



KAWIT KALAYAAN HOSPITAL



Admission and Discharge of Patients

Office or Division:	Satellite Hospital – Kawit Kalayaan Hospital			
Classification:	Frontline			
Type of Transaction:	External			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Admitting Order • General Admission Logbook • Clearance Certificate • Billing Statement • Social Worker Classification Form • Discharge Slip 			Kawit Kalayaan Hospital	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: All Patients/Relatives/Companions will undergo initial screening procedure due to COVID-19 Pandemic.				
1. Registration Patient's relative present admitting order/Admitting Slip Note: All elective cases for Normal Spontaneous Delivery(NSD) or minor procedures whether indigent or private case MUST HAVE RT-PCR done with negative results at least two (2) weeks before the expected date of delivery or procedures.	1.1 Secure consent for admission. 1.2 Receive admitting slip/admitting order 1.3 Log in General Admission Logbook 1.4 Get other needed patients data 1.5 Patients are tagged accordingly (Philhealth or Non-Philhealth)	None	20 minutes	Nurse on Duty Nursing Attendant on Duty
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. 2.3 Institutional Worker directs and brings the patient to the designated ward.	None	15 minutes	Nurse on Duty Nursing Attendant on Duty Institutional Worker on Duty
3. Patient Care and Management	3.1 Performs daily routine patient care.	None	30 minutes	Nurse-on-Duty



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	3.2 Follows religiously clinical pathway procedure for certain diseases 3.3 Oversees patient medical care.			Nursing Attendant on Duty Institutional Worker on Duty Resident on Duty/Attending Physician
4. Disposition	4.1 Examines and evaluates patient. Indicates in patient's chart "May Go Home" order. 4.2 Examines and evaluates patient. Indicates in patient's chart "THOC" order. <i>If the patient requests discharge against medical advice (DAMA), the NOD refers the request to Attending Physician.</i>	None	15 minutes	Resident on Duty/Attending Physician
5. Discharge	5.1 Prepare discharge order, write discharge instructions and prescription for take home medicines		15 minutes	Resident on Duty/Attending Physician
	5.2 Follow up check-up Review chart for completeness.		10 minutes	Ward Nurse on Duty
	5.3 Gives discharge instructions and health education to patients/			



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	informs date of follow-up schedule		5 minutes	Ward Nurse on Duty
	5.4 Prepare clearance certificate			
	5.5 Bring clearance certificate to:			
	<input type="checkbox"/> Pharmacy <input type="checkbox"/> Laboratory <input type="checkbox"/> Records <input type="checkbox"/> Benefits Section - Deduct Philhealth Benefits (if with Philhealth) <input type="checkbox"/> Billing/Cashier – Check patient's jacket, prepare statement of account		3 minutes	Ward Nurse on Duty
			25 minutes	Pharmacist Medtech Records Clerk Philhealth Clerk on Duty
				Billing Clerk/ Cashier on Duty
6. Proceed to Social Worker if patient cannot pay the corresponding hospital bill	6.1 Receive statement of account, re-evaluate patient and secure endowment fund to cover hospital expenses 6.2 Prepare Promissory Note. Refer back to billing section	None	10 minutes	Social Worker on Duty
7. Present Social Worker re-evaluation notice	7.1 Receive social evaluation notice, issue statement of account, signed the clearance certificate	None	10 minutes	Billing Clerk/ Cashier on Duty



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8. Present Official Receipt/Clearance Certificate	8.1 Issue discharge slip 2 copies <ul style="list-style-type: none"> • Patients copy • Nurse Station copy 	None	5 minutes	Ward Nurse on Duty
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 9.2 Check discharge slip presented by discharged patient and release		5 minutes	Ward Nurse on Duty
Security Guard			2 minutes	Security Guard on Duty
	TOTAL	Refer to payment slip	35 minutes (for admission) 2 hours 15 minutes (for discharge)	



Out-Patient Consultation

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CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Thermal Scanner • PPE's • Face Mask, Face Shield • Visitor's Log Sheet • COVID-19 Declaration Form • Hospital ID Number • OPD Form 			Kawit Kalayaan Hospital	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entrance/ Exit (Upon Arrival)	<p>All Patients/ Relatives/ Companions will undergo initial screening procedure due to COVID-19 Pandemic and must fill-out Visitor's Log Sheet.</p> <p>Strictly implement "NO MASK, NO ENTRY", "ONE ENTRANCE, ONE EXIT POLICY", "SOCIAL DISTANCING".</p> <p>If patient is symptomatic - proceed to holding area</p> <p>If patient is asymptomatic - proceed to OPD area</p>	None	5 minutes	Security Guard on Duty
2. TRIAGE	<p>Conduct 2nd screening.</p> <p>Fill-out COVID-19 Declaration Form</p> <p>Assess all patients who will enter the hospital seeing medical intervention</p>	None	15 minutes	Triage Officer Nurse on Duty
3. Registration Proceed to OPD Security Guard for listing	<p>For new patient Issue hospital number Issue OPD Form</p> <p>For old patient Issue OPD form Retrieval of records</p>	<p>New patient only P20</p> <p>Old patient None</p>	<p>5 minutes</p> <p>10 minutes</p>	<p>Records Clerk OPD Nursing staff on Duty</p> <p>OPD Nursing staff on Duty Records Clerk</p>
4. Proceed to holding area	Assess and evaluate for final disposition	None	Depends on how soon the	Resident on Duty RHU

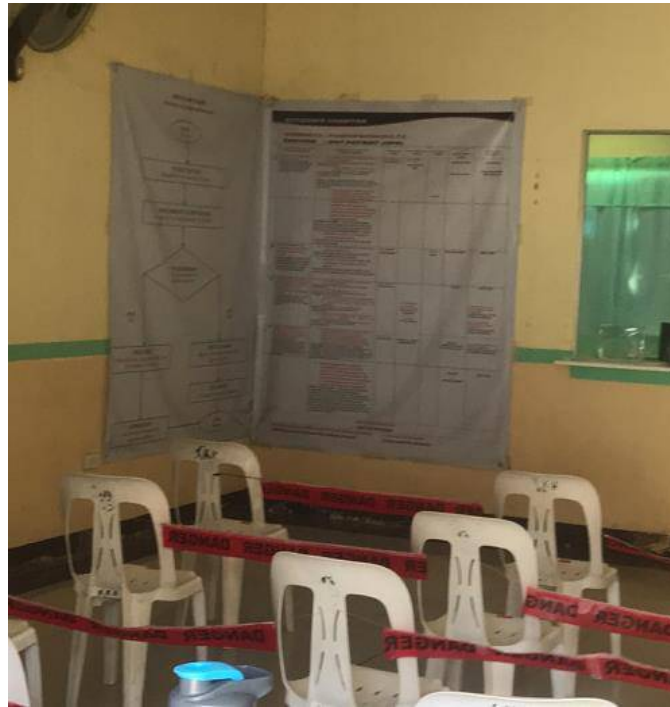


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	Coordinate to RHU for designated quarantine facility		patient is referred for conduction to quarantine facilities.	
5. Proceed to OPD Area	Interview & determine case Take vital signs Advise patient to take a seat (Observe Social Distancing)	None	10 minutes	OPD Nursing staff on Duty
6. Proceed to Consultation/ Examination area	Call patient's name Examine, evaluates & determines the medical care needed. Prepare request for Laboratory procedures	None	20 minutes	OPD Nursing staff on Duty Resident on Duty
7. Proceed to Laboratory services	Receive request and issue charge slip	Refer to posted rate/ fees	5 minutes	Med tech Laboratory Aide
8. Proceed to cashier for payment	Issue Official receipt	Refer to posted rate/ fees	5 minutes	Collecting Clerk/ Cashier on Duty
9. Proceed to Laboratory services	Perform required procedures Advise patient expected time to issue result Issue/release result	Refer to posted rate/ fees	20 minutes	Med tech
10. Back to OPD area	Examination result attach to OPD records and advise patient to proceed to consultation area	None	5 minutes	OPD Nursing staff on Duty
11. Re-examination Proceed to Consultation/	Re-examine patient based on diagnostic results Treatment plan <u>Not for Admission:</u>	None	15 minutes	Resident on Duty



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Examination area	Patient advice for follow up and give home medication <u>For Admission:</u> Issue admission orders, accompany patient to designated ward			
12. Note: For follow-up check-up: PLEASE bring your Hospital ID Number	Triage Area	None	10 minutes	Triage Officer Nurse on Duty Records Clerk
	Retrieval of records		10 minutes	
	Interview & take vital signs Advise patient to take a seat (Observe Social Distancing) Call patient's name Treatment plan/Advise		10 minutes	
			20 minutes	Resident on Duty
	TOTAL	New patient only P20 Refer to posted rate/ fees	1 hour 55 minutes (for check-up) 50 minutes (for follow-up check-up)	

PROOF OF POSTING



Kawit Kalayaan Hospital OPD Citizen's Charter Posted at the OPD Area.



Kawit Kalayaan Hospital Citizen's Charter for Admission and Discharge procedure Posted at the Entrance of Ward Area.



COMMUNICATION PLAN

During the pandemic wherein face to face communication is no longer advisable and online transaction and communication is rampant, one of our ways to disseminate information to our clientele is the use of social media. Nowadays, Social media is the perfect platform and the most powerful tool of providing information to communicate and disseminate information to everyone. This is the reason why our organization come up with the idea of posting our Citizen Charter of Kawit Kalayaan Hospital to our Facebook account.

Another way of communicating to our clientele regarding our Citizen Charter is the use of leaflet for those who haven't had an access to the internet, although we are now in the era wherein most people using internet or social media. However, we are still considering and looking into account our clientele that belongs below poverty line and they don't have capability to go with the trend but then we really have to reach out to them as well.

For those people who cannot read and understand what is written in the Citizen Charter, our hospital staff will guide them regarding the flow and the procedures.