



CITIZEN'S CHARTER
Emergency Department (Medical)

Frontline Service:

Description of the Service:

Type of Transaction:

Client/s who may avail the service:

Requirements:

Fees:

Total maximum duration of service:

Schedule of Availability of Service:

Contact Number:

Medical Emergency Services

The Department is staffed and equipped to provide varied and rapid care for those who are acutely affected with urgent and or life-threatening diseases or trauma in (Adult and Pediatric Patients)

Government to Citizens

All Adult and Pediatric Patients needing urgent medical care/attention

Identification Card

Php 50 PASIG RESIDENTS, 250 NON-PASIG RESIDENTS

30minutes – 6 hours (varies depending on the type of patient/patient's case)

24/7 7 days a week

02 (8) 6432222 local 102

CLIENT STEPS	Possible REQUIRED DOCUMENTS/ REQUIREMENTS	Where/Whom to Secure	Actions	EMPLOYEE RESPONSIBLE	PROCESSING TIME	Fees
<i>I. Before Hospital Entry/Rendering Hospital care</i>						
1. Triage Area Registration	Identification Card, medical referral forms, lab requests	Patient itself, and from other Doctors advise	Er Nurse will Triage properly (quick interview on history of medical concern and check on patient's vital signs)	ER Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/ Maridel Santana/ Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson	5MINS-10MINS 5-10MINS	N/A
2. Receiving calls / referrals from outside Hospital or PEU	Patient's medical Endorsements, Referral forms	From the Endorsing doctors/institution	Doctors will inform NSO and ER staff for the possible patient to be received for ER care, and ward Drs will be informed also if with possible admissions (to prepare necessary medical equipment/medicines and room once the patient arrives)	ER Doctors: Marion Falconitin/ Jefferson Bacalangco/ Victor Borlaza/ Michelle Mendoza/ EA		

				Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te		
<i>II. Filling up of Medical Chart's General Details</i>	None	Clerk station	The Nurse will ask the patient's or patient's relative to fill in all the general Identification details of the patient's concern/ for consultation The ER Clerk will encode the patient's details in the computer and Log the patient's details also in the Logbook	ER Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/Maridel Santana/ Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson ER Clerks: Rose Jane Ortega/ Mary Joy Culaniban/ Reynaldo Reyes,Jr./ Grace Villareal	3-5 minutes	N/A

<p>III. Referring the Patient to the ER Doctor on Duty</p> <p>a.</p>	<p>ER Chart/Other Medical Referral Forms and or laboratory result from patients (whenever the patient has)</p>	<p>ER Nurse Triage area and Patient himself/herself</p>	<p>The ER Doctor will attend immediately to the referral of ER Nurse and facilitate on the ff: (For Patient's 1st assessment)</p> <ol style="list-style-type: none"> a. History Taking of the patient b. Complete and immediate Physical examination of the patient 	<p>ER Doctors: Marion Falconitin/ Jefferson Bacalangco/ Victor Borlaza/ Michelle Mendoza/ EA Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te</p>	<p>5-15minutes Sometimes it varies depending on the case that need to check time to time</p>	<p>N/A</p>
<p>IV. Initiating Doctor's Orders as to:</p> <p>a. Diagnostic/Procedure Requests</p>	<p>Specific Diagnostic Request Forms</p>	<p>ER Doctor and ER Nurse</p>	<p>The ER doctors will write on the chart his/her Doctor's Orders all the necessary Diagnostic requests for the patient, and ER Nurse will carry out and encode it to computer. ER Nurse will inform as necessary all Diagnostic area regarding the request All request and procedure will be explained well to the patient. Patient must consent 1st prior any procedures</p>	<p>ER Nurses and Doctors: Nicole Badong/ Elaine De Leon/ Aileen Calzo/ Maridel Santana/ Marichelle</p>	<p>5-10mins Sometimes depends on the bulk of patients need to carry out</p>	<p>N/A</p>

<p><i>b. Medical Management</i></p>	<p>None</p>	<p>ER Doctor</p>	<p>ER Doctors will state all the immediate mgt/medications for the patients, and handed it to Nurse charge for proper carry out</p>	<p>Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson</p> <p>ER Doctors: Marion Falconitin/ Jefferson Bacalangco/ Victor Borlaza/ Michelle Mendoza/ EA Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te</p>	<p>5-10minutes</p>	
<p><i>V. Processing of Diagnostic Request for patients</i></p>	<p>Diagnostic Request of specific patients that are properly filled out by the ER Doctor/Nurse</p>	<p>ER station at ER Nurse</p>	<p>The laboratory personnel (Medical technologist, Respiratory Therapist, Radiology Technician) must do the ff:</p> <ul style="list-style-type: none"> a. will check the details of the certain laboratory request handed by the ER nurse b. verify to the patient the details of his/her identification prior doing the procedure 	<p>Laboratory Personnel (Medical technologists: Arvin Armедilla/ kathlea Bernardino/</p>	<p>Depends on the procedure and bulk of patients at er but target average time</p>	<p>Depends on the procedures to be taken</p>

			c. will process all specimen to render a result	Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christne Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous	15- 30minutes	
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				<p>Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano</p> <p>Radiology Technicians: Mark Caoleng/ Annalyn Nale/ Jay Gabato/ Rodrigo Roque/ Nora Dela Cruz/ Camille Celestra/ Reshelle Reyes/ Jesus Ramos/ Noel Tarala/ Jomar Concepcion/ Vince Joshua Dela Cruz</p>		
<i>VI. Retrieving Diagnostic Result</i>	Encoded at computer for easy access to all dept concerns	<p>Specific Diagnostic Departments:</p> <ul style="list-style-type: none"> a. Molecular Lab b. Radio Lab c. ECG Lab 	The Different Diagnostic Laboratory will send immediately all medical results of patients at admitted at ER The ER Charge Nurse/Clerk/ER Doctor will receive and secure it to each patient's chart	ER Staff Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/Maridel Santana/ Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson	2minutes act of receiving the result But waiting time will depends on the requests being evaluated	N/A
<i>VII. Doctors 2nd Rounds/assessment to patient:</i>						
<i>a. FF-up examination of patient and interpreting Lab Results</i>	Lab results once available	Chart after receiving from diff diagnostic dept	The doctor will interpret/make necessary additional orders to the patient after second or series of rounds/observation of patient at ER, from their will make final decision/chart orders	ER Doctors: Marion Falconitin/ Jefferson Bacalangco/ Victor Borlaza/	15-30mins or more It depends on the case and ER situation	N/A

<p><i>b. Disposition to Discharge/transfer the patient</i></p>	<p>Lab results once available</p>	<p>“same”</p>	<p>After assessing the patient and correlating all laboratory results, Doctor will make final Discharge orders, including all the discharge forms and home prescription) While for transferred patient to other hospital the doctor will coordinate to the receiving hospital and make all the necessary endorsement papers and procure copy of all laboratory results of patient concern. The reason for transfer and discharge/Prescription/home instructions must be well explained to patient The Nurse will then carry out the MD’s orders</p>	<p>Michelle Mendoza/ EA Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te</p>	<p>15-30mins or more It depends on the case and ER situation</p>	<p>N/A</p>
<p><i>c. Decision to admit the patient</i></p>	<p>Lab results once available</p>	<p>“same”</p>	<p>Patients that are for admission will be admitted by ER doctors, admitting Forms will be filled up, as well as all the admitting orders. The reason for admission as well as the place where to be admitted will also be explained to the patient The consent for admission and rendering of care will also be facilitated</p>	<p>Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te</p>	<p>15-30mins or more It depends on the case and ER situation</p>	<p>N/A</p>
<p><i>VIII. Processing of Final Doctor’s Disposition to the Patient:</i></p> <p><i>a. For admission</i></p>	<p>Admission orders by Doctor</p>	<p>ER Doctor at station</p>	<p>After the ER Doctors accomplish all the final chart orders the ff must be carried out: The nurse will check all the admitting papers, carry out all the ER MDs orders at ER level and prior endorsing to the receiving wards/station NSO will be informed also of the admission as to prepare the room</p>	<p>ER Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/Maridel Santana/</p>	<p>30mins-1 hr depends on the status of ER census</p>	<p>N/A</p>

<p><i>b. For Discharge</i></p>	<p>Discharge orders and home instructions forms and RX</p>	<p>ER Doctor at station</p>	<p>Admission slip will be given to patient and direct to admitting area</p> <p>The nurse will carry out all the MD's orders secure all the forms to be given to the patents and instruct the patient/relative to settle the bill at the cashier</p> <p>For Those patients that is for isolation or quarantine at home will be referred to SWA and NSO Infectious committee for proper contact tracing</p>	<p>Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson</p>	<p>"same"</p>	
<p><i>c. For Transfer</i></p>	<p>Transfer Forms, Lab results, imaging results</p>	<p>ER Doctor/Nurse at station</p>	<p>The Nurse will carry out all MD's orders, Secure all transfer forms and Lan results/imaging.</p> <p>The Nurse will inform and facilitate ambulance section regarding possible transfer</p> <p>The Nurse will inform NSO for the reason and place of transfer, specially if it is COVID related case</p>	<p>ER Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/Maridel Santana/ Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson</p>	<p>"same"</p>	
<p><i>IX. Processing of Hospital Admissions/Bills</i></p>	<p>Discharge slip Admission slip</p>	<p>ER Nurse at station</p>	<p>Once the patient is ready to settle his/her bill after thorough explanation of his/her medical disposition he/she will be directed to hospital cashier</p>	<p>ER Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/Maridel Santana/ Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson</p>	<p>10-15minutes</p>	<p>N/A</p>
		<p>Hosp cashier at upper ground area</p>	<p>For admissible patient he/she will be directed to Hospital admitting section for general identification and instructions on admission</p>	<p>Admitting personnels: Carmela Evangelista/ Carlo Manalo/ Jacueline Cielo/ Jeffrey Lubiano/</p>		

				Maricel Gubat/ Liza Liad/Neil Reyes/ Robelyn Osena/ Charmaine Sumilang/ Carla Bessied/ Jeriz Bea labrador		
<i>X. Transporting patient's for admission/transfers and Discharging a patient</i>	Admitting orders/forms Discharging orders/forms	ER Doctor at chart station	<p>In Transporting admitted patients to designated wards/station the nurse charge must have carried out all the ER orders and endorsed already to the receiving station</p> <p>In discharging patient the ER Nurse must received the cashier receipt of payment from the patient made from hospital cashier</p> <p>Handed all the Home Instructions forms/RX</p> <p>Confirms to ask the patient if he/she have understood all the instructions well by the Doctor.</p> <p>In Transferring the patient for ambulance conduction/self-conduction the nurse must secure all the medical forms prior transfers, as well as lab results/imaging results</p> <p>Receives/check the receipts of payment from the patient made by the hospital cashier</p> <p>Ready all the medical drugs or equipment on transfer</p> <p>Called the ambulance</p> <p>Inform the NSO</p>	<p>ER Doctors:</p> <p>Marion Falconitin/ Jefferson Bacalangco/ Victor Borlaza/ Michelle Mendoza/ EA Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te</p> <p>ER Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/Maridel Santana/</p>	Average target time- 15-30 minutes Depends on er census	N/A

				Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson		
XI. Encoding of Patient's Record as to final disposition (admitted, discharges, transfers)	Er charts/discharge forms/transfer forms	ER Doctor/Nurse at station	The Clerks will encode all the final disposition and diagnosis of the patient	ER Clerks: Rose Jane Ortega/ Mary Joy Culaniban/ Reynaldo Reyes,Jr. / Grace Villareal	5-10mins	N/A
XII. Giving of Customer/Patient's Hospital Service Survey	Cleared for discharged	ER Nurse	The nurse/clerk will give the survey forms to patient an ask to drop it at customer drop box	ER Nurses: Nicole Badong/ Elaine De Leon/ Aileen Calzo/Maridel Santana/ Marichelle Laomoc/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson ER Clerks: Rose Jane Ortega/ Mary Joy Culaniban/ Reynaldo Reyes,Jr./ Grace Villareal	5minutes	N/A

Prepared By:

Acting Head of Unit/ Responsible Officer: Dr. Dhesiree L. Gervacio (Head of ER-PCCH)

ER-PCCH Head Nurse: Jeffrey Picar, RN

Over all Incident Commander as of the moment ER-PCCH COVID Facility: Dr. Nerissa Sabarre