



## **NURSING SERVICES DIVISION**



## Admission of Elective Patient to Service Units

Admission of elective patient to charity service units

<b>Office or Division:</b>		Nursing Service Units		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admitting Orders		Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arrive at nurse's station on day of admission	1. Ask for admitting orders	None	10 minutes	<i>Nurse on Duty Service Unit</i>
2. Present admitting orders from attending physician	2. Receives and verify admitting orders	None	10 minutes	<i>Nurse on Duty Service Unit</i>
	2.1 Accompany patient to assigned bed, perform history, secure consents for admission and fall precaution forms and take initial vital signs	None	20 minutes	<i>Nurse on Duty Service Unit</i>
	2.2 Orient patient (and watcher) to unit/facility rules and policies including taking necessary safety precautions	None	20 minutes	<i>Nurse on Duty Service Unit</i>
<b>TOTAL:</b>		None	1 hour	



## Transfer in/ Transfer out of Patient to Service Units

Trans-in of Patient from one charity service unit to another

<b>Office or Division:</b>		Nursing Service Units		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Trans-out orders		Attending Physician		
Complete pertinent documents		Nurse on duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive order transfer of patient from one service area to another	1. Verify the orders 1.1 Complete required documents for transfer	None	30 minutes	<i>Nurse on duty Attending Physician Service Unit</i>
2. Await transfer from one service area to another	2. Endorse the patient via telephone 2.1 Transport the patient from one unit to another	None	10 minutes	<i>Nurse on duty Service Unit</i>
3. Transfer from one service area to another	3. Receive the patient and assist to bed assignment	None	20 minutes	<i>Nurse on duty Utility worker Service Unit</i>
	3.1 Perform history taking and take initial vital signs	None		<i>Nurse on duty Service Unit</i>
	3.2 Orient patient (and watcher) to unit/facility rules and policies including patient safety precautions	None	20 minutes	<i>Nurse on duty Service Unit</i>
<b>TOTAL:</b>		None	1 hour, 20 minutes	



## Discharge of Patient from Service Units

Discharge of patient from the Service wards

<b>Office or Division:</b>		Nursing Service Units (Wards 1 – 16)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Discharge orders		Physician on duty		
Complete discharge documents (CF2, CF3, CF4)		Nurse on duty		
Home instructions (Rx, Laboratory/ Diagnostic request, schedule of follow up check up)		Physician on duty		
Malasakit Center Clearance		Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive request for Notice of Discharge	1. Explain process of discharge	None	10 minutes	Nurse on duty Service Unit
2. Secure clearance and return to service unit	2. Instruct client to secure clearance	None	5 minutes	Nurse on duty Service Unit
3. Present the clearance	3. Verify for completeness	None	5 minutes	<i>Nurse on duty</i> Service Unit
	3.1 Provide home instructions including follow up check-up, copy of discharge documents, medications and laboratory or diagnostic request if any and others	None	10 minutes	<i>Nurse on duty</i> Service Unit
	3.2 Escort the patient to lobby	None	20 minutes	<i>Utility worker</i> Service Unit
<b>TOTAL:</b>		None	50 minutes	





## Discharge for Expired Patients

Discharge of expired patients from the service wards

<b>Office or Division:</b>	Nursing Service Units			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Immediate Family Members of Expired Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSSAM Clearance		PhilHealth Office		
Death Certificate (1 original copy)		Physician in charge		
Clinical Abstract (1 photocopy, if applicable)		Physician in charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive psychosocial support from nursing personnel	1. Provide post mortem care	None	30 minutes	<i>Nursing Attendant Service Unit Nurse on duty Service Unit</i>
	1.1 Allow the family of the deceased brief grieving time 1.2 Provide postmortem care to the cadaver and psychosocial support to the bereaved family, as culturally appropriate	None	30 minutes	
2. Ask for notice of discharge	2. Explain process of discharge	None	10 minutes	<i>Nurse on duty Service Unit</i>
3. Secure clearance from the and return to service unit	3. Instruct client to secure clearance	None	5 minutes	<i>Nurse on duty Service Unit</i>
4. Present clearance	4. Verify for completeness	None	5 minutes	<i>Nurse on duty Service Unit</i>
5. Transport to Holding area	5. Inform custodial or utility worker for transport	None	5 minutes	<i>Nurse on duty Service Unit Utility worker/ Custodial Service Unit</i>
	5.1 Transport patient from ward to area with required documents	None	30 minutes	
<b>TOTAL:</b>		None	1 hour, 55 minutes	



### Facilitation of Prescribed Laboratory Examinations (Routine)

Facilitation of prescribed laboratory examination done at Central Laboratory for service wards

<b>Office or Division:</b>		Nursing Service Units		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written order of the Physician		Physician in charge		
Filled-up request form		Physician in charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive orders for laboratory examination	1. Verify the order and the completeness of the filled-up request form and if there is a tick on the word routine	None	10 minutes	<i>Nurse on duty</i> Service Unit
2. Permit collection of specimen	2. Collect the requested specimen	None	20 minutes	<i>Nurse on duty</i> <i>Med Tech on duty</i> Service Unit
	2.1 Complete the label of the specimen container	None	10 minutes	<i>Nurse on duty</i> Service Unit
	2.2 Submit the specimen to the laboratory	None	10 minutes	<i>Nurse on duty</i> Service Unit
<b>TOTAL:</b>		None	50 minutes	



### Facilitation of Prescribed laboratory examinations (Stat)

Facilitation of prescribed laboratory examination done at Central laboratory for service wards

<b>Office or Division:</b>	Nursing Service Units			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written order of the Physician		Physician in charge		
Filled-up request form		Physician in charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive orders for STAT laboratory examination	1. Verify the order and the completeness of the filled-up request form ensuring there is a tick on the word STAT in the request	None	5 minutes	<i>Nurse on duty</i> Service Unit
2. Permit collection of specimen	2. Collect specimen 2.1. Complete the specimen container labels 2.2 Send the specimens to the laboratory STAT 2.3 Document the procedure done	None	30 minutes	<i>Nurse on duty</i> Service Unit
<b>TOTAL:</b>		None	35 minutes	





## Facilitation of Requested Diagnostic Procedures

Facilitation of requested diagnostic procedures for service wards

<b>Office or Division:</b>	Nursing Service Units			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written order of the Physician			Physician in charge	
Filled-up request form			Physician in charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive physician orders for diagnostic procedure	1. Verify the order and the completeness of the filled-up request form	None	10 minutes	<i>Nurse on duty</i> Service Unit
2. Give the request form to the utility worker for scheduling	2. Schedule the diagnostic procedure	None	20 minutes	<i>Nurse on duty</i> Service Unit
3. Undergo scheduled diagnostic procedure	3. Ensure timely sending of patient to scheduled diagnostic procedure together with the request, chart if necessary and perform proper preparation applicable	None	30 minutes	<i>Nurse on duty</i> Service Unit
<b>TOTAL:</b>		None	1 hour	





## Outpatient Consultation for New Patients

Consultation for old patients at the Department of Outpatient Services

<b>Office or Division:</b>		Nursing Services - OPD		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All new patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Queue Number/ Identification Stub		Records Officer at Triage		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Identification Stub and/or Queue Number	1. Prepare chart for consultation	None	20 minutes	<i>Ward Clerk/ Nursing Attendant/ Encoder/ Nurse on duty OPD</i>
2. Consult with doctor	2. Assist physician during conduct of consultation	None	30 minutes	<i>Nurse on duty Attending Physician OPD</i>
3. Complete discharge process	3. Schedule patient for follow up and/or procedures	None	10 minutes	<i>Nurse on duty OPD</i>
	3.1 Provide health education	None		
	3.2 Issue referral slip (if applicable)	None		
<b>TOTAL:</b>		None	1 hour	



## Outpatient Consultation for Patients with Schedule

Consultation for old patients at the Department of Outpatient Services

<b>Office or Division:</b>		Nursing Services - OPD		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient Card with Schedule		OPD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Patient card  with schedule to clinic for retrieval of records.	1. Verify schedule of patient in Patient card and gives queue number. 1.1 Enter patient case number for retrieval of chart. 1.2 Prepare chart for consultation	None  None  None	40 minutes	<i>Ward Clerk/  Nursing Attendant/ Encoder/ Nurse in Charge OPD</i>
2. Consult with doctor	2. Assist physician during conduct of consultation	None	30 minutes	<i>Nurse in Charge Attending Physician opd</i>
3. Complete discharge process	3. Schedule patient for follow up and/or procedures 3.1 Provide health education 3.2 Issue referral slip (if applicable)	None  None  None	10 minutes	<i>Nurse in Charge opd</i>
<b>TOTAL:</b>		None	1 hour, 20 minutes	



### Outpatient Consultation for Referred Patients

Consultation for patients with interdepartmental referrals within the Department of Outpatient Services

<b>Office or Division:</b>	Nursing Services - OPD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All OPD patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient Card		OPD Clinics		
Referral slip (OSSAM Form No. Q-615606)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present referral slip of desired clinic. May ask Public Assistance Officer for clarification	1. Check referral slip and validate information 1.1 Schedule patient for consultation	None None	10 minutes	<i>Nurse in Charge</i> OPD
<b>TOTAL:</b>		None	10 minutes	



## Outpatient Surgical Services (OPD-OR)

Surgical services for patients at the Department of Outpatient Services

<b>Office or Division:</b>		Nursing Services - OPD		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Patients scheduled for surgery		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient Card with Schedule		OPD		
PhilHealth assessment form		PhilHealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents self on day of schedule with Patient card.	1. Retrieves chart 1.1 Assist patient in accomplishing necessary forms 1.2 Prepare chart and needs for procedure 1.3 Provide pre-operative instructions	None	20 minutes	<i>Nurse in Charge/ Ward Clerk OPD</i>
2. Undergoes surgery	2. Assist in conduct of surgery	None	Variable	<i>Nurse in Charge OPD</i>
3. Coordinate with PhilHealth Express Office and settle financial obligations	3. Facilitate accomplishment of all necessary forms 3.1 Issue charge slip 3.2 Instruct client to coordinate with PhilHealth Office	NONE	30 minutes	<i>Ward Clerk Nurse in Charge OPD</i>
4. Completes discharge process	4. Instruct patient on home care and follow up	None	10 minutes	<i>Nurse in Charge OPD</i>
<b>TOTAL:</b>		NONE	Processing Time – 1 hour  Actual Surgery - Variable	





## Transferring Patient Out to Ward

To transfer patient out to service unit

<b>Office or Division:</b>	Operating Room Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to government			
<b>Who may avail:</b>	All In-Patient that undergone operation at the SOJR-OR			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Anesthesiologist Clearance/ MO clearance		MO/Surgeon -in charge		
Allotted bed from service unit		Service Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transfer to service unit	1. Verify doctors' order for trans out  1.1 Check completeness of OR document and PhilHealth forms (Intra op record, OR technique, Anesthesia Record, CF2, CF4)  1.1 Facilitate transfer of patient to service unit	None	65 minutes	<i>Nurse of Duty Utility worker MO in charge OR</i>
<b>TOTAL</b>		None	Processing Time: 1 hour, 5 minutes	



## Patient Discharge Service

To discharge patient from service unit

<b>Office or Division:</b>	Operating Room Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to citizen			
<b>Who may avail:</b>	All Out-Patient that undergone operation at the SOJR-OR			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Discharge Orders		Attending Physician		
Hospital Clearance		Billing Office		
Accomplished and signed PhilHealth Forms		Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive orders for discharge	1. Verify doctor's order for discharge	None	10 minutes	<i>Nurse of Duty SOJR OR</i>
3. Receive post-operative health education	3. Assist patient to change clothes from hospital gown to street clothes 3.1 Validate hospital clearance form 3.2 Instruct post op health education 3.3 Provide copy of post-operative health instructions to the patient and relatives	None	30 minutes	<i>Nurse of Duty MO-in charge SOJR OR</i>
<b>TOTAL</b>		NONE	Processing Time: 1 hour, 10 minutes	



## Intraoperative Management for Patients

To provide intraoperative nursing care to all surgical patients

<b>Office or Division:</b>		Operating Room Complex		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Surgical patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Order for Surgery		Surgical MO		
Informed Consent		Surgical MO		
Medical Clearance		Internal Medicine and Anesthesiology MO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Commit self to planned surgical procedure	1. Receive patient and verify pre-op checklist and consent	None	10 minutes	<i>Circulating Nurse</i> OR
	1.1 Transfer of patient from information to the OR suite	None	5 minutes	<i>Circulating Nurse, Utility Worker</i> OR
	1.2 Assist in the surgical procedure	None	Variable	<i>Attending Surgeon, Anesthesiologist, Circulating Nurse, Scrub Nurse, Utility Worker, Other Allied Health Worker as required</i> OR
	1.4 Document the surgical procedure	None	15 minutes	<i>Circulating Nurse</i> OR
	1.5 Wheel out/endorse to PACU/other surgical units/ICUs	None	25 minutes	<i>Attending Surgeon, Anesthesiologist, Circulating Nurse, Utility Worker</i> OR
<b>TOTAL:</b>		none	Processing Time: 2 hours, 5 minutes Surgery Time:	



## Preoperative Visitation for Elective Surgical Patients

To provide health education through preoperative visitation to elective surgical patients

<b>Office or Division:</b>	Operating Room Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Surgical patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Order for Surgery		Surgical MO		
Informed Consent		Surgical MO		
Medical Clearance		Internal Medicine and Anesthesiology MO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide consent for further understanding of the surgical procedure through health education.	1. Verify schedule for surgery through RADISH. 1.1 Finalize list of patients for preoperative visits. 1.2 Check patient charts at the wards for the following: <ul style="list-style-type: none"> <li>• Consent (Procedure, Anesthesia, poss. Blood Transfusion).</li> <li>• Order for Surgery from the Primary Healthcare Team.</li> <li>• Preoperative Medical Clearance</li> </ul> 1.3 Conduct preoperative visit 1.4 Confirm of time slot for surgery 1.5 Orient to OR/PACU Setup 1.6 Perform pre-operative preparations 1.7 Discuss to patient what to expect post-operatively 1.8 Complete documentation through the Preoperative Visit Form	None	30 minutes	<i>Nurse on Duty</i> OR/PACU
	<b>TOTAL:</b>	None	30 minutes	





## Provision of Specialized Nursing Care for Patients Recovering from the Effects of Anesthesia and Operation

To provide close and specialized nursing care to patients recovering from the effects of anesthesia and operation

<b>Office or Division:</b>		Post Anesthesia Care Unit – Operating Room Complex		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Post-operative patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
O.R. documents (Intraoperative Record, O.R. Technique, Verification Checklist, Instruments and Sponge Count, Anesthesia Record)		OR Nurse		
Physician's post-operative orders		Surgeon/anesthesiologist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transfer of patient from OR for post-operative care	1. Receive handover from the O.R. Nurse/Anesthesiologist 1.1. Review of patient's chart for treatment plan 1.2. Perform immediate post operative nursing care	None	4 hours	<i>Nurse on Duty</i> PACU
<b>TOTAL:</b>		None	4 hours	