



Republic of the Philippines
 Lapu-Lapu City Hospital
 A. Tumalak St., Gun-ob, Lapu-Lapu City 6015
 Cebu, Philippines
 Tel No. (032) 340-0248; (032) 340-0249

LAPU-LAPU CITY HOSPITAL

Service Name:	Provides health care services to patients with illnesses requiring emergency medical treatment				
Office/Division:	Lapu-Lapu City Hospital – Emergency Department				
Who May Avail?	General Public				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen				
Checklist of Requirements:			Where to Secure:		
Referral Form (if from other health care facility)			Referring healthcare facility		
Schedule of Service Availability: 24 hours					
CLIENT STEPS	AGENCY ACTION	NECESSARY FORMS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
I. TRIAGE					
1. Proceed to Triage Section at the Emergency Room	Attends to patient ensuring safety and comfort	Emergency Department logbook	15 minutes	None	Triage/ED Nurse
2. Fill-out Personal Information Sheet (accompanying will sign if patient is incapable)	Provide Personal Information Sheet to patient	Emergency Room Information Sheet	10 minutes	None	
3. Submit duly filled out personal information sheet	3.1. Receive the duly filled-out personal information sheet 3.2. Fill out the charge slip 3.3 Forward the duly filled-out personal information sheet to the ER Registration Clerk 3.4. Encode the patient's data in the computer	Emergency Department Information Sheet	10 minutes	None	Triage/ED Nurse
4. Submits self for initial assessment by the Triage Nurse	4.1. Assess the patient's condition and vital signs 4.2. Refer the patient to appropriate department.	Emergency Department Information Sheet	10 minutes	None	

5. Proceed to appropriate service area/department.	5.1. Ushers the patient to the respective bed: 1 Measles Lane 2 Medicine 3 Pediatrics 4 Isolation 5 Surgery (Minor)	Emergency Department Information Sheet	10 minutes	None	ED Nurse on duty and Nursing Attendant
II. HISTORY TAKING AND PHYSICAL EXAMINATION					
6. Submit self for examination with the Nurse and ED Physician	6.1. Receives patient from the Triage 6.2. Conducts an interview. 6.3. Appraise the patient's condition 6.4. Performs physical examination	Emergency Department Information Sheet	30 minutes	None	Emergency Department Physician & Nurse on Duty
7. Receive request form for medical supplies	7.1. Issues request form for medical supplies 7.2. Issues laboratory diagnostic examination and/or imaging procedures as needed	Charge Slip for medical supplies (Prescription for medical supplies) or (unavailable items in the hospital)	15 minutes	See hospital pricelist	ED Nurse on duty
III. EMERGENCY MANAGEMENT					
8. Cooperates with Nurse and ED physician	8.1. Provides emergency treatment 8.2. Documents doctor's order and medical & surgical interventions	Emergency Department Logbook	30 minutes	None	ED Physician Nurse on Duty
Patients with Laboratory and/or Radiology requests: 9. Secure request form for laboratory and/or radiology procedures, if any	9.1. Fill out the request form for laboratory and/or Radiology procedures with doctor's signature 9.2. Instruct patient or the accompanying to proceed to Laboratory or Radiology department	Laboratory and/or Radiology Request Form	10 minutes	See Laboratory or Radiology schedule of fees	ED Nurse on duty
Patients with NO Laboratory and/or Radiology requests: 10. Proceed to Step 12					
<u>11. Patients who do not require admission:</u> Listens to doctor's instructions and process discharge	Provides instructions for take home medicines and home care	Physician's Prescription	15 minutes	None	ED Physician Nurse on Duty
IV. ADMISSION					

12. Signs the consent form for admission (accompanying will sign if patient is unable to sign)	11.1. Assist patient or accompanying in signing the consent form 11.2. Prepare the patient's chart. 11.3. Attach consent to patient's chart 11.4. Fill out admission slip and admission form	Consent to Care	10 minutes	None	ED Nurse on duty
	11.5. Carries out the doctor's order and completes the nursing history and assessment record.	Inpatient chart	1 hour	None	Nurse on Duty
V. TRANSPORT OF PATIENT TO RESPECTIVE ROOM/WARD					
13. Listens to instructions and cooperates with the emergency nurse and physician.	Transfers and endorses patient to the nurse station	Inpatient chart	1 hour	None	ED Physician & Nurse on Duty
TOTAL			4 hours 45 minutes		