



EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

CITIZEN'S CHARTER



EMERGENCY ROOM

PROCESS: ER OBSERVATION

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: All Patients with emergent or urgent condition
- C. WHAT ARE THE REQUIREMENTS: Accomplished Customer Information Sheet (CIS), ER Blotter
- D. DURATION: 3 hours and 45 minutes
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit Accomplished Customer Information Sheet (CIS)	-Enter patient's information in the iHomis. Get vital signs, write at the back of CIS, triaging of patient. -Give the ER blotter to the doctor and calls the patient.	5 minutes	ER Staff	None	<ul style="list-style-type: none"> ER blotter and CIS
	<i>Paghatag og impormasyon sa pasyente</i>	<i>Ipalista ang impormasyon sa pasyente sa iHomis. Magkuha sa vital signs dayon isulat likod sa impormasyon nga papel.</i>	5 minutos	<i>ER Staff</i>	<i>Wala</i>	<ul style="list-style-type: none"> <i>ER blotter and CIS</i>
		<i>Ihatag ang ER blotter sa doctor para matawag.</i>	5 minutos	<i>ER Doctor</i>	<i>Wala</i>	

2	Confer with the ER doctor.	<p>Treatment and Management: -Administer prescribed drugs and medications -laboratory -monitoring of patient</p> <p>Give necessary treatment as ordered by doctor.</p> <p><i>Pag-atiman og pagtambal:</i> -pagdapat sa insakto nga tambal -pagpa-laboratory -pag monitor sa pasyente</p> <p><i>Paghatag sa tambal nga kinahanglan nga gi-order sa doctor.</i></p>	<p>3 hours and 35 minutes</p> <p><i>3 ka oras ug 35 minutos</i></p>	<p>ER Doctor ER Nurse</p> <p>ER Nurse</p> <p><i>ER Doctor</i> <i>ER Nurse</i></p> <p><i>ER Nurse</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>• Patient's Chart</p> <p><i>Patient's Chart</i></p>
END OF TRANSACTION						

PROCESS: ER CONSULTATION

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
B. WHO MAY AVAIL OF THE SERVICE: All Patients with emergent or urgent condition
C. WHAT ARE THE REQUIREMENTS: Accomplished Customer Information Sheet (CIS),ER Blotter,ER Charge Slip
D. DURATION: 1 hour and 8 minutes
E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit Accomplished Customer Information Sheet (CIS) <i>Paghatag og impormasyon sa pasyente</i>	-Enter patient’s information in the iHomis. Get vital signs, write at the back of CIS, triaging of patient.	5 minutes	ER Staff	None	<ul style="list-style-type: none">ER blotter and CIS <i>ER blotter and CIS</i>
		-Give the ER blotter to the doctor and calls the patient.	5 minutes	ER Doctor		
		<i>Ipalista ang impormasyon sa pasyente sa iHomis. Magkuha sa vital signs dayon isulat likod sa impormasyon nga papel.</i>	<i>5 minutos</i>	<i>ER Staff</i>	<i>Wala</i>	
		<i>Ihatag ang ER blotter sa doctor para matawag.</i>	<i>5 minutos</i>	<i>ER Doctor</i>		
2	Confer with the ER doctor.	Treatment and Management (if with medications given, monitoring of 15 minutes is done).	55 minutes	ER Doctor	None	<ul style="list-style-type: none">ER Blotter
		Discharge patient.	3 minutes	ER Doctor	None	

	<i>Makig-diskas sa doctor human gitawag.</i>	<i>Pagtambal og pagkonsulta (if dunay tambal gihatag, monitoron sud sa 15 ka minutos).</i> <i>I discharge ang pasyente.</i>	<i>55 minutos</i> <i>3 minutos</i>	<i>ER Doctor</i> <i>ER Doctor</i>	<i>Wala</i> <i>Wala</i>	<i>ER Blotter</i>
3	Pay service charge to cashier.	Refer to cashier process		Cashier		• ER Charge Slip
	<i>Bayad sa cashier</i>	<i>Mag-base sa proceso sa cashier.</i>				
3.1	If cannot pay, the patient may seek the assistance of the Social Worker.	Refer to MSSU Process		MSSU		
	<i>Og dili makabayad, doul sa social worker para matabangan</i>	<i>Mag-base sa proceso sa MSSU.</i>				
END OF TRANSACTION						

PROCESS: ER ADMISSION

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
B. WHO MAY AVAIL OF THE SERVICE: All Patients with emergent or urgent condition
C. WHAT ARE THE REQUIREMENTS: Accomplished Customer Information Sheet (CIS), ER Blotter, Patient's Chart
D. DURATION: 3 hours
E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit Accomplished Customer Information Sheet (CIS) <i>Paghatag og impormasyon sa pasyente</i>	-Enter patient's information in the iHomis. Get vital signs, write at the back of CIS, triaging of patient. -Give the ER blotter to the doctor and calls the patient. <i>Ipalista ang impormasyon sa pasyente sa iHomis. Magkuha sa vital signs dayon isulat likod sa impormasyon nga papel.</i> <i>Ihatag ang ER blotter sa doctor para matawag.</i>	5 minutes 5 minutes 5 minutos 5 minutos	ER Staff ER Doctor	None Wala	<ul style="list-style-type: none">ER blotter and CIS
2	Confer with the ER doctor.	Treatment and Management: -Administer prescribed drugs and medications -laboratory -monitoring of patient Admit patient, transport and endorsed patient to receiving nurse	2 hours and 40 minutes 10 minutes	ER Doctor ER Nurse ER Nurse	None	<ul style="list-style-type: none">Patient's Chart

		(wards and other areas).				
	<i>Makig-diskas sa doctor human gitawag.</i>	<i>Pag-atiman og pagtambal:</i> <i>-pagdapat sa insakto nga tambal</i> <i>-pagpa-laboratory</i> <i>Pag monitor sa pasyente</i>	<i>2 ka oras ug 40 minutos</i>		<i>Wala</i>	
		<i>Pag-admit sa pasyente, pagbalhin og pag endosar sa modawat nga nars (wards og uban pang areas).</i>	<i>10 minutos</i>			
END OF TRANSACTION						