

## NURSING SERVICE

Service Name: Administration of Medications

Office or Division:	Nursing Service Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	In-patient admitted at the special areas (PUI & Covid)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Order Sheet		Nurse Station		
Medication Sheet		Nurse Station		
Prescription		Emergency Room		
Color-coded medication card		Nurse Station		
Charge Slip/OR		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Not Applicable	1. Verifies and transcribes Doctor's Order.		3 minutes	Ward NOD
	2. Call the Pharmacy Staff for the prescribe medicines.		1 minute	Ward-NOD
	3. Call the ER-NOD for the prescription of medicines.		1minute	Ward-NOD
	4. Inform the ward nurse for the available medicines place in the drop-off area.		10 minutes	ER-NOD
	5. Secures the medicines at the drop-off area.		1 minutes	Ward- NOD
	6. Prepares the medicine aseptically.		5 minutes	Ward-NOD

	7. Wear appropriate Personnel Protective Equipment (PPE's) properly.		5minutes	Safety Officer & Ward NOD
	8. Verify patient and administer the medicines aseptically.		3minutes	Ward NOD
	9. Remove the PPE's properly and dispose accordingly.		10minutes	Safety Officer & Ward NOD
	10. Documents the medicines administered.		3minutes	Ward NOD
TOTAL:		None	42 minutes	

Service Name: Handover/Endorsement Process

Office or Division:	Nursing Service Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Nursing Service Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Endorsement Record		Nurse Station		
Logbooks/census		Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Not Applicable	1. Updates the in-patient chart and individual kardex.		5minutes	Out-going NOD
	2. Handover each patient utilizing kardex.		2minutes/patient	Out-Going & Incoming NOD
	3. Prepares necessary equipment such BP apparatus, thermometer, linen etc..prior to patients round.		5minutes	NOD NA
	4. Wear properly PPE prescribed.		5minutes	Safety Officer NOD NA
	5. Renders nursing care to all patients.		10 minutes/patient	NOD NA
	6. Removes and dispose PPE properly.		10 minutes	Safety Officer NOD NA
<b>TOTAL:</b>		None	37 minutes	

Service Name: Carry-out of Doctor's Order

Office or Division:	Nursing Service Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Nursing Service Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Doctor's Order		Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Not Applicable	1. Executes the written order of doctor on the following: <ul style="list-style-type: none"> <li>• Diagnostic procedures</li> <li>• Medicines</li> <li>• Admission and discharge patient</li> <li>• Dietary prescription</li> <li>• Other procedures</li> </ul>		3-5 minutes per in-patient chart	NOD
TOTAL:		none	5 minutes	

Service Name: Documentation Process

Office or Division:	Nursing Service Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Nursing Service Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Doctor's Order		Nurse Station		
Logbooks		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable	1. Records all the patient's related procedures in the nursing flow sheets such as: <ul style="list-style-type: none"> <li>• Intake and Output</li> <li>• IVF record</li> <li>• Administered medicines</li> <li>• TPR</li> <li>• Nurse's Notes</li> </ul> 2. Completes all pertinent nursing records of patients.		5 minutes per chart	Nursing Service Personnel
TOTAL:		none	5 minutes	

## NURSING SERVICE DIVISION

### Feedback and Complaints Mechanism

How to send a feedback	<ul style="list-style-type: none"> <li>• Receives Client/patient feedback from the PRO.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>• Feedback/complaint (written or oral) should be investigated by the nurse supervisor and issues transmittal slip to the concerned nursing service personnel (NSP).</li> <li>• Analysis and explanation letter should be forwarded to the Incident Commander.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Follow the procedure of the Public Assistant Desk office</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>• Convene meeting and meet the concerned NSP.</li> <li>• Discuss the issues and complaints from the clients/patient's.</li> <li>• Submit minutes of meeting report to the Incident Commander.</li> <li>• Incident Commander will schedule a final meeting with the concerned NSP.</li> </ul> <p>The PADO will give the feedback to the client.</p> <p>For inquiries and follow-up, you may contact: 8-863-0800 local 122</p>
Contact Information of Quezon City General Hospital, PCC, CCB	<p>QCGH: <a href="http://www.qcgh.org">www.qcgh.org</a>  <a href="mailto:qcghmisystem@gmail.com">qcghmisystem@gmail.com</a>              8-863-0800</p> <p>PCC: 8888              CCB: 0908-881-6565 (SMS)</p>