

## 11. Medical Service for Emergency Cases

This service is for patients in need of immediate medical intervention in emergency cases such as vehicular accidents, domestic violence, unforeseen incidents and various illness.

<b>Office or Division:</b>	Emergency Department (ER) Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled up health referral (if there is any) (1 photo copy)		1. Health center/ previous hospital where patient is admitted		
2. Diagnostic results (if there are any) (1 original copy for each results)		2. Health center/ previous hospital where patient is admitted		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	A. ER trauma immediate response			
1. Patient Entrance to ER Room and wait for medical intervention	1.1. Attends to patient immediately for emergency nursing measures interventions;  1.2. Determine the vital signs;  1.3. If are absent gives immediate resuscitative measures;  1.4. Gives support measures and refers patient to the Medical Officer on duty.  1.5. Special cases refer to	None	5 minutes	<i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department

	Special Care Unit;			
2. Patient will undergo vital signs taking if the patient is unconscious the watcher will answer some of the questions interviewed and asked.	2.1. Obtains patient data, takes and records vital signs,  2.2. While doing, the other staff must notify the medical officer on duty.	None	2 minutes	<i>Nursing Attendant</i> PEEDO-DDN Hospital Emergency Department
	B. ER-medical interventions			
1. If the patient is unconscious, will undergo resuscitative measures	1.1. If resuscitative measures fail, pronounce patient as ER Death or Dead on Arrival (DOA).  1.2. Prepares post mortem report	none	15 minutes	<i>Medical Officer</i> PEEDO-DDN Hospital Emergency Department
2. If the patient is declared DOA the watcher will wait for post mortem care and wait for further instructions.	2.1. Gives post mortem care.  2.2. Gives instruction to watcher on post mortem care;  2.3. Issue charge slip meds and supplies utilized;  2.4. Give	none	15 minutes	<i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department

	<p>instruction for payment;</p> <p>2.5. Coordinate with the utility worker on duty for transfer of cadaver to morgue.</p> <p>2.6. Enters patient's data in the ER register logbook including time of arrival, companion and relation to patient.</p>			
<p>3. If payment is required before discharge, the patient proceed to the cashier and secure Official Receipt and present it back to the ER Nurse</p>	<p>3.1. Receive charge slip, and</p> <p>3.2. Issue OR for payment;</p> <p>3.3. Give instructions</p>	<p>Fees depend on the meds and supplies utilized</p>	<p>1 minutes</p>	<p><i>Cashier</i></p>
<p>4. Patient who have undergone medical care and intervention wait for further instruction of the doctor, either for admission, referral or advice to be home medication</p>	<p>4.1. Examines, evaluates, and treats patient while taking his/her health history and writes doctor's orders for medication and treatment;</p> <p>4.2. If patient is a medico-legal case, informs proper authority;</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Medical Officer PEEDO-DDN Hospital Emergency Department</i></p>

	<p>4.3. Prepares request for diagnostic examinations;</p> <p>4.4. If patient is for admission, writes and signs admitting orders and obtain consent for admission;</p> <p>4.5. If patient is for referral to other health facilities, prepares referral documents; and</p> <p>4.6. Gives instruction for the conduct of ambulance referral;</p> <p>4.7. If patient is for discharge, gives Prescription and instructions.</p>			
<p>5. If the patient is for admission, referral of advice to be home, wait for the instruction of the ER Nurse</p>	<p>5.1. Carries out doctor's orders.</p> <p>5.2. Enters patient's data, including pertinent findings and disposition in the ER register.</p>	<p>none</p>	<p>5 minutes</p>	<p><i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department</p>

	<p>5.3. For stat orders, facilities transport of patient to concerned departments.</p> <p>5.4. Gives further instructions</p>			
<p>6. Wait for further instructions of the Nursing Attendant, either for laboratory, referral, OBR or home medication</p>	<p>6.1. Forward request for diagnostic procedures, and issues charge slip;</p> <p>6.2. For admitted patients, forwards Admission Chart to Admitting clerk for HOMIS encoding;</p> <p>6.3. For non-admitted patients, attached charge slip on the clearance slip and indicates total cost on the clearance form.</p> <p>6.4. For patient under OBR prepare charge slip and assist</p>	<p>none</p>	<p>5 minutes</p>	<p><i>Nursing Attendant</i> PEEDO-DDN Hospital</p>

	patient for payment or to MSW for those who cannot able to pay before discharge.			
7. If payment is required for discharge patient proceed to the cashier and secure official receipt and present it back to the Nursing attendant	7.1. Receive charge slip, and 7.2. Issue OR for payment; 7.3. Give instructions	Fees depend on the meds and supplies utilized	1 minutes	<i>Cashier</i>
8. For admitted or discharge patient wait for further instructions of the ER Nurse	8.1. Caries out doctor's orders; 8.2. If for admission, informs the admitting staff; and 8.3. Forwards patient's record to the admitting unit; 8.4. If for discharge give instructions on take home meds medications	None	1 minutes	<i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department
<b>TOTAL:</b>		<b>N/A</b>	<b>1 hour and 6 minutes</b>	