

LA UNION DISTRICT HOSPITALS

1. EMERGENCY DEPARTMENT

(Provision of medical and surgical care to patients arriving at the hospital in need of immediate care.)

Who may avail the service: Patient (may be the accompanying person or watcher)
 Service Schedule: Monday to Sunday (Open 24 hours)
 Requirements: None
 Fee/s: *Php 80.00 (excluding Ancillary Services Fees, if applicable)
 Service Duration: 35 Minutes
 How to avail of the service:

| STEP | CLIENT | ACTION OFFICER | DURATION OF ACTIVITY | PERSON-IN-CHARGE | FEES | FORM |
|------|---------------------------------|---|----------------------|------------------------|------|---|
| 1 | Patient/Watcher gives complaint | Records chief complaint & vital signs, assesses injury/illness of patient and notes necessary patient's personal information; Refers to the Medical Officer on Duty | 5 Minutes | ER Nurse | None | ER blotter |
| 2 | Undergoes Physical Examination | Examines/Assesses Patient's condition | 5 Minutes | Medical Officer | None | ER blotter |
| | | Gives initial management. If necessary , requests for ancillary procedures (laboratory examination, Radiology, ECG, & Ultrasound etc.). | 3 Minutes | Medical Officer | None | Prescription, Radiology/ ECG/ Laboratory Request form |
| | | For surgical cases , institutes emergency care. Refers to PhilHealth section to check PHIC eligibility | 10 Minutes | Medical Officer/ Nurse | | Consent form ER blotter Prescription |

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|---------------------------|---|--|----------------------|---|----------------------------------|---|
| 3 | <p>If necessary, proceeds to Pharmacy/Laboratory or Radiology and wait for results.</p> <p>For Surgical Cases, proceeds to Social Welfare Office/ PhilHealth.</p> | <p>Provides ancillary services</p> <p>Checks patient's PHIC eligibility</p> | 2 Minutes | <p>Pharmacist/ Medical Technologist/ Radiology Technologist</p> <p>Social Welfare Officer/ PhilHealth clerk</p> | None | Request form |
| 4 | Returns to Emergency Room for Medical Assessment/ Disposition | Evaluates/ Interprets results from Ancillary Services | 3 Minutes | Medical Officer | None | None |
| | | Determines disposition of patient: to be admitted, discharged, referred, or transferred to other institution. | 2 Minutes | Medical Officer, ER Staff | None | Doctor's order & Nurse's compliance sheet |
| 5 | <p>For Discharge:</p> <p>a. Proceeds to cashier for payment of bills and goes home with medications.</p> <p>For admission:</p> <p>b. Submits self for admission.</p> <p>For transfer/ referrals:</p> <p>c. Consents for transfer to other institution.</p> | <p>Receives payment and issues Official Receipt</p> <p>Refer to admission services</p> <p>Refer to ambulance service</p> | 2 Minutes | Cashier | Php80.00 + Ancillary fees if any | <p>Charge slip</p> <p>Consent Form</p> <p>Referral form</p> |
| END OF TRANSACTION | | | | | | |

Note: Allowable period for extension due to unusual circumstances: One (1) hour depending upon the extent of injury for surgical cases and observation time for other cases.