



EMERGENCY ROOM CONSULTATIONS

Provides initial treatment for patients with a broad spectrum of illnesses and injuries that may be life-threatening and requires immediate attention.

Office or Division:	Emergency Room Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All ER Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		Medical Records / Admitting		
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients proceed to the Emergency Room at Triage area	Receives patient from Emergency Room at Triage area		1 Minute	Nurse
Prepare for interview questions regarding current status and other ailments at Traige area	Interview the patient and instruct for further consultation and physical examination		1 – 5 Minutes	Nurse / Doctor
Proceed to the designated area instructed by the nurse	If patient is cleared of Covid19 Symptoms proceed to Emergency Room. If patient has Covid19 symptoms proceed to Emergency Room Tent.		1 – 3 Minutes	Nurse / Doctor
Registration of patient at the admitting	List the patient's basic information		5 – 10 Minutes	Nurse / Admitting Clerk

section	and hospital number.			
Preparation for the Physician's consultation	Examine and observe the patient		5- 15 Minutes *depending on the case and number of patients	Doctor / Nurse
Follow the instructions given	For those who were given prescription and advised for discharge: provide instructions for follow-up check-up.		10 – 15 Minutes *depending on the case and number of patients	Doctor / Nurse
	For those who needs laboratory or radiology tests: Prepare the request form and needed documents		10 – 15 Minutes	Doctor / Nurse
	For those under observation: Provide instruction to the patient/ relatives for other needed actions.		10 – 15 Minutes	Doctor / Nurse
	For patients to be confined/admitted: Follow the protocols in the Emergency Room in regards with admission		15-45 Minutes	Doctor / Nurse
	For cases of transfer to other hospital: Provide instruction and referral form from the Doctor		10 – 15 Minutes	Doctor / Nurse
Settlement of Emergency Room bill	Provide instruction to the patient/	ER Physical	10 – 15 Minutes	Doctor / Nurse

at Cashier and clearance processing	relative regarding settlement of Emergency room bill.	Examination P50.00 Consultation Fee – P100.00 Medico-Legal Fee – P150.00		
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