

Department of Health SAN LAZARO HOSPITAL



DOCUMENT CODE:

CC - ED - 002

REVISION NO.

DATE EFFECTIVE
June 1, 2019

CITIZEN'S CHARTER MANUAL

DEPARTMENT: EMERGENCY DEPARTMENT

PROCESS 2: CONSULTATION

Schedule of Services:

Monday to Sunday: 24 Hours

Services Provided to:

Medical Consultation Patient

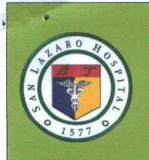
Requirements Needed:

Patient Information Slip, ER Patient Record, Charge Slip, Patient Medical Record, Laboratory Request Form

Duration:

1.5 - 3.5 hours

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Assess/ Direct patients according to priority of care	None	None	3-5 min	Nurse on duty (NOD)/ NA on duty (NAOD)
2	Fill up information slip	Patient Information Slip	None	5-10 min	NOD / NAOD
3	Instruct watcher/ patient to proceed to collection area for registration fee and to secure admission number.	ER/ patient's record and charge slip	Php 50.00	10-15 mins	NOD/ NAOD
4	Assess, examine and evaluate patient condition -Take vital signs -Medical History taking & Physical assessment -Working diagnosis	Patient medical records	None	40-90 mins	Resident on duty (ROD)/ NOD



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5	Advise patient to	Radiology	 3-5 mins	ROD
	proceed to	request form/		
	Laboratory/ Radiology	Radiology		
	Department for	request form		
	diagnostic procedures			
	and to come back			
	with the official			
	results			

END OF TRANSACTION