



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Nursing Service Division		POLICY NUMBER: DPOTMH-MPP-ER/OPD-P040-(01)	
TITLE/DESCRIPTION: HOMECARE SERVICES			
EFFECTIVE DATE: November 10, 2023	REVISION DUE: November 9, 2026	REPLACES NUMBER: DEM – QP – 40	NO. OF PAGES: 1 of 11
APPLIES TO: Homecare Nurses, DEM Staff, DEM physicians, Ancillary Staff, Billing, Cashier, Pharmacy, CSSR, ROD, PGI		POLICY TYPE: Multi disciplinary	

PURPOSE:

To extend quality healthcare services of RMCI to clients home.

DEFINITIONS:

Home Care Service – A service provided by RMCI staff in the patient's place of residence for the purpose of promoting, maintaining, or restoring health or minimizing the effects of illness or disability.

RESPONSIBILITY:

Homecare Nurses, DEM Staff, DEM physicians, Ancillary Staff, Billing, Cashier, Pharmacy, CSSR, ROD, PGI

POLICY:

1. All admitted patients identified for continuous care after discharge shall be offered with the homecare program.
2. This program is open for all patients that needs homecare services
3. This program includes the following services:
 - 3.1 Intravenous insertion
 - 3.2 Antibiotic administration
 - 3.3 IM, SC, ID medication administration
 - 3.4 Wound care services
 - 3.5 Ostomy Care
 - 3.6 Laboratory and Diagnostic Services
 - 3.7 Physical therapy rehabilitation
 - 3.8 NGT insertion /Feeding
 - 3.9 Foley Catheter insertion
 - 3.10 TPN administration
 - 3.11 Nurse assisted telemedicine
 - 3.12 Pharmacy services/delivery
 - 3.13 Nursing Care
 - 3.14 Scheduled MD home visit (optional)
 - 3.15 Counselling (optional)
 - 3.16 Ambulance Service
 - 3.17 COVID Home Care (guidelines and policies applied)





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4. The completion of an informed consent before the procedure shall be strictly obtained all times together with the physician order. The Homecare services team reserves the right to postpone or refuse the procedure when:
 - 4.1 The consent is not signed
 - 4.2 The present clinical condition of the patient warrants further assessment and management; or
 - 4.3 There is other reasonable grounds which make the delivery of care unsafe for the team or client.
5. The equipment, materials, medicine and supplies to be used in the services shall be exclusively provided by the RMCI with applied appropriate charges.
6. Packages are available for every procedure requested and availed.
7. There shall be a dedicated team of nurses to man the homecare program and under the supervision of the OPD.
8. The homecare program shall be available from 6am to 9pm only, Monday to Sunday including holidays. The area covered shall be at 10km radius sa RMCI is the point of reference. Land marks are as follows:
 - 8.1 North - Brgy. Bobog Talisay City
 - 8.2 South - Sum-ag Elementary School, Bacolod City
 - 8.3 East - Boys Home, Brgy. Granada, Bacolod City
 - 8.4 South East - Paglaum Village, Bacolod City
9. Payments shall be settled in accordance with existing cashiering policy. In the event that the payment is made in the patient home, the nurse shall utilized the cash acknowledgment receipt issued by RMCI and payment shall be deposited in the cashier. Official receipt shall be given to patient during the next visit.
10. All procedural techniques and policies shall follow the approved policy of the given procedure contained in the manual of procedures. The care shall be documented in the OPD chart.
11. Appropriate health teaching shall be given every start and after the procedure for maintenance, care and/or discontinuation of services.
12. In case of refusal of procedure by patient, he or she shall sign a refusal form The patient shall pay appropriate charges incurred during the visit of health care team
13. Each patient shall be provided a dedicated OPD clinical chart record.





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PROCEDURE (SOP):

A. Receiving of request (admitted)

1. Station Nurses identifies patient for Homecare service before discharge and notify the homecare nurse.
2. Homecare nurse visit the patient and offer the different procedures for homecare and packages prior to discharge.
3. Homecare staff receives a call from patient of the nurse's station of the availment of homecare program from patient.
4. Homecare nurse call patient, verifies and obtain the services want to avail.
5. Homecare nurse gives option for visits, packages and payment.
6. Homecare nurse coordinates with the allied services needed in the program.

B. Receiving Outpatient calls and SMS

1. The Homecare Nurse received a call or SMS.
2. Homecare nurse gets patient pertinent information such as but not limited to:
 - 2.1 Services want to avail
 - 2.2 Patient Data; name, age, gender, diagnosis, requesting doctor, address and contact no.
3. If the request is for the Ancillary or the pharmacy ONLY:
 - 3.1 The homecare nurse shall endorsed patient demographics for follow up and completion of procedure
4. The concerned department shall do the procedure based on their current policy.

C. Actual Home Service

1. Homecare nurse obtained informed signed consent.
2. Homecare team does the procedure, documentation and schedule for the next visit.

D. Payment

1. Homecare nurse provide patient charges, receives payment and issue temporary receipt.
2. Homecare nurse went back to the hospital, does the after care of materials and deposited





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payment to cashier.

3. Official receipt shall be given to the patient during the next visit.
4. Homecare nurse accomplishes the documentation and schedule of visits.





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WORK INSTRUCTION:	
KEY TASKS	PERSON RESPONSIBLE
Receiving of request (admitted)	
1. Identifies patient for Homecare service before discharge and notify the homecare nurse.	Station Nurses
2. Visits the patient and offer the different procedures for homecare and packages prior to discharge.	
3. Receives a call from patient of the nurse's station of the availment of homecare program from patient.	
4. Calls patient, verifies and obtain the services want to avail.	
5. Gives option for visits, packages and payment.	
6. Coordinates with the allied services needed in the program.	
Receiving Outpatient calls and SMS	
7. Received a call or SMS.	Homecare Nurse
8. Gets patient pertinent information such as but not limited to: <ul style="list-style-type: none">Services want to availPatient Data; name, age, gender, diagnosis, requesting doctor, address and contact no.	
Actual Home Service	
9. Homecare nurse obtained informed signed consent.	Homecare nurse





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10. Homecare team does the procedure, documentation and schedule for the next visit.	Homecare team
Payment	
11. Provide patient charges, receives payment and issue temporary receipt.	Homecare nurse
12. Went back to the hospital, does the after care of materials and deposited payment to cashier. Official receipt shall be given to the patient during the next visit.	
13. Accomplishes the documentation and schedule of visits.	

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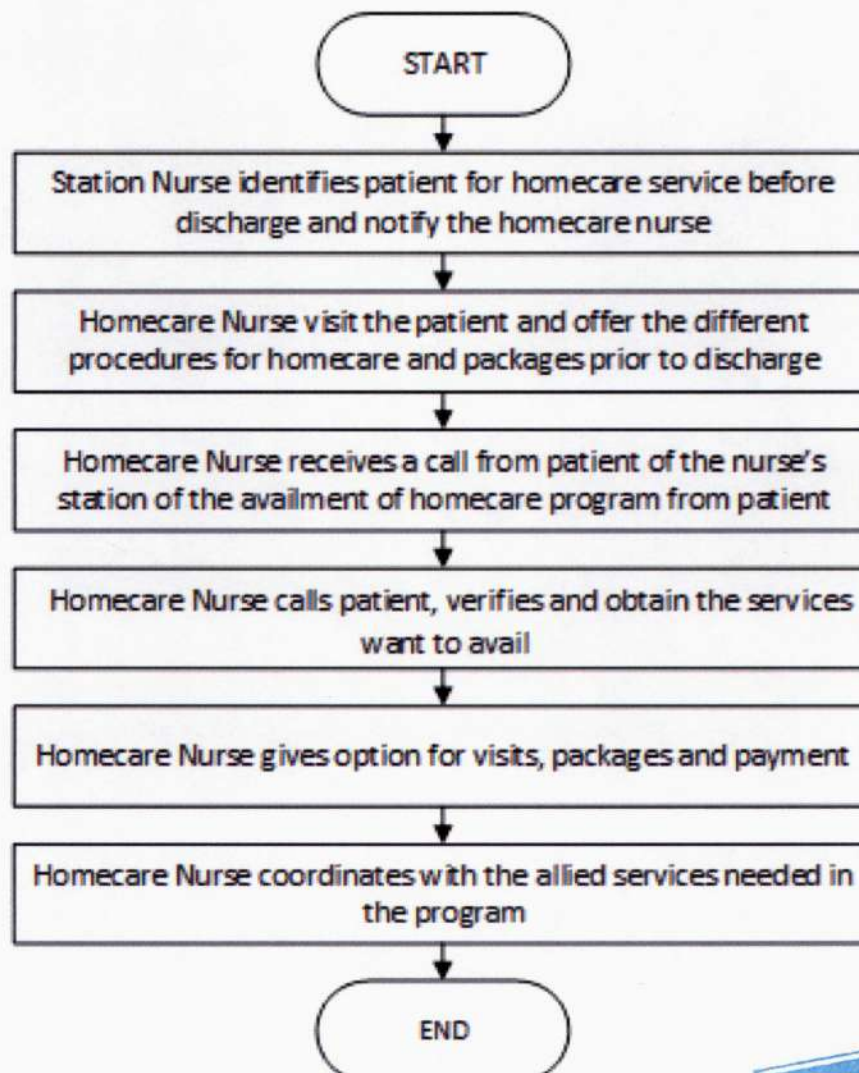
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WORK FLOW:**Receiving of request (admitted)**

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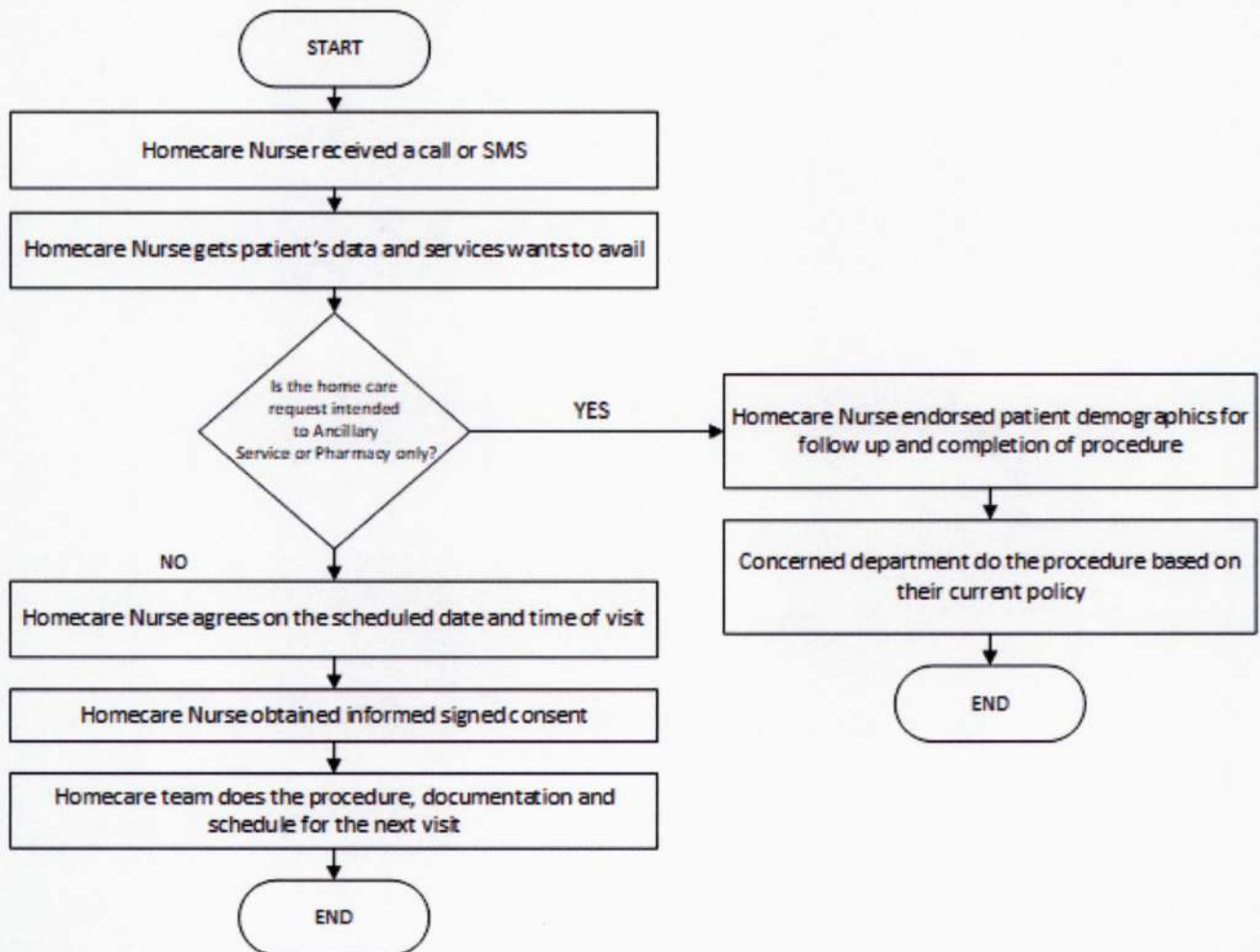
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Receiving Outpatient calls and SMS

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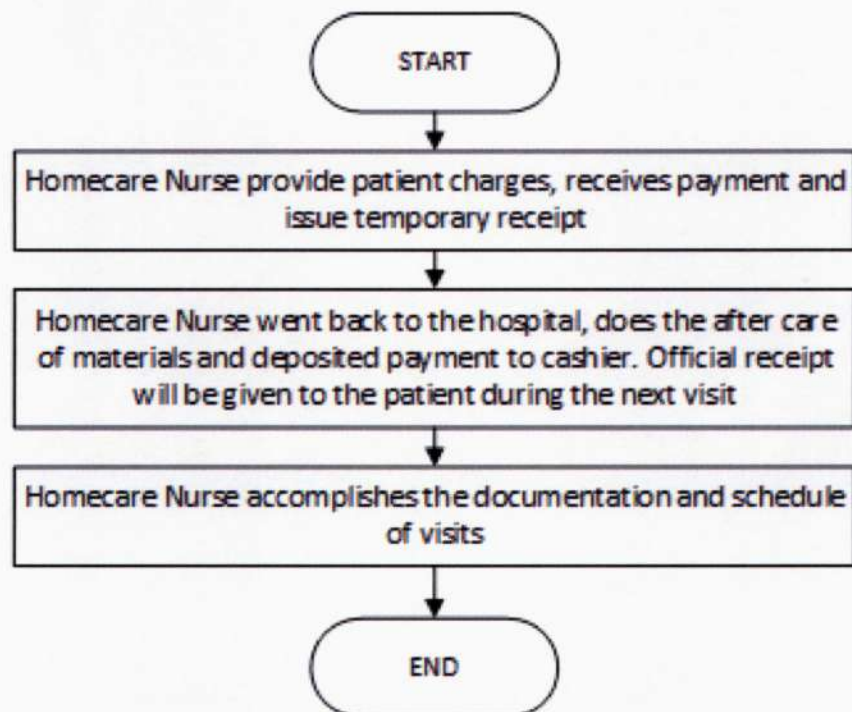
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Payment

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FORMS: N/A
EQUIPMENT: N/A
REFERENCES: N/A





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