



# CITIZEN'S CHARTER SERVICE GUIDE

PASIG CITY CHILDREN'S HOSPITAL

Frontline Service		EMERGENCY SERVICES		
Description of Service		The Emergency Department of Child's Hope is staffed and equipped to provide rapid and varied emergency care, especially for those who are afflicted with sudden and acute illness or trauma.		
Clients/Who may avail of the service		All patients needing urgent medical attention		
Requirements		Hospital Patient's Card (Yellow Cards whenever applicable) Identification Card		
Schedule of Availability of Service		Can render services all the time (24/7)		
Fees		<ul style="list-style-type: none"> <li>Emergency fee is <b>Php 30.00</b> for Pasig resident and <b>Php 60.00</b> for non-Pasig</li> </ul>		
Total/Maximum Duration of Process		6 Hours * <i>*Time varies depending on the type of illness, health concerns or volume of patients during consultation</i>		
HAKBANG	AKTIBIDAD	OPISINA/TAO RESPONSABLE	LOKASYON	DURATION OF ACTIVITY
1	Sabihan ang pasyente na magpunta sa "Triage"-Urian ng Pasyente	ER security Guard	Emergency Room, Ground floor, Pasig City Children's Hospital	1 minuto
2	Suriin at kunin ang personal na impormasyon ng pasyente	Triage officer	Emergency Room, Ground floor, Pasig City Children's Hospital	2-5 minuto
3	I-rehistro ang pasyente sa H.I.S	ER Clerk	Emergency Room, Ground floor, Pasig City Children's Hospital	2 minuto
4	Samahan ang pasyente patungo ER doctor	Triage nurse	Emergency Room, Ground floor, Pasig City Children's Hospital	1-2 minuto
5	Suriin ang kalagayan at "medical history"  <i>Dahil sa pabago-bagong dami ng pasyente sa Emergency Room, ang pagtingin sa pasyente ay depende sa kalubhaan ng karamdaman</i>  <i>Antas ng prioridad</i>	ER Consultant	Emergency Room, Ground floor, Pasig City Children's Hospital	0-120 minuto



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	<p><i>Level 1 Nag-aagaw buhay – 0 minuto</i></p> <p><i>Level 2 Kritikal/Emergency – 10 minuto</i></p> <p><i>Level 3 Urgent – 30 minuto</i></p> <p><i>Level 4 Semi Urgent - 60 minuto</i></p> <p><i>Level 5 Non Urgent – 120 minuto</i></p>			
6	Rehistro ng mga kailangang eksaminasyon	ER nurse	Emergency Room, Ground floor, Pasig City Children's Hospital	1 minuto
7	Sabihan ang pasyente na maghintay sa medical technologist	ER nurse	Emergency Room, Ground floor, Pasig City Children's Hospital	15 minuto
	Ituro o samahan ang pasyente sa "radiology department"	ER nurse or Orderly	Radiology Department, Third Floor, Pasig City Children's Hospital	15 minuto
8	Basahin/suriin ang mga resulta	ER Consultant	Emergency Room, Ground floor, Pasig City Children's Hospital	10 minuto
9	Sabihin kung ang pasyente ay: i-admit, ililipat o pauwiin)	ER Consultant/ Hospitalist	Emergency Room, Ground floor, Pasig City Children's Hospital	10 minuto
	Para sa mga pauwing pasyente, magbigay ng mga sumusunod: a) Reseta b) Petsa ng muling pagpapatingin sa Out-Patient-Department)	ER consultant		15 minuto



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	<p>Para sa i-aadmit na pasyente:</p> <ul style="list-style-type: none"> <li>a) I-ugnay ang pasyente sa doctor na mag-aadmit</li> <li>b) Kumpletuhin ang mga dokumento at "doctor's orders"</li> <li>c) Sabihin sa kasama ng pasyente na dalhin ang admission slip sa "Admitting Section"</li> </ul> <p>Para sa mga pasyenteng ililipat ng ospital:</p> <ul style="list-style-type: none"> <li>a) I-ugnay ang pasyente sa "Hospitalist"</li> <li>b) Makipagugnayan sa lilipatang ospital kung kinakailangan at gumawa ng "inter-agency referral"</li> </ul>	<p>ER consultant</p> <p>Hospitalist</p> <p>ER nurse</p> <p>ER consultant</p> <p>Hospitalist</p>	<p>Admitting Section, Ground Floor, Pasig City Children's Hospital</p>	<p>20 minuto</p> <p>5 minuto</p> <p>15 minuto</p> <p>10 minuto</p>
10	Ibigay sa pasyente ang charge slip sa lahat ng bayarin	ER nurse/ ER clerk	Emergency Room, Ground floor, Pasig City Children's Hospital	5 minuto
11	Magbayad sa cashier at humingi ng resibo)	Patient's significant other	Cashier, Ground Floor, Pasig City Children's Hospital	5 minuto
12	Suriin ang resibo ng mga binayaran at pauwiin ang pasyente	ER nurse/ ER security Guard	Emergency Room, Ground floor, Pasig City Children's Hospital	5 minuto