



## ER admission and discharge of ORL-HNS patients

Office of Division:	ORL-HNS				
Classification:	Complex				
Type of Transaction:	G2C, G2G				
Who may avail:	Patients who require admission for medical or emergency surgical management				
<b>CHEKSLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Patient information sheet (PIS) ER record Admitting chart Signed waiver PhilHealth form/ID (if available)		ER officer Admitting section ER ER patient			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Patient for admission accomplishes all consent forms a. medical management to: <ul style="list-style-type: none"> <li>• Regular ward</li> <li>• COVID-related ward</li> </ul> b. Emergency OR: <ul style="list-style-type: none"> <li>• Clean OR</li> <li>• COVID OR</li> </ul> 2. Companion collects medications and needs for admission  3. Patient admitted: <ul style="list-style-type: none"> <li>a. to ward for medical management:</li> </ul>	1. Confirms with consultant-on-duty of the admission and management plans Admitting chart is accomplished  2. Prepares the patient for admission and endorses the patient to the ward NOD or OR NOD  3. Receives the patient and checks the endorsed chart for its completeness.	None	30-60 minutes	Consultant-on-duty Resident Nurse-on-duty	
		None	30-60 minutes		Nurse-on-duty
		None	15-30 minutes		Nurse-on-duty



<ul style="list-style-type: none"> <li>• Regular ward</li> <li>• COVID-related ward</li> </ul> <p>b. to OR for emergency OR:</p> <ul style="list-style-type: none"> <li>• Clean OR</li> <li>• COVID OR</li> </ul> <p>4. On confinement at:</p>	<p>Carries out diagnostics and medications</p>			
<p>a. ward</p> <ul style="list-style-type: none"> <li>• Regular ward</li> <li>• COVID-related ward</li> </ul>	<p>4. Interprets and analyzes laboratory results. Administer planned treatment:</p> <p>a. review and interpretation of diagnostics, start of medical therapy</p>	None	15-60 minutes	Consultant Resident Nurse-on-duty
<p>b. OR</p> <ul style="list-style-type: none"> <li>• Clean OR</li> <li>• COVID OR</li> </ul>	<p>b. induction of anaesthesia, execution of surgical plan and rendering of immediate post-operative care</p>	None	3-5 hours	ENT & Anesthesia staff Ward and OR Nurse-on-duty
<p>5. Confinement in the ward.</p> <p>a. continuation of medical management</p> <p>b. once stable, sent back to the ward for the continuation of intermediate post-operative management</p>	<p>5. Daily rounds, monitor recovery and progress of the patient.</p>	None	7-14 days	Consultant Resident Nurse on-duty
<p>6. Adjustment of ward confinement based on</p>	<p>6. Follow-up of COVID19 RT-PCR test.</p>	None	60-90 minutes	ENT staff Nurse-on-duty



COVID19 RT-PCR test result				
7. Continued confinement.	7. Conducts daily rounds and post-operative care, monitors recovery and progress of patient to treatment.	None	7-14 days	Consultant Resident Nurse-on-duty
8. Discharged once recovered and advised for follow up	6. Discharges recovered patients and gives follow-up instructions	None	30-60 minutes	Consultant Resident Nurse-on-duty
TOTAL-		None	3-14 days	

Feedback And Complaints Mechanism	
How to send a feedback	All patients prior discharge are given feedback form by nurse-on-duty Drop box are available at the ENT ward nurse station You can call 8863-0800 look for Ms. Reina Del Rosario
How feedbacks are processed	Feedback forms are collected by the assigned resident. This will be discussed every after the presentation of the monthly census.
How to file a complaint	May be done directly to the Public Relations Officer, Ms. Reina Del Rosario at the hospital lobby, Mondays thru Fridays 8AM to 5PM
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.  Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.  The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.



Republika ng Pilipinas  
Lungsod ng Quezon  
**Quezon City General Hospital**  
**Department of Otorhinolaryngology – Head and Neck Surgery**



	The Complaints Officer will give the feedback to the client.
Contact information of CCB, PCC, ARTA	CCB (1-6565), PCC (+63-2-8736-8645 or 03 or 29 or 21)