



EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

CITIZEN'S CHARTER

Pay Ward



PROCESS: Payward Services

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: All patients who will avail of our Semi- Private and Private Rooms
- C. WHAT ARE THE REQUIREMENTS: Patient's chart, Medication Sheet Prescription, Laboratory Requests Admission Logbook, Charge Slip, Clearance slip, Patient Satisfaction Survey Form
- D. DURATION: 40 minutes
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Admission from Emergency Room/Delivery Room -Patients admitted from ER/DR to our ward, the staff nurse should accompany and assist patient to her/his bed. -Nursing Staff will go to the Pharmacy and get the medications prescribed by doctor. -S.O. will send the laboratory request ordered	Receive the endorsement from staff nurse of ER/DR, bring the patient to her/his bed and place her/him comfortably. - Give the prescribed medicines in right time and right dosage. - Follow-up the laboratory results if done at ER/DR. If not yet done, facilitate Laboratory requests. -Write the names of the new admitted patients to the log.	10 minutes	Nurse in ward	None	Patient's chart Medication Sheet Prescription Laboratory Requests Admission Logbook

	<p>by the doctor.</p> <p><i>Admisyon gikan sa Emergency Room/Delivery Room</i></p> <p><i>- Pasyente nga naadmit gikan sa ER/DR ubanan sa Nars padulong sa iyang katre</i></p> <p><i>-Ang empleyado ang mo adto sa botika para pagkuha sa tambal nga gi order sa doctor.</i></p> <p><i>- Tagtungod moadto sa Cahier para pagbayad sa mga tambal ug laboratory nga gi order sa doctor</i></p>	<p><i>- Dawaton ang indorse sa ER/DR, ipahimutang sa iyaha nga katre ang pasyente, tagaan sa iyaha nga tambal ug I-follow-up ang mga eksaminasyon sa laboratory</i></p> <p><i>- Magsulat sa admisyon logbook sa pangalan sa pasyente</i></p>	10 minutos	Nars sa ward	Wala	<p>Patient's chart</p> <p>Medication Sheet</p> <p>Prescription</p> <p>Laboratory Requests</p> <p>Admission Logbook</p> <p>—</p>
2	<p>Discharge Patient</p> <p>- The watcher/ S.O. will go to Billing Section for patient's hospital bill.</p> <p>- Then S.O. will go to cashier to pay.</p>	<p>- Prepare charge slip and bring it by nurse to Billing.</p> <p>-Instruct watcher to go to the billing to get their hospital bill.</p> <p>-Then have clearance slip signed, and instruct watchers when to follow up and their home medications.</p> <p>-Give and instruct the watcher to answer the Satisfaction Survey Form. Write it to discharged logbook.</p>	<p>10 minutes</p> <p>5 minutes</p>	Nurse in ward Billing Section Cashier	Depends on the patient's hospital bill	<p>Charge Slip</p> <p>Clearance slip</p> <p>Clarence Slip</p> <p>Patient Satisfaction Survey Form</p>

	<p><i>Pag-uli o Pag gawas sa Pasyente</i></p> <p><i>- Ang tagtungod sa pasyente moadto sa billing section para sa iyahang hospital bill.</i></p> <p><i>- Mobayad sa iyaha bayranan sa Cashier</i></p> <p><i>-Magpapirma sa clearance slip sa cashier, Billing Section ug nars sa ward</i></p> <p><i>- Magpapirma sa Clearance slip sa Cashier, Billing Section ug Nars sa Ward</i></p>	<p><i>-Andamon ug ihatag ang charge slip sa Nars didto sa billing section. Ug sultihan ang bantay o tagtungod sa pasyente nga moadto sa billing section aron mobayad sa cashier ug magpapirma sa clearance slip</i></p> <p><i>-Pirmahan ang Clearance Slip sa pasyente tagaan ug sultihan nga sulatan ang Satisfaction Survey Form.</i></p> <p><i>-Sultihan usab ang pasyente bahin sa iyaha nga tambal nga padayon niya imnon sa balay.</i></p> <p><i>-Ihatag ang clearance slip sa guwardya dayon gawas sa hospital.</i></p>	<p><i>10 minutos</i></p> <p><i>5 minutos</i></p>	<p><i>Nars sa ward</i> <i>Billing</i> <i>Section</i> <i>Cshier</i></p> <p>Nars sa ward</p>	<p>Depende sa total nga bayranan sa pasyente</p>	<p>Charge Slip Clearance slip</p> <p>Clarence Slip Patient Satisfaction Survey Form</p> <p>—</p> <p>—</p>
3	<p>Transfer/Refer to other Hospital</p> <p>- Watcher will go to Billing Section to settle their bills then pay to Cashier.</p>	<p>-Doctor's will make the referral and facilitate in trans. patient</p> <p>-inform the ambulance driver and prepare the trip ticket</p> <p>-Nurse will go to the patient in transferring to hosp. of choice</p> <p>-Clearance slip must be signed by billing, cashier and ward nurse. Give and instruct the watcher to answer the Satisfaction Survey Form.</p>	<p>10 minutes</p> <p>5 minutes</p>	<p>Nurse In Ward/ Billing Section</p> <p>Nurse In Ward/ Billing Section</p>	<p>Depends on the patient's hospital bill</p>	<p>Charge Slip Clearance Slip</p> <p>Clearance Slip Patient Satisfaction Survey</p>

	Pagbalhinngadto lain sa hospital - Moadto ang tagtungod sa pasyente sa billing para sa ilaha bill ug mobayad sa cashier.	-Doktor ang mohimo sa referral ug mo asikaso aron sa pagbalhin sa napiling tambalanan -Nars sang mo koyug ug modala sa pasyente ngadto sa napiling tambalanan -Pirmahan ang Clearance Slip sa pasyente tagaan ug sultihan nga sulatan ang Satisfaction Survey Form.	10 minutos	Nars sa ward Billing section cashier	Depende sa total nga bayranan sa pasyente	Charge Slip Clearance Slip
			5 minutos	Nars sa ward		Clearance Slip Patient Satisfaction Survey
END OF CONSULTATION						