

4. Emergency Room Services

4.1 Emergency Services for Critical Cases

This service rendered Special procedures in the Emergency Room for life and function threatening conditions that are classified as critical cases as they arrive in the hospital.

Office or Division:	St. Paul Hospital			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen			
Who may avail:	All patients in critical cases			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ER Record			Emergency Room	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo triaging or assessment of critical status.	1. Generate Emergency Room records and indicate the patient's arrival date and time. 1.1 Take vital signs, and assess the critical status of patient	None	5 Minutes	<i>Emergency Room Nurse on Duty</i> Emergency Room
2. Undergo resuscitation procedures and medical intervention	2. Conduct resuscitation procedures to stabilize the patient, and give immediate medical interventions. 2.2 Place wristlet/Identification Card band on the patient. 2.3 Interview the patient/	None	1 hour	<i>Resident on duty</i> <i>Emergency Room Nurse on Duty</i> Emergency Room

	watcher regarding the present illness			
3.Wait for admission	3.1 Admit patient to the hospital. 3.2 Complete the Emergency Room record of the patient. 3.3 Hand-over patient to ward	None	2 hours	<i>Resident on Duty Nurse on Duty Emergency Room</i>
	TOTAL	None	3 hours and 5 Minutes	

If referable, transfer of patients will depend on the availability of the referral hospital and patient's condition

4.2 Emergency Services for ER Discharge

This service at the Emergency Room commences when the attending physician gives the patient the disposition for discharge and issues the discharge order. After which, the patient ER record shall be completed and endorsed to the billing unit.

Office or Division:	St. Paul Hospital			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Triage Assessment checklist Emergency Room Record Charge slip Official Receipt or approved			Triage Area Emergency Room nurse station Emergency Room Nurse station Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Wait while the Emergency Room record and charge slip is completed and endorsed to the billing unit.	1.1 Endorse charge slip for computation to the billing unit.	Applicable charges	5 Minutes	<i>ER Nurse on duty</i> Emergency Room
2.Pay to the cashier for paying clients	1.2 Instruct patient/watcher to proceed to billing unit		10 Minutes	<i>Cashier</i> Cash Section
3. Go to the Medical Social Work Service (for those availing of the medical assistance).	2. Process the medical assistance applied for by the patient/watcher	None	20 Minutes	<i>Medical Social Worker</i> Medical Social Work Office

4.Go back to billing Unit and present the approved medical assistance	3.Check the approved Statement of Account	None	5 minutes	<i>Billing clerk</i> Billing & Claims Section
4. Secure discharge slip	4.1 Give discharge clearance Slip to patient or watcher.	None	5 minutes	<i>Billing clerk</i> Billing & Claims Section
5.Go back to Emergency Room nurse's station and give the discharge clearance slip	5.1 Receive discharge clearance slip. 5.1 Sign the discharge clearance slip upon validation. 5.2 Discontinue the IV line and remove all medical devices hooked to the patient.	None	15 Minutes	<i>Nurse on Duty</i> Emergency Room
	TOTAL	Applicable Charges	1 hour and 5 minutes	

4.3 Patient Admission

This service covers the admission of patients in the emergency service complex. The service is open 24/7 in response to those patients needing emergency consultation.

Office or Division:	St. Paul Hospital			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen Government to Government			
Who may avail:	All patients needing admission for thorough observation, examination, treatment and care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Triage form Triage area		Admitting slip Admitting section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to triage area for interview and assessment	1. Interviews and take patient history of present illness.	None	10 minutes	<i>Nurse on Duty/Nurse Attendant</i> Emergency Room Department
	1.1 Examine and assesses patient's condition through actual observation/through medical records if available, if admission is deemed necessary write doctors' order	None	60 minutes	<i>Resident on Duty</i> Emergency Room Department
2. Sign consent form for admission	2. Request patient to sign informed consent	None	5minutes	<i>Nurse on Duty</i> Emergency Room Department
		None	2 hour	<i>Nurse on Duty</i>

	<p>2.2 Checks for completeness of pertinent data and carry out admitting orders</p> <ul style="list-style-type: none"> - Initial meds administration - Intravenous Fluid administration - Request for diagnostic procedures <p>2.3 Perform immediate care and work up for possible allied professional services (laboratory, xray/Ultrasound)</p>	None	30 minutes	<p>Emergency Room Department</p> <p><i>Medical Technologist/ Radiologic Technician</i></p>
3. Proceeds to Admitting section	3. Collects patients' data, fill up cover page of the chart and secure admitting slip	None	30 minutes	<i>Admitting clerk</i> Admitting Section
4. Proceeds back to Emergency room station and submits cover page to Nurse of Duty	4. Receives the admitting slip and attach the cover page to chart	None	10 mins	<i>Nurse on Duty</i> Emergency Room Department
5. Transfers to designated ward.	<p>5. Checks for completeness of chart.</p> <p>5.1 Endorses patient to designated ward Nurse on Duty</p>	None	20 minutes	<i>Nurse on Duty</i> Emergency Room Department

	5.2 Patient stays in the ward base on the standard of care per diagnosis (situational)		72 hours	<i>Nurse on Duty Ward Station</i>
FOR ELECTIVE OPERATION 6. For surgery consult	6. Consult and seen by Surgeon 6.1. Plot operative schedule Contact and inform anesthesiologist 7.1 Doctors orders carried out	None	60 minutes	<i>Medical Officer IV Nurse on duty</i>
7. Transfer to surgical ward	7. Transport to surgical ward via wheelchair an 7.1 Endorse patient	None		<i>Nurse on duty Wardman</i>
	TOTAL	None	2 hours and 10 mins	

Note: If room is not available patient may still stay at the ER