



# CAVITE MUNICIPAL HOSPITAL



## Admission and Discharge of Patient

<b>Office or Division:</b>	Cavite Municipal Hospital			
<b>Classification:</b>	Frontline			
<b>Type of Transaction:</b>	External			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• Admitting Slip			Hospital	
• General Admission Logbook			Patient	
• Admitting Physician				
• Billing/Cashier Classification Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration Patient's relative present admitting order/Admitting Slip	1.1 Receive admitting slip/admitting order 1.2 Log in General Admission Logbook 1.3 Get other needed patients data	None	20 minutes	<i>Nurse-on-Duty</i>
2. Admission to Ward	2.1 NOD notifies Nurse Station of the new admission. 2.2 Nursing Attendant prepares room and bed assignment and facilitates supplies needed. Institutional Worker directs and brings the patient to the designated ward.	None	25 minutes	<i>Nurse-on-Duty</i> <i>Institutional Worker on Duty</i>
3. Patient Care and Management	3.1 Performs daily routine patient care. 3.2 Follows religiously clinical pathway procedure for certain diseases Oversees patient medical care.	None	20 minutes	<i>Nurse-on-Duty</i> <i>Institutional Worker on Duty</i> <i>Resident on Duty</i> <i>Attending Physician</i>



4. Disposition	<p>4.1 Examines and evaluates patient. Indicates in patient's chart "May Go Home" order.</p> <p><i>If the patient requests discharge against medical advice (DAMA), the NOD refers the request to Attending Physician.</i></p>	None	15 minutes	<i>Attending Physician/ Resident on Duty</i>
5. Discharge	<p>5.1 discharge order, write discharge instructions and prescription for take home medicines</p> <p>5.2 Follow up check-up Review chart for completeness.</p> <p>5.3 Gives discharge instructions and health education to patients/ informs date of follow-up schedule</p> <p>5.4 Prepare clearance certificate</p> <p>5.5 Bring clearance certificate to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Pharmacy</li> <li><input type="checkbox"/> Laboratory</li> <li><input type="checkbox"/> Records</li> <li><input type="checkbox"/> Benefits Section - Deduct Philhealth Benefits (if with Philhealth)</li> </ul>		<p>20 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>20 minutes</p>	<p><i>Attending Physician</i></p> <p><i>Ward Nurse on Duty</i></p> <p><i>Ward Nurse on Duty</i></p> <p><i>Benefits Clerk on Duty</i></p> <p><i>Billing/cashier Clerk on Duty</i></p>
6. Proceed to Resident on Duty / Billing Cashier if patient cannot pay the corresponding hospital bill	<p>6.1 Receive statement of account, re-evaluate patient and secure endowment fund to cover hospital expenses</p> <p>6.2 Prepare Promissory Note. Refer back to billing section</p>	None	10 minutes	<i>Admitting Physician / Billing Cashier on Duty</i>



7. Billing Cashier reevaluation notice	7.1 Receive social evaluation notice, issue statement of account, signed the clearance certificate	None	10 minutes	<i>Billing/Cashier Clerk on Duty</i>
8. Present Official Receipt/Clearance Certificate	8.1 Issue discharge slip 2 copies • Patients copy 8.2 • Nurse Station copy	None	5 minutes	<i>Ward Nurse on Duty</i>
9. Present Discharge Slip to: Ward Nurse	9.1 Receive discharge slip, check if all equipment/ items previously issued to patients have been return. Give final instruction, regarding home care, medication and check-up schedule. Discharge patient at the ward			
<b>TOTAL</b>		<b>None</b>	<b>2hrs 55 min</b>	



## Out-Patient Department (OPD)

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<b>Type of Transaction:</b>	External			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Health Declaration Form		Hospital		
• OPD Form		Patient		
• Hospital Number				
• Laboratory Request/ Result				
• Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Security Guard Desk	1.1 Register at visitor's log sheet. 1.2 Implement "No Mask No Entry" and Social Distancing 1.3 Explain the importance of Covid-19 Health Declaration Form 1.4 Give Health Declaration form to be filled-up	None	5 minutes	<i>Security Guard</i>
2. Triage	2.1 Assess all individuals who will enter the hospital seeking medical intervention	None	5 minutes	<i>Nurse on Duty / Nursing Attendant on Duty / Resident on Duty</i>
3. Registration	3.1 Instruct patient or its companion to write in the OPD Master list then wait for their name to be called for registration. For new patient Issue hospital number. For old patient, retrieve records from OPD filing cabinet.	None	10 minutes	<i>Nurse on Duty / Nursing Attendant on Duty / OPD Clerk</i>



4. Assessment	4.1 Interview and determine chief complaints 4.2 Take vital signs 4.3 Give queue numbers	None	5 minutes	<i>Nurse on Duty / Nursing Attendant on Duty / OPD Clerk</i>
5. Consultation/ Examination	5.1 Take history and thorough physical examination 5.2 Issue laboratory request as needed	None	10 minutes	<i>Resident on Duty</i>
6. Proceed to Cashier	6.1 Check the laboratory request for the corresponding payment 6.2 Issue official receipt	Refer to posted rate/fees	5 minutes	<i>Cashier</i>
7. Proceed to Laboratory	7.1 Receive laboratory request together with official receipt 7.2 Perform required procedure 7.3 Instruct to wait for the release of result	None	30 minutes	<i>Medical Technologist</i>
8. Back to consultation room	8.1 Re-examine patient based on diagnostics results	None	10 minutes	<i>Resident on Duty</i>
9. Treatment Plan	9.1 Not for Admission: • Give home instructions for the prescribed medication and advice for follow-up check-up (if necessary). • Instruct patient/relative to put the filled-up client's feedback form in the feedback form box. • Log the OPD records in the OPD Logbook and keep the new and old records to the file cabinet section  9.2 For Admission:	None	30 minutes	<i>Nurse on Duty / Nursing Attendant on Duty / Resident on Duty / Institutional Worker</i>



	<ul style="list-style-type: none"> <li>• The patient or relative will be asked to read and sign letter of consent confirming that they are not forced to undergo confinement.</li> <li>• The nurse prepares and carry out doctor's order, including intravenous fluid insertion and giving stat medications.</li> <li>• Prepares the list of medicine/ medical supplies to be used for admission using charge slip</li> <li>• Instruct the patient's relative to proceed to pharmacy and get the necessary medicine /medical supplies.</li> <li>• Log the patient's information to ER logbook and marked as admission in disposition column</li> <li>• Properly endorsed to ward nurse on duty</li> </ul>			
TOTAL		None	1 hour 50 minutes	



## Emergency Services

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<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• Health Declaration Form			Hospital	
• OPD Form			Patient	
• Hospital Number				
• Laboratory Request/ Result				
• Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Assessment / Triage	1.1 Take vital sign 1.2 Do interview, determining the case 1.3 Refer to respective room - Triage/Holding area: for PUI patient - ER: Regular emergency patient	None	10 minutes	<i>Nurse on Duty / Nursing Attendant on Duty</i>
2. Registration	2.1 Issue Hospital Number - for new patient Issue hospital number. - for old patient, retrieve records from OPD filing cabinet. 2.2 Take patient's data	None	5 minutes	<i>Nurse on Duty / Nursing Attendant on Duty</i>
3. Examination and Work-Up	3.1 Examine and evaluate patient's condition - History taking - Physical . Examination . Assessment - Treatment Plan . Emergency Measure  3.2 Explain the importance of diagnostic and therapeutic procedures to be	None	1 hour	<i>Resident on Duty</i>





	performed/ to be requested			
	3.3 Issue request for Laboratory			
4. Laboratory Procedures	4.1 Receive request and specimen  Issue results (release of results of laboratory as per time specify in the request slip)	Refer to posted rate/fees	30 minutes	<i>Medical Technologist</i>
5. Evaluation	5.1 Receive results and attached to patient's form 5.2 Evaluate diagnostic results and re-examine patient for disposition	None	15 minutes	<i>Nurse on Duty / Nursing Attendant on Duty / Resident on Duty</i>
6. Treatment Plan	6.1 For Admission - Issues Admission Orders and Admission Slip. The patient and/ or relatives proceed to Admitting Section for ward assignment, Nurse accompanies patient to ward. (Refer to Admission Procedure) 6.2 Not for Admission - Discharge patient at the Emergency Room; Discharged against Medical Advice, referred or transferred to other hospitals, ER Death, Dead on Arrival, Absconded	None	30 minutes	<i>Nurse on Duty / Nursing Attendant on Duty / Resident on Duty / Institutional Worker</i>
7. Billing Section for Clearance	7.1 The patient and/or relatives proceeds to Billing Section for appropriate charges. 7.2 Cashier staff issues Official Receipt for ER charges.	Refer to posted rate/fees	10 minutes	<i>Cashier</i>



	7.3 The patient and/or relative presents OR to ER Clerk. 7.4 Release patient.			
TOTAL		None	2 hours 40 minutes	

### CONTACT INFORMATION

Office	Address	Contact Information
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