

## 2. EMERGENCY DEPARTMENT

<b>Office or Division:</b>	San Juan Medical Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Residents of San Juan City and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
San Juan Health Card		City Social Welfare and Development		
None for Emergency Cases				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inform the nurse on duty of the patient's chief complaint	Inquire of the patient's chief complaint	None	1 minute	Nurse on Duty
	Assess for patient's injury (if any) or illness	None	2 minutes	
	Vital signs taken and recorded	None	3 minutes	
	Generates Emergency Department (ED) Record	None	3 minutes	
	Refers patient to Emergency Room Officer (ERO)	None	1 minute	
Patient waits to be seen by ERO	Seen by ERO	None	2 minutes	ER Doctor
	Physical Examination done	None	5 minutes	
	Patient's medical and family history taken	None	5 minutes	
	Prepares requests for ancillary ( <i>laboratory, radiology, pulmonary</i> ) procedure when the need arises	None	2 minutes	
	Carry out doctor's order	None	1 minute	Nurse on Duty
	Explains to patient the procedure to be done	None	2 minutes	ER Doctor/Nurse on Duty
Prepares for the procedure	Make sure that all explanation are understood by the patient	None	1 minute	ER Doctor/Nurse on Duty

	Prepares requests for ancillary procedure when the need arises	None	1 minute	ER Doctor/Nurse on Duty
	Send/bring request to concerned ancillary department	None	2 minutes	Nurse on Duty/Utility Worker
Wait for ancillary personnel for the procedure	Performs diagnostic procedures	None	5 minutes	Ancillary Personnel
	Provides appropriate treatment for emergent cases	None	5 minutes	ER Doctor/Nurse on Duty
	Refer to specialty doctor ( <i>Surgery, Internal Medicine, ENT, Ophthalmology, Pediatrics, OB-Gyne</i> )	None	3 minutes	
	Examine patient	None	10 minutes	Resident Doctor/Specialty Doctor
Patient rest while waiting for the result	Follow up result	None	2 hours	Nurse on Duty
	Evaluates results of ancillary procedures	None	10 minutes	ER Doctor/Resident Doctor/ Specialty Doctor
	Writes order for the patient	None	5 minutes	
	Completes chart	None	2 minutes	Nurse on Duty
	Notifies the patient or watcher if for admission or discharge.	None	1 minute	ER Doctor/Resident Doctor/ Specialty Doctor
	Documentation done prior to admission or discharge	None	3 minutes	Nurse on Duty

**END OF TRANSACTION**

**FEES:**

Consultation : None for Residents of San Juan  
 Ancillary Services : Charity/Service Rate  
 Private Cases : ER Fee/s (Consultation, Professional Fee/s, Ancillary Services)