
		2	Patient Assessment (Chief Complaint and Vital Signs)	10 minutes	ER Nurse on duty
		3	Medical management and procedures (without ancillary services)	15 minutes	Consultant/ Medical Officer
			If with ancillary service (ECG/X-Ray/ Laboratory / Ultrasound)	30 minutes <i>(Final / Official result will be given within 24-72 hours)</i>	Chief, Ancillary Services
			If for observation	3- 24 Hours	Consultant/ Medical Officer

		4	Evaluation for admission / discharge / referral	5 minutes	Consultant/ Medical Officer
		5	If discharge, patient will be given prescription and home instruction	5 minutes	Nurse/PGI/ Consultant/ Medical Officer
		6	Patient will proceed to pharmacy section for prescription fill up.	5 minutes	OIC, Pharmacy Section
			If for transfer / referral, coordination with other hospital or hospital of choice will be done	60 minutes	Medical Officer
END OF TRANSACTION				41 MINUTES	

EMERGENCY ROOM PATIENT CARE PROCEDURES

(Monday- Sunday -24 Hours)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
PAF Civilian Employee	CE ID	1	Patient Interview	1 minute	ER Nurse on duty
		2	Patient Assessment (Chief Complaint and Vital Signs)	10 minutes	ER Nurse on duty
		3	Medical management and procedures (without ancillary services)	15 minutes	Consultant/ Medical Officer
			If with ancillary service (ECG/X-Ray/ Laboratory / Ultrasound)	30 minutes <i>(Final / Official result will be given within 24-72 hours)</i>	Chief, Ancillary Services
			If for observation	3- 24 Hours	Consultant/ Medical Officer

		4	Evaluation for admission / discharge / referral	5 minutes	Consultant/ Medical Officer
		5	If discharge, patient will be given prescription and home instruction	5 minutes	Nurse/PGI/ Consultant/ Medical Officer
		6	Patient will proceed to pharmacy section for prescription fill up.	5 minutes	OIC, Pharmacy Section
			If for transfer / referral, coordination with other hospital or hospital of choice will be done	60 minutes	Medical Officer
END OF TRANSACTION				41 MINUTES	

EMERGENCY ROOM PATIENT CARE PROCEDURES

(Monday- Sunday -24 Hours)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Paying Civilian	Authority for Admission	1	Patient Interview	1 minute	ER Nurse on duty
	Valid ID	2	Patient Assessment (Chief Complaint and Vital Signs)	10 minutes	ER Nurse on duty
		3	Medical management and procedures.	15 minutes	Consultant/ Medical Officer
		4	If Needed, conduct of ancillary services (ECG/ X-Ray/ Laboratory/ Ultrasound) Preparation of ER and Ancillary Services / Consultation Fees	5 minutes	Nurse on duty
		5	Patient will proceed to CRO for Payment of ER and Ancillary Services / Consultation Fees	5 minutes	CRO

			Conduct of Ancillary Services	30 minutes <i>(Final/Official result will be given from 24 - 72 hours)</i>	Chief of Ancillary Services
Paying Civilian		7	Return to ER for Proof of Payment and final evaluation of attending physician.	1 minute	Nurse on duty / Attending Physician
		8	Disposition/ evaluation for admission/ discharge/ referral.	5 minutes	Attending Physician / MOD
		9	If discharge, patient will be given prescription and home instruction	5 minutes	Nurse/PGI/ Consultant/ Medical Officer

			If for transfer/referral, coordination with other hospital or hospital of choice will be done.	60 minutes	Medical Officer
END OF TRANSACTION				47 MINUTES	

- *Military Patients are given priority over Civilian Patients*

OPD CONSULTATION PROCEDURES

(Monday- Friday 0800H-1700H)

Applicant/ Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military	Military ID Sick Call Slip	1	Verification of Patient Category	1 minute	OPD Nurse on duty
		2	Accomplishment of Medical Record of patient	5 minutes	OPD Nurse on duty
		3	Assessment of Patient (Vital Signs and Chief Complaint)	15 minutes	Consultant/ Medical Officer
		4	Medical Consultation of patient	30 minutes	Consultant/ Medical Officer
			If needed, patient will be refer to Specialty Clinic within OPD	30 minutes	Consultant/ Medical Officer
			If needed, conduct of ancillary services (ECG/X-Ray/ Laboratory Ultrasound)	30 minutes <i>(Final/ Official result will be given from 24</i>	Chief of Ancillary Services

				- 72 hours)	
		5	Evaluation for admission / or discharge	5 minutes	Consultant/ Medical Officer
		6	If discharge, patient will be given prescription and home instruction	5 minutes	Nurse/ Consultant/ Medical Officer
		7	Patient will proceed to pharmacy for prescription fill up.	5 minutes	Chief, Pharmacy Section
			If for admission, patient will be escorted to ER Section	5 minutes	OPD Nurse on duty
END OF TRANSACTION				66 MINUTES	

OPD CONSULTATION PROCEDURES

(Monday- Friday 0800H-1700H)

Applicant/ Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military Dependent	Military Dependent ID	1	Verification of Patient Category	1 minute	OPD Nurse on duty
		2	Accomplishment of Medical Record of patient	5 minutes	OPD Nurse on duty
		3	Assessment of Patient (Vital Signs and Chief Complaint)	15 minutes	Consultant/ Medical Officer
		4	Medical Consultation of patient	30 minutes	Consultant/ Medical Officer
			If needed, patient will be refer to Specialty Clininc within OPD	30 minutes	Consultant/ Medical Officer
			If needed, conduct of ancillary services (ECG/X-Ray/ Laboratory/ Ultrasound)	30 minutes <i>(Final / Official result will be given from 24 - 72 hours)</i>	Chief of Ancillary Services

		5	Evaluation for admission / or discharge	5 minutes	Consultant/ Medical Officer
		6	If discharge, patient will be given prescription and home instruction	5 minutes	Nurse/ Consultant/ Medical Officer
		7	Patient will proceed to pharmacy for prescription fill up.	5 minutes	OIC, Pharmacy Section
			If for admission, patient will be escorted to ER Section	5 minutes	OPD Nurse on duty
END OF TRANSACTION				66 MINUTES	

OPD CONSULTATION PROCEDURES

(Monday- Friday 0800H-1700H)

Applicant/ Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
PAF Civilian Employee	CE ID	1	Verification of Patient Category	1 minute	OPD Nurse on duty
		2	Accomplishment of Medical Record of patient	5 minutes	OPD Nurse on duty
		3	Assessment of Patient (Vital Signs and Chief Complaint)	15 minutes	Consultant/ Medical Officer
		4	Medical Consultation of patient	30 minutes	Consultant/ Medical Officer
			If needed, patient will be refer to Specialty Clinic within OPD	30 minutes	Consultant/ Medical Officer
			If needed, conduct of ancillary services (ECG/X-Ray/ Laboratory/ Ultrasound)	30 minutes <i>(Final / Official result will be given from 24 - 72 hours)</i>	Chief of Ancillary Services

		5	Evaluation for admission / or discharge	5 minutes	Consultant/ Medical Officer
		6	If discharge, patient will be given prescription and home instruction	5 minutes	Nurse/ Consultant/ Medical Officer
		7	Patient will proceed to pharmacy for prescription fill up.	5 minutes	OIC, Pharmacy Section
			If for admission, patient will be escorted to ER Section	5 minutes	OPD Nurse on duty
END OF TRANSACTION				66 MINUTES	

OPD CONSULTATION PROCEDURES

(Monday- Friday 0800H-1700H)

Applicant/ Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Paying Civilian	Authority for Consultation	1	Verification of Patient Category	1 minute	OPD Nurse on duty
	Valid ID	2	Accomplishment of Medical Record of patient	5 minutes	OPD Nurse on duty
		3	Assessment of Patient (Vital Signs and Chief Complaint)	15 minutes	Consultant/ Medical Officer
		4	Medical Consultation of patient If Needed, conduct of ancillary services (ECG/ X-Ray/ Laboratory/ Ultrasound)	30 minutes	Consultant/ Medical Officer
			If needed, patient will be refer to Specialty Clinic within OPD	30 minutes	Consultant/ Medical Officer
		5	Preparation of Ancillary Services and/or Consultation Fees	5 minutes	OPD Nurse on duty

		6	Patient will proceed to CRO for Payment of Ancillary Services and/or Consultation Fees	5 minutes	CRO
			Conduct of Ancillary Services	30 minutes <i>(Final/ Official result will be given from 24 - 72 hours)</i>	Chief of Ancillary Services
Paying Civilian		7	Return to Medical Officer for disposition/ evaluation for admission/or discharge	5 minutes	Consultant/ Medical Officer
		8	If discharge, patient will be given prescription and home instruction	5 minutes	Consultant/ Medical Officer
			If for admission, patient will be escorted to ER Section	5 minutes	OPD Nurse on duty

END OF TRANSACTION	71 MINUTES
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Remarks:

- ***Senior Citizens and Person with Disability (PWD) will be given priority***
- ***Patient will be categorized based on Circular Nr 1 GHQ AFP dtd 20 Jan 2004: Medical and Dental Attendance and Maximum Hospitalization at AFP Health Facilities***
- ***Military Patients will be given priority over Civilian Patients***

EMERGENCY ROOM ADMISSION PROCEDURES

(Monday-Sunday 24 Hours)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military	Referral / Medical Tag Active Military ID PHIC Membership Card	1	Doctors orders for admission	5 min	Attending Physician / MOD
		2	Accomplishment of Patient Chart, Clinical Cover Sheet, MDR and PHIC Forms Chief Complaint and Vital signs,	30 min	ER Nurse on duty
		3	Accomplishment of patients admitting history	15 min	MOD/PGI
		4	Carrying out of doctors orders (ex. IV Insertion,)	40 min	ER Nurse/ NA on duty
		5	Coordination with Mess Section about patient's diet	2 min	ER Nurse/ NA on duty
		6	Accomplishment of Nurses notes	10 min	ER Nurse on duty
		7	Coordination with respective ward for the room preparation	10 min	ER Nurse/NA on duty
		8	Patient will be escorted to respective Ward	5 min	ER Nurse/NA/ER Tech on duty

END OF TRANSACTION	117 MINUTES
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EMERGENCY ROOM ADMISSION PROCEDURES

(Monday-Sunday 24 Hours)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military Dependent	Referral / Medical Tag Military Dependent ID PHIC Membership Card	1	Doctors orders for admission	5 min	Attending Physician / MOD
		2	Accomplishment of Patient Chart, Clinical Cover Sheet, MDR and PHIC Forms Chief Complaint and Vital signs,	30 min	ER Nurse on duty
		3	Accomplishment of patients admitting history	15 min	MOD/PGI
		4	Carrying out of doctors orders (ex. IV Insertion,)	40 min	ER Nurse/ NA on duty
		5	Coordination with Mess Section about patient's diet	2 min	ER Nurse/ NA on duty
		6	Accomplishment of Nurses notes	10 min	ER Nurse on duty
		7	Coordination with respective ward for the room preparation	10 min	ER Nurse/NA on duty
		8	Patient will be escorted to respective Ward	5 min	ER Nurse/NA/ER Tech on duty

END OF TRANSACTION	117 MINUTES
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HOSPITAL DISCHARGE PROCEDURES

(Monday-Sunday 0800-1700H)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military	Doctor's Order for Hospital Discharge	1	Doctor's Order for Hospital Discharge	5 min	Consultant / Attending Physician/ MOD / PGI
	Clearance Form	2	Securing of Discharge Clearance, Medical Certificate and validation of duly accomplished Philhealth form of patient	60 min	Nurse on duty / Patient
		3	Discharge Instructions	10 min	Nurse on Duty
END OF TRANSACTION				75 MINUTES	

HOSPITAL DISCHARGE PROCEDURES

(Monday-Sunday 0800-1700H)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Military Dependents/ PAF Civilian Employees	Doctor's Order for Hospital Discharge	1	Doctor's Order for Hospital Discharge	5 min	Consultant / Attending Physician/ MOD / PGI
	Clearance Form	2	Securing of Discharge Clearance, Medical Certificate and validation of duly accomplished Philhealth form of patient	60 min	Nurse on duty / Patient
		3	Discharge Instructions	10 min	Nurse on Duty
END OF TRANSACTION				75 MINUTES	

HOSPITAL DISCHARGE PROCEDURES

(Monday-Sunday 0800-1700H)

Client	Documentary Requirement	Step	Activity	Duration of Activity	Person in Charge
Paying Civilian	Doctor's Order for Hospital Discharge	1	Doctor's Order for Hospital Discharge	5 min	Consultant / Attending Physician/ MOD / PGI
	Clearance Form	2	Accomplishment of Clearance Form, Medical Certificate and validation of duly accomplished Philhealth of patient	60 min	Nurse on duty /Patient
		3	Processing of hospital billing charges of patient	20 min	Nurse on duty
		4	Patient will proceed to Collecting and Remitting Office for Payment of hospital fees and or ancillary/ diagnostic procedures availed prior to discharge	5 min	CRO
		5	Patient will return to ward for validation/ proof of payment and discharge clearances. (<i>To be attached to medical records of patient</i>)	20 min	Nurse on duty
		6	Discharge Instructions	10 min	Nurse on duty

END OF TRANSACTION	120 MINUTES
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