

3. For Patient Conduction OUTSIDE AOR (outside San Juan City).

These services cater to the constituents that are suffering from long-term or chronic illnesses but are **NOT** in an emergency situation. They are in need of transportation assistance due to their physical and/ or medical conditions (e.g. comatose and bed ridden patients)

Any patient under emergency condition will not fall in this category and will immediately be transported to the **nearest** hospital for medical treatment.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE	
Classification:	Highly technical	
Type of Transaction:	Government to citizen	
Who may avail:		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>a.) Received call from Hotline (02-7238-43-33)</p> <p>b.) Personal Coordination to CDRRMO</p> <ul style="list-style-type: none"> • Physician/ Medical Doctor (If needed, as per assessment of personnel on duty) • Provide the necessary information needed. • Name of caller: • Contact number of caller: • Name of patient/ patient: • Case or condition of the patient: • Exact Location: • History of illness: • Assessment or intervention performed (If any): • Request/ Coordination letter from requesting party to CDRRMO: <p>Additional information</p> <p>a.) For Home to Hospital Patient Conduction</p> <ul style="list-style-type: none"> - Coordination of requesting party to the Hospital of choice within San Juan City - CDRRMO Personnel will verify the coordination and need for a Physician before transport <p>b.) For Hospital to Home Patient Conduction</p>	

<ul style="list-style-type: none"> - Clearance and/ or discharge form from the hospital. - Signed waiver for patients with HAMA, DAMA, THOC, or DNR* Forms. <p>c.) For Hospital to Hospital Patient Conduction</p> <ul style="list-style-type: none"> - Coordination between the two (2) hospitals involved and/or between the requesting party and receiving hospital. - CDRRMO personnel will verify coordination and need for a Physician before transport <p>*HAMA – Home against Medical Advice DAMA – Discharge against Medical Advice THOC – Transfer to Hospital of Choice DNR – Do Not Resuscitate</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordination to CDRRMO. Requesting party will forward a request or coordination letter to CDRRMO	Emergency Response Team Leader (For Dispatch Decision) and Operations Section Personnel (For coordination) Inform Requesting Party of Documents & other Requirements for Transport	none	2 minutes	CDRRMO OPERATION ON DUTY
Proceed to City Administrator's Office for approval and endorsement of the request	Approval/Disapproval of endorsement)		30 minutes	City Administrator
Requesting party will proceed to CDRRMO for final approval and verification of transport	Approval of final dispatch depending on the availability of the Ambulance		5 minutes	CDRRMO Chief
Requesting party shall accompany the ERT en route to the patient's location	ERT will Transport the patient to the location stated within AOR		45 minutes	Transport Team

END OF TRANSACTION