

## **INPATIENT SERVICES**

(Provision of immediate care and management for patients needing hospital confinement until discharge)

Who may avail the service: Patients  
 Service Schedule: MONDAY to SUNDAY (open 24 hours)  
 Requirements: None  
 Fee/s: Refer to revenue code  
 Service Duration: Admission – Till discharge  
 How to avail of the service:

<b>STEPS</b>	<b>CLIENT</b>	<b>ACTION OFFICER</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON-IN-CHARGE</b>	<b>FEES</b>	<b>FORM</b>
1	Receives medicines and other services	Provides nursing services needed during stay	15 Minutes	Ward Nurse/Nursing Attendant	None	None
		Makes daily rounds and as necessary	5 Minutes	ROD/Ward Nurse/ Nursing Attendant	None	None
		Monitors/visits as necessary	5 Minutes	ROD/Ward Nurse/ Nursing Attendant	None	None
		Facilitates ancillary services as ordered	5 Minutes	Ancillary Staff	None	Request Form
		Refers to Medical Officers on duty as necessary	2 Minutes	Ward Nurse/ Nursing Attendant	None	Chart
		Gives health education	15 Minutes	Ward Nurse/ Nursing Attendant	None	None
		Instructs patient/ watcher to fill up in-patient survey form	3 Minutes	Ward Nurse/ Nursing Attendant	None	Survey Form

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
		Prepares patient's chart & forwards it to the different departments for discharge clearance	5 Minutes	Ward Nurse/ Nursing Attendant	None	Chart and Clearance form
2	Goes to Billing Section, pays Hospital Bills	Instructs patients/watchers to go to the Billing Section and pay corresponding bills at the cashier. *If patient is PHIC Member or dependent: Submits Philhealth requirements to Philhealth Office.	10 Minutes	Ward Nurse/ Nursing Attendant, Billing Clerk, PHIC Clerk, Cashier	None	None
3	Gets medicines to be continued at home.	Gives discharge instructions/referral as necessary and unconsumed medicines	5 Minutes	Ward Nurse/ Nursing Attendant	None	Discharge instruction/ Referral Form
		Signs and issues discharge clearance to be shown to the security guard	1 Minute	Ward Nurse	None	Discharge Clearance Form
4	Goes home	Assists patient for discharge	1 Minute	Ward Nurse/ Nursing Attendant	None	None
		Records the date and time of discharge of patient	1 Minute	Ward Nurse	None	Discharge notice and clearance form
		Records patient's condition and disposition upon discharge	1 Minute	Ward Nurse	None	Discharge notice and clearance form
	*For patients to be transferred - prepares for transfer to hospital of choice	-Informs the patient/watchers about the need for referral	3 Minutes	Resident on duty	None	None
		-Secures informed consent for referral	2 Minutes	Ward Nurse	None	Consent form for referral

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
		-Instructs watcher to go to the billing section to settle hospital bill	2 Minutes	Ward Nurse/ Nursing Attendant	None	None
		-Accomplishes referral slip	3 Minutes	Resident on duty	None	Referral form
		-Communicates to the concerned staff of the referral hospital for proper endorsement	3 Minutes	Resident on duty	None	None
		-Conducts safely the patient per ambulance	30 Minutes	Ward nurse and Ambulance driver	None	Referral Form & Trip Ticket
		-Secures return slip	3 Minutes	Ward Nurse	None	Return Slip
End of Transaction						

*Note: Allowable period for extension due to unusual circumstances: Thirty (30) Minutes*