

SAN JUAN MEDICAL CENTER

EMERGENCY DEPARTMENT

Office or Division:	San Juan Medical Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Residents of San Juan City, Any patient with emergency cases			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record / ED Record (1)		SJMC Emergency Department		
Ancillary Request Form (1)		Laboratory, Radiology, Pharmacy Departments & Pulmonary Services		
Consent Form (for Admission) (1)		Admitting & Disposition Section		
Charge Slips (1)		ER Nurse, Ancillary Services		
Discharge Slip (1)		ER Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approach and inform the Triage Officer/Nurse of chief complaint	Inquire of the patient's chief complaint and examines about patient's injury or illness; classifies case as URGENT, EMERGENT, NON-EMERGENT	None	10 minutes	Triage Officer/ Nurse
	Takes patient's vital sign	None	5 minutes	Triage Officer/ Nurse
	Generates ED Record	None	3 minutes	ER Nurse
	Refers patient to Emergency Room Officer	None	2 minutes	ER Nurse
2.ERO examines the patient	Takes medical history and examines the patient.	None	20 minutes	ER Officer
	Prepares requests for ancillary procedures (if applicable)	None	10 minutes	ER Officer
3.Proceed to Ancillary Services	Performs Diagnostic procedures	None	1 hour	Ancillary Diagnostic Staff

	Provides appropriate treatment to patient; refers to specialized medical services (if applicable)	None	15 minutes	ER Officer/ ER Nurse
4. Patient rested while waiting for results of the diagnostic procedure	Receives results of diagnostic procedures from Ancillary Services	None	1 hour	ER Officer / Resident on duty
	Evaluates results of diagnostic procedures	None	10 minutes	ER Officer / Resident on duty
	Writes order and completes the ED chart; gives notice of admission to the patient/ responsible watcher or guardian	None	20 minutes	ER Officer / Resident on duty
FOR ADMISSION				
5. Relatives/ responsible watcher/ guardian of patient proceeds to Admitting Section for registration and admission of patient.	Interviews and secures consent for admission; ensures admission form is duly accomplished and signed by patient/ responsible watcher/ guardian; confirms and assign available room	None	40 minutes	Admitting Clerk
6. Patient brought to room of choice or ward for confinement	Completes the patient's chart, secures consent, attaches laboratory and other diagnostic results to the chart, and accompanies patient to the ward	None	30 minutes	ER Nurse
END OF TRANSACTION				

If the patient is for discharge, please see Emergency Department Step 1 to 4 then followed by the steps below:

FOR DISCHARGE				
	Determines if the patient is for discharge or for transfer to other hospital, or if patient /watcher/guardian requests to go home against medical advice (HAMA); or if the patient came in as DOA and ER death, or has absconded. ED record must be accomplished with complete details of patient and	None	20 minutes	ER Officer/ Resident on duty/ ER Nurse

	corresponding waivers attached then handed to ER Nurse for disposition			
	Gives the statement of account to the patient/watcher/guardian			
5.Watcher/ relative of patient proceeds to the cashier for payment	Receives payment and issues OR	With fee	30 minutes	Cashier
6.Watcher/ relative to head back to ER to show Official Receipt	Receives and validate Official Receipt	None	3 minutes	ER Nurse
7.Patient receives the discharge notice	Gives health instructions, home medications as ordered and the schedule of follow up	None	10 minutes	ER Nurse
8.Discharge patient	Prepares (final check if contraptions are removed) and clears patient for discharge	None	5 minutes	ER Nurse
	Transports patient out of ER via wheelchair or stretcher	None	3 minutes	Utility Worker
END OF TRANSACTION				