



FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER

Quirino, Luna, Apayao EMERGENCY DEPARTMENT (ER) CITIZEN'S CHARTER



EMERGENCY CONSULTATION

STEP	ACTIVITIES	FEE	NECESSARY FORM	DOCUMENTARY REQUIREMENTS	MAXIMUM TIME	RESPONSIBLE OFFICER/EMPLOYEE	ALLOWABLE PERIOD OF EXTENSION & ACCEPTABLE REASON
1	TRIAGE	None			1 minute	NOD	
	Proceed to registration area.	None	ER Record		2 minutes	NOD	2 minutes in cases names with double entry/correction of data.
2	Interview Patient or watcher , nursing assessment and enters data in the ER Record.	None	ER Record		5 minutes	NOD	2 minutes for patients verification of needed data.
3	Proceed to consultation area/room.	None	ER Record		5 minutes	ROD	30 minutes if with diagnostic procedures.
4	Proceed to treatment area/Laboratory/x-ray	None	ER Record , Lab request, Prescription		1 hour	NOD	10 minutes depending on the Doctor's Order.
5	Disposition						
	5.1 Proceed to admitting section	None	Chart	Doctor's Order	10 minutes	ROD	
	5.2 For Observation - To Observation Room	None			5 minutes	NOD	
	5.3 For Discharge - Patient to receive discharge clearance form from ER nurse	None	Charge Slip		5 minutes	NOD	

Approved by:

MARLENE L. LUBO, MD, FPPS, MHA
Medical Center Chief I