



DEPARTMENT OF OBSTETRICS AND GYNECOLOGY

SERVICE NAME: Management of Pregnant and Gynecologic patients at the Emergency Room

Office or Division:	Medical Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant and Gynecologic patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admitting Chart, OB history Sheet, Gloves		Central Supply office		
Stethoscope, BP apparatus, Pulse Oximeter, Thermometer, Ballpen		Properties and Supplies		
Purple, Blue and Red Top		Laboratory department		
Xray and Ultrasound		Radiology department		
IV bottles, Abbocath, Heplock, IV medications		Pharmacy department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient proceeds to the Emergency room officer on duty	ER officer on duty will assess the patient as COVID suspect or non-COVID patient I. If COVID 19 Suspect, patient will be directed to go to Tent 2 (designated area for COVID patient) II. If Non-COVID patient, patient will be directed to	None	5 minutes	ER Triage Officer

	the OB-GYN department			
Proceed to Obstetrics and Gynecology Emergency room desk	Receives Emergency room chart from Admitting section	None	5 minutes	ER OB resident
Evaluation	<p>History of cough, fever, diarrhea, History of travel and contact with COVID suspect or confirmed patients will be asked again to the patient</p> <p>Vital Signs are taken and recorded</p> <p>COVID 19 Suspect, patient directed to go to Tent 2 (Isolated area for COVID patient)</p> <p>COVID patient, patient assessed by the ER OB resident</p>	None	5-10 minutes	ER OB resident
Assessment: Proceed to interview and physical examination	<p>Patient's history is taken. Patient is examined.</p> <p>i. To assess if the patient needs urgent care, surgical or non-surgical. Laboratories and imaging studies are requested;</p>	None	30 minutes-2 hours	ER OB resident

	<p>including chest xray</p> <p>ii. If in labor: Patient is transferred to labor room/ Delivery room.</p> <p>iii. If for medical management patient is transferred to OB Ward</p> <p>iv. If patient is for emergency exploration or for emergency cesarean section, patient is transferred to the Operating room</p> <p>v. If patient is asymptomatic but with abnormal lung findings on auscultation (crackles, decreased breath sounds, rhonchi or wheezes), patient will be admitted to designated PUI area (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU). Patient will be</p>			
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	<p>referred to the Consultant on duty and OB IDS Consultant</p> <p>vi. If patient is asymptomatic, but with abnormal chest xray findings (pulmonary infiltrates or pneumonia), patient will be admitted to designated PUI area (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU). Patient will be referred to the Consultant on duty and OB IDS Consultant</p>			
Documentation	<p>All patients' charts are logged and recorded.</p> <p>i. Patients who are for discharge are given clearance slip from pharmacy, laboratory and radiology prior to discharge</p> <p>ii. Charts of discharged</p>	Variable	10-20 minutes	<p>ER OB resident Cashier</p> <p>Laboratory Department Radiology Department Pharmacy ER Nurse on Duty</p>

	patients will be submitted to the medical records.			
Admission	<p>Patient who is admitted will be received by the Ward/OR/LR-DR nurse on duty to their respective area</p> <p>I. Patients admitted at the PUI areas (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU) will be referred to ENT ROD for NPS/OPS swab.</p>	None	30 mins - 1 hour	<p>ER nurse on duty</p> <p>Ward/OR/LR-DR Nurse on duty</p> <p>Nursing attendant</p> <p>ENT Resident</p>
Patient reassessment	<p>Patient reassessed by the OB resident on duty; Laboratories are followed up</p>	None	30 min- 1.5 hours	OB Resident on duty
Patient management	<p>Patient management</p> <p>i. medical management</p> <p>ii. surgical management procedures</p>	None	Variable	<p>OB Resident on duty</p> <p>Ward Nurse on duty</p>

	<p>iii. If patient develops signs and or symptoms of COVID 19 during the hospital stay at regular ward, patient will be transferred to PUI ward or ICU. Patient will be referred to the Consultant on duty and OB IDS Consultant. Patient will be referred to ENT for swabbing</p>			<p>Consultant on duty (tele referral)</p>
<p>Patient discharge</p>	<p>Patient discharged; Advise follow up</p>	<p>Variable</p>	<p>1-2 hours</p>	<p>Cashier Laboratory Department Radiology Department Pharmacy Nurse on Duty</p>



SERVICE NAME: Management of Pregnant and Gynecologic patients at the Outpatient department

Office or Division:	Medical Department			
Classification:				
Type of Transaction:				
Who may avail:	Pregnant and Gynecologic patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OB history Sheet, Gloves			Central Supply office	
Stethoscope, BP apparatus, Pulse Oximeter, Thermometer, Ballpen			Properties and Supplies	
Telephone			Engineering	
OPD charts			Medical records	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient should call OB GYN department	Patient should call OB GYN department at 88630800 loc 207.	None	2 minutes	Hospital Operator Patient
Assessment by OB resident	OB resident will assess the patient if she needs physical check-up i. If Yes, OB resident will ask the patient to go to Emergency room (if needing urgent management) or will be given a slot on the scheduled dates for physical OPD consults	None	30- 45minutes	OB resident

	<p>ii. If No, OB resident will give needed laboratory requests and prescription. Pictures will be sent to the patient thru OB department's official FB messenger.</p> <p>iii. Patients will send laboratory results to the resident thru OB department's official FB messenger and OB resident will reassess if needing physical check up</p>			
Submissions of names of patients for scheduled physical consults	<p>OB resident will give the list of names of scheduled patients at the OPD triage. Only those with schedule will be allowed inside the OPD.</p> <p>The resident will also give the list to the medical records section 1 day prior to the schedule to allow faster retrieval of charts on the day of the consult</p>	None	5-10 minutes	OB resident Medical Records Section OPD triage officer

<p>Consultation, History Taking and Physical Assessment</p>	<p>Patient should come 1 hour before the scheduled date of consult and should fill out the health declaration form at the OPD triage.</p> <p>History of cough, fever, diarrhea, History of travel and contact with COVID suspect or confirmed patients will be asked to the patient</p> <p>Vital Signs are taken and recorded</p> <ol style="list-style-type: none"> I. If COVID 19 Suspect, patient will be directed to go to the Tent 2 (designated area for COVID patient) II. If Non-COVID patient, patient will be further interviewed by OB resident 	<p>None</p>	<p>30 minutes-1hour</p>	<p>OB resident</p>
<p>Documentation and discharge</p>	<p>All patients' charts are logged and recorded.</p> <ol style="list-style-type: none"> i. Charts of discharged patients will be submitted to the medical records. 	<p>Variable</p>	<p>10-20 minutes</p>	<p>OB resident Cashier Midwife on Duty</p>

	<p>ii. Patients will be advised to call the department's hotline for any concerns and/or the need for another physical check-up.</p>			
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DEPARTMENT OF OBSTETRICS AND GYNECOLOGY

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	There is a Feedback/Comments box located at the OB ward nurse station Thru the Department's Official Facebook Messenger
How to file a complaint	Thru the assigned officer at the lobby area