Citizen's Charter

ADMITTING SECTION
Registration for ER Consultation and Admission

SCHEDULE OF AVAILABILITY OF SERVICE **:** Daily

          DAYS : Monday- Sunday including Holy days

          HOURS : 24 Hours without noon break

WHO MAY AVAIL OF THE SERVICE : All Hospital Patients

DOCUMENTARY REQUIRMENTS : Patient's Information Sheet/QCGH Patient ID Card/

          Patient's Valid ID (Government Issued)

          Admissions From ER: QCGH Patient ID Card

          Admissions From OPD: Patient's Information Sheet/QCGH Patient ID Card

          Direct Admissions: Patient's Information Sheet/QCGH Patient ID Card/Patient Valid ID

PROCESSING PERIOD : For ER Consultation only : 22 Minutes

          : For Admission : 30 Minutes

Duration

How to Avail the Service

STEP	Customer Client	Service Provider	Duration of Activity	Person in charge	Fees	Form
1	Get and Fill up patient's Information sheet with Emergency Room Officer's note (ERO's name and signature, time and service)	Check the information sheet	8 minutes	Admitting staff patient/patient companion	NONE	Patient Information sheet
2	Submit Patient's Information Sheet and Valid ID	Interview and verify all the information given in the information sheet.	7 minutes	Admitting staff patient/patient companion	NONE	Patient Information sheet Valid ID (Govt' issued)
3	Receive QCGH Patient ID Card	Encode the required patient's data in to the computer system and print out the QCGH Patient ID Card. Issue the QCGH Patient ID Card to the patient/patient companion.	4 minutes	Admitting staff patient/patient companion	NONE	Patient Information sheet QCGH Patient ID Card
4	Endorsed by medical staff	Received accomplished Admission and Discharge Record Check and Consent for diagnosis/treatment and Doctor's order for admission	1 minutes	Admitting staff Medical staff	NONE	Endorsement logbook (ER or OPD) Admission and Discharge Record
5	Get and fill out Patient's Information sheet (For Outpatient Dept. Admission and Direct Admission only)	Interview and verify all the information given in the information sheet.	12 minutes	Admitting staff Patient/ Companion	NONE	Patient Information sheet Patient Valid ID

						QCGH Patient ID Card
6	Familiarization/Orientation on policies and procedures, rights and obligation of patient during confinement.	Encode the required patient's data into the computer system. Fill out the front sheet of Admission and Discharge Record Prepare the wrist tag for the admitted patient Instruct patient to proceed to medical social service for classification	15 minutes	Admitting staff Patient/ Companion	NONE	Patient Information sheet QCGH Patient ID Card
END OF TRANSACTION						

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