



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Nursing Service Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-NSD-P006-(01)	
<b>TITLE/DESCRIPTION:</b>  <b>PATIENT DISCHARGE</b>			
<b>EFFECTIVE DATE:</b> September 30, 2022	<b>REVISION DUE:</b> September 29, 2025	<b>REPLACES NUMBER:</b> DPOTMH-I-P06	<b>NO. OF PAGES:</b> 1 of 18
<b>APPLIES TO:</b> Registered Nurses, Nursing Attendants, Ward Clerks, Auxiliaries, Billing Personnel, Attending Physician/Resident-in-Charge, Patient/ Patient’s Representative		<b>POLICY TYPE:</b> Multi Disciplinary	

## PURPOSE:

To provide guidance and procedure for the safety and efficient discharge of patients from DPOTMH. This policy outlines the process of discharging patients, including the necessary documentation and communication with the patient's healthcare providers, as well as ensuring that the patient has a safe and appropriate care plan in place post-discharge. These will improve patient outcomes and reduce the risk of readmission by ensuring that patients are discharged in timely and safe manner and provided with necessary tools and resources to continue their recovery at home.

## DEFINITIONS:

**Discharge of patient.** A procedure that covers the activities from the time the attending physician orders the patient's discharge to the time the patient has left the hospital premises.

## RESPONSIBILITY:

Registered Nurses, Nursing Attendants, Ward Clerks, Auxiliaries, Billing Personnel, Attending Physician/Resident-in-Charge, Patient/ Patient's Representative

## POLICY:

1. It shall be the policy of DPOTMH that all discharges shall have a written order from the Attending Physician.
2. Verbal Orders/Read Back Phone Orders (RBPO) for discharge shall not be allowed.
3. The Nurse on duty shall ensure that the discharge order is carried out as soon as the Attending Physician/Resident in charge gives the order.
4. The Nurse on duty/Ward Clerk shall implement the proper flow of the discharge process.
5. To ensure the safety and trust of our patients, all staff shall follow detailed work instructions on patient discharge.
6. The turn-over-time (TAT) for discharge shall not be more than two (2) hours.



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## PROCEDURE (SOP):

### DISCHARGE AGAINST MEDICAL ADVICE (DAMA) (S02)

- Patients/family has the right to request to be discharged against medical advice.
  - Discharge Against Medical Advice forms are available at the Station and are to be used for such purpose.
  - The Attending Physicians/Resident Doctors shall explain and ensure that the patient or family understands the need for further treatment and the risk involves when leaving.
  - Intubated patient whose family wish to be Discharge against Medical Advice shall be extubated by the attending physician/resident on duty.
1. Nurse in charge informs the attending physician / resident on duty of the request of the patient/family to be discharge against medical advice.
  2. Nurse in charge secures written order from the attending physician or resident physician after the situation or condition of the patient has been explained.
  3. Nurse in charge secures waiver to be signed by the patient or direct relative (husband / wife / parent / guardian). Nurse in charge shall then sign as witness.
  4. Nurse in charge or clerk processes the bill through the HIS. (see Discharge of Patient)
  5. Nurse in charge discharges patient and completes the patient's chart.
    - 5.1 Notes the condition of patient, patient's attachments, health status and instructions given upon discharge in the Nurses Record.
    - 5.2 Records the date and time the patient was discharged, method of discharge, result, disposition (DAMA) and service and affixes her signature in the Admission and Discharge Record.
  6. Nurse in charge Records in the Census Logbook as discharged



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## DISCHARGE OF EXPIRED PATIENT (S03)

- The hospital shall address the needs of the immediate family member in their moments of grief and shall provide adequate privacy.
  - Post-mortem care shall be done to all expired patients.
  - The Nurse Supervisor on duty shall assist the family members in contacting their funeral of choice.
  - The cadaver shall not stay in the ward for more than 2 hours.
    - If additional time is needed, the cadaver shall be brought down to the hospital's Corporal Remains Facility.
    - In case a certain period of waiting is requested by the relatives and they refuse to have the body brought to the CRF (Corporal Remains Facility), keep the body fully covered in bed and properly screened and inform the supervisor on duty.
  - The cadaver shall be released to the family or funeral parlor even before the bill is paid provided that a promissory note is signed.
  - The general policies concerning release of a deceased patient under Republic Act No. 9439 (An act prohibiting the detention of patients in hospitals and medical clinics on grounds of nonpayment of hospital bills or medical expenses) shall be followed.
  - The Hospital shall assist the needs of the family for autopsy of the cadaver if this is indicated (*see Standard Operating Procedure on Requesting an Autopsy*).
  - Processing of bill of expired patients shall be done within the shift.
1. Nurse on duty checks the time the patient was pronounced dead by the attending physician/ resident physician on patient's chart.
  2. Nurse on duty or nursing attendant screens off the body of the expired patient if in the ward or closes door if in the private room.
  3. Nurse on duty/Resident on Duty/Attending Physician informs next of kin if no one is around during patient's death.
  4. Nurse on duty supports the family's needs for spiritual or religious rituals.



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5 .Nurse on duty prepares the following forms:

- 5.1 Data for Death Certificate form- 2 copies
- 5.2 Authorization for Release of Body- 2 copies
- 5.3 Cadaver Identification Card- 2 copies
- 5.4 Attending Physician/Resident Physician fills out the Data for temporary Death Certificate Form

6 .Nurse on duty fills out the Authorization of Release of Body.

7 .Nurse on duty inquires from the patient's family their choice of funeral service provider.

8 .Nurse on duty notifies the supervisor on duty of patient's death and choice of funeral service provider. The supervisor on duty may assist the family in informing the funeral service provider of choice.

9 .Nurse on duty notifies the billing section, or the admitting section of patient's death if after office hours.

10 .Nurse on duty instructs relative to sign promissory note at billing section or if after office hours, at the admitting section. Pursuant to RA No. 9439 as of January 7, 2008, under V. Policies and Guidelines

*Note: A clearance is issued to a relative once bill is settled. Relatives are advised to settle bill the following day in order to secure clearance. Death Certificate is secured from the Medical Records Section during office hours.*

11 .Nurse on duty / Nursing attendant performs post-mortem care.

12 .Nurse on duty fills out two Cadaver identification tags.

- 12.1 Attached directly to the patient's chest area.
- 12.2 After the patient is covered with the morgue sheet.
- 12.3 After the patients is covered with the body bag (for infectious or Covid Patients)



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13 .Nurse on duty/Nursing Attendant places the shroud or morgue sheet on the bed, wrap the body, and secure with the safety pin.

14 .Nurse on duty/Nursing Attendant attached the third cadavers tag

14.1 If the patient died of an infectious disease, including positive or pending RT-PCR result, label the body according to facility policy (see Infection Prevention and Control Unit Manual).

15 .Auxiliary transfers the body to the Corporal Remains Facility.

16 .Nurse on duty with the patient's representative as witness, endorses the cadaver to the funeral parlor personnel, security guard on duty with the following documents completely filled-out:

16.1 Copy of Authorization for the Release of Body with remarks or pending, negative or positive RT-PCR result. The mortician, family watcher, must affix their signatures as proof of acknowledgment.

16.2 Temporary Death Certificate.

16.3 Identification of the cadaver includes remark of pending, negative, positive and no RT-PCR result in all three tags.

16.4 The condition of the patient including the status of the patient if pending, negative or positive RT-PCR result.

17 .Nurse on duty/Clerk processes bill.

18 .Nurse on duty documents procedure done and completes patient chart.



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## PREPARING PATIENT DISCHARGE INSTRUCTION (S04)

- Patient shall be provided with Patient Discharge Plan/ Patient Discharge Instruction upon going home.
  - Patient Discharge Plan document shall come in two (2) copies: The duplicate copy is given to the patient, while the original copy is attached to the chart.
- 1 . The Attending Physician writes the discharge order on the patient's chart.
  - 2 . The Nurse-on-duty carries out the order.
  - 3 . The Attending Physician/ Resident on duty writes/ prepares the Discharge Instruction Plan which includes the following:
    - 3.1 Personal Data- full name, sex, age
    - 3.2 Discharge Date and Time
    - 3.3 Medication
      - 3.3.1 Writes the generic/brand name, preparation/ dose/ frequency/ route, timing and the due date.
    - 3.4 Diet
      - 3.4.1 Check the appropriate box and write additional data for diet specification
    - 3.5 Activity/ Exercise
      - 3.5.1 Check the appropriate box and write additional data for any specifications
    - 3.6 Additional Discharge Instructions (Wound Care, Attachments, Laboratory, Xray,etc )
    - 3.7 Follow-up Check Up
      - 3.7.1 Indicate date, time and place
  - 4 . The Nurse-on-duty ensures that the discharge instruction plan is signed by the Medical doctor/resident on duty and indicates their license and PTR number.



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5. The nurse or Pharmacist on duty explains to the patient or his representative the medications written.
  - 5.1 Pharmacist on duty affixes his/her signature after giving instructions on medications.
6. The Nurse on duty instructs the remaining content of the discharge instructions and affixes his/her signature in the document over printed name.
7. The Patient or Significant Other affixes his/her signature over printed name signifying that he/she understood everything that is written in the Discharge Plan.
8. The Nurse-on-duty gives the duplicate copy to the patient while the original copy is attached to the chart.



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## WORK INSTRUCTION:

### DISCHARGE AGAINST MEDICAL ADVICE (DAMA) (S02)

KEY TASKS	PERSON RESPONSIBLE
1. Informs the attending physician of the desire of the patient to be DAMA	Staff Nurse
2. Secures written order from AP and signed waiver from pt/family	
3. Processes bill through HIS	
4. Completes the chart and records in the census logbook	
5. Processes bill through HIS	Billing Clerk
6. Writes order of DAMA in the chart.	Attending Physician/Resident Physician
7. Extubate the intubated patient who are to be discharge against medical advice.	
8. Explains the need for further treatment and risks involves when leaving.	



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## DISCHARGE OF EXPIRED PATIENT (S03)

KEY TASKS	PERSON RESPONSIBLE
1. Checks the time the patient was pronounced dead.	Nurse on duty
2. Screens off the body of the expired patient.	
3. Informs next of kin if no one is around during patient's death.	Nurse on duty/Resident on Duty/ Attending Physician
4. Supports the family's needs for spiritual or religious rituals.	Nurse on duty
5. Prepares all the forms needed for the release of the body.	
6. Inquires from the patients family their choice of funeral service provider.	
7. Notifies the supervisor on duty of patient's death and choice of funeral service provider.	Supervisor on duty
8. Assist the family in informing the funeral service provider of choice.	
9. Notifies the billing section, or the admitting section of patient's death if after office hours.	Nurse on duty
10. Instructs relative to sign promissory note at billing section or at admitting section of patient's death if after office hours.	
11. Performs post-mortem care.	Nurse on duty/ Nursing Attendant
12. Fills out two cadaver identification tags.	Nurse on duty
13. Places the shroud or body wrap on the bed, wraps the body, and ties the shroud or wrap.	Nurse on duty/ Nursing Attendant
14. Attached the third cadavers tag.	Nurse on duty



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15. Endorses the cadaver to funeral parlor personnel together with the Copy of Authorization for the Release of Body and Temporary Death Certificate.	Nurse on duty with the patient's representative as witness
16. Processes the bill.	Nurse on duty
17. Documents procedure done and completes the patient's chart.	Nurse on duty
18. Transfers the body to the Corporal Remain Facility.	Auxiliary Personnel
19. Processes the final bill.	Billing Clerk



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## PREPARING PATIENT DISCHARGE INSTRUCTION (S04)

KEY TASKS	PERSON RESPONSIBLE
1. Writes the discharge order on the patient's chart	Attending Physician/ Resident on duty
2. Secures, carries out, instruct doctors order	Staff Nurse
3. Instructs medication prescribe for home instructions	Pharmacist
4. Prepares the Discharge Instruction Plan	Attending Physician/ Resident on duty
5. Ensures that the discharge instruction plan is signed by the Medical doctor/resident on duty and indicates their license and PTR number	Nurse-on-duty
6. Explains to the patient or his representative the medications written	Nurse-on-duty/ Pharmacist
7. Instructs the remaining content of the discharge instructions and affixes his/her signature in the document over printed name	Nurse-on-duty
8. Receives and acknowledges home instructions provided	Patient/ Patient's Representative
9. Gives the duplicate copy to the patient while the original copy is attached to the chart	Nurse-on-duty



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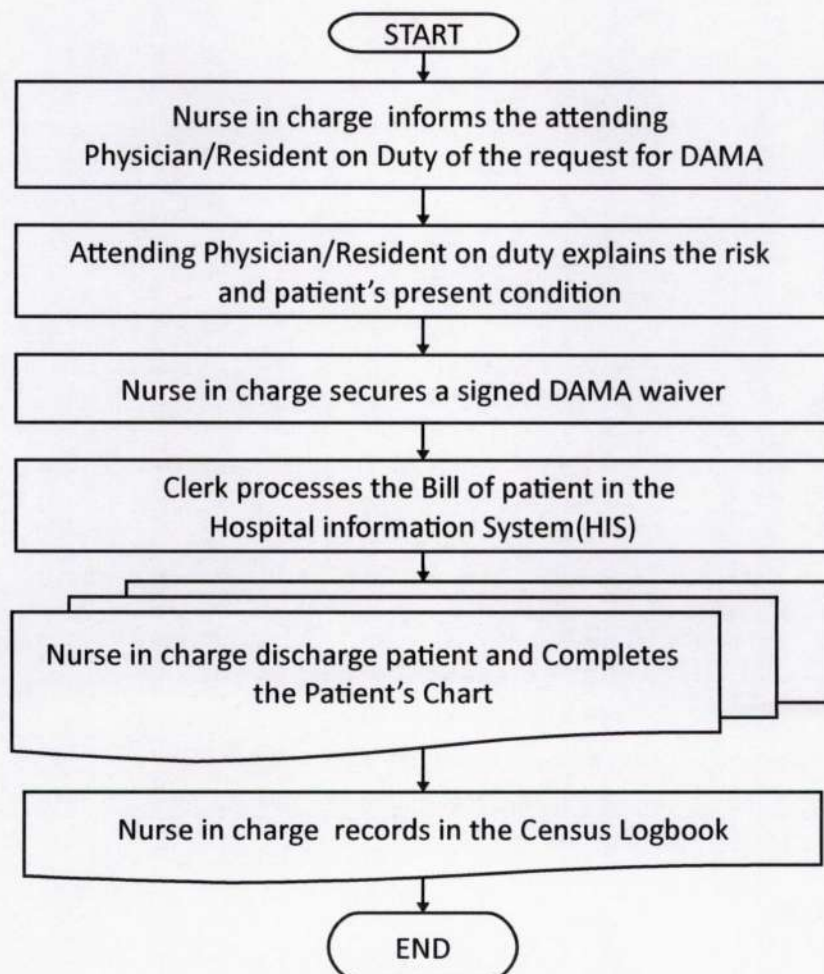


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## WORK FLOW:

### DISCHARGE AGAINST MEDICAL ADVICE (DAMA) (S02)





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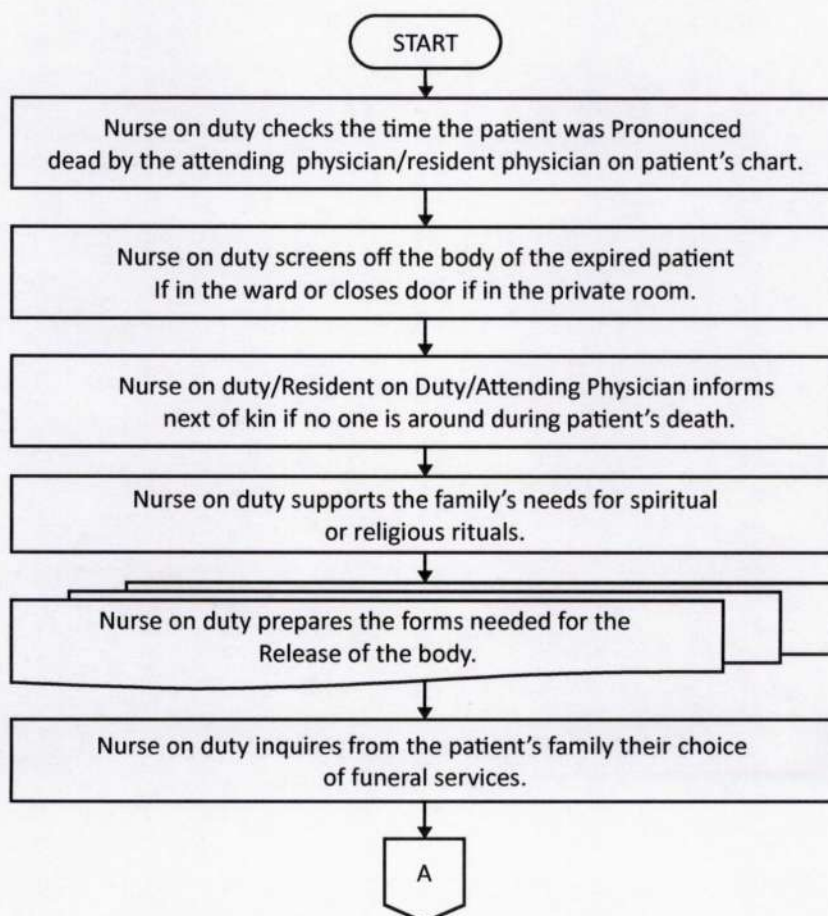
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**DISCHARGE OF EXPIRED PATIENT (S03)**



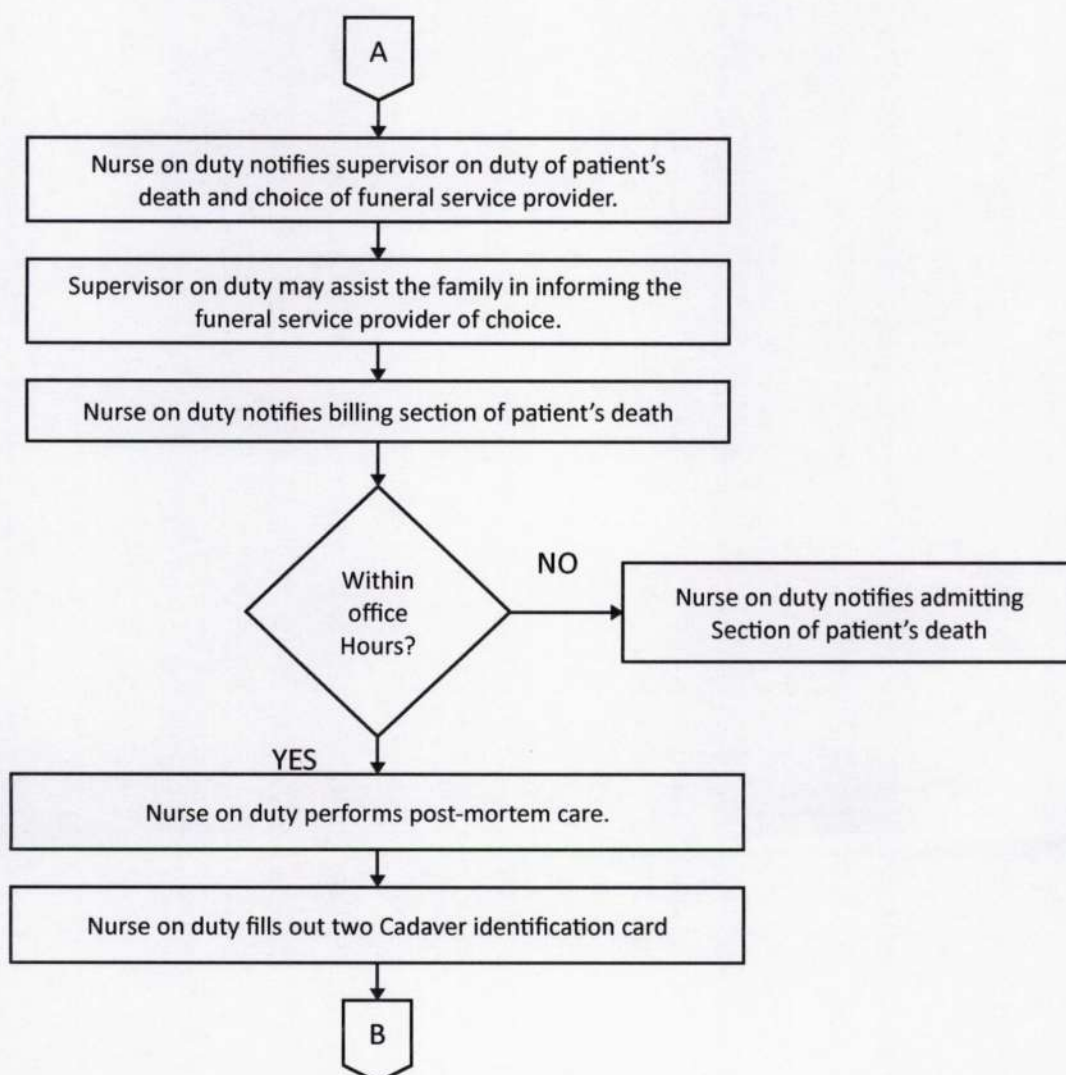
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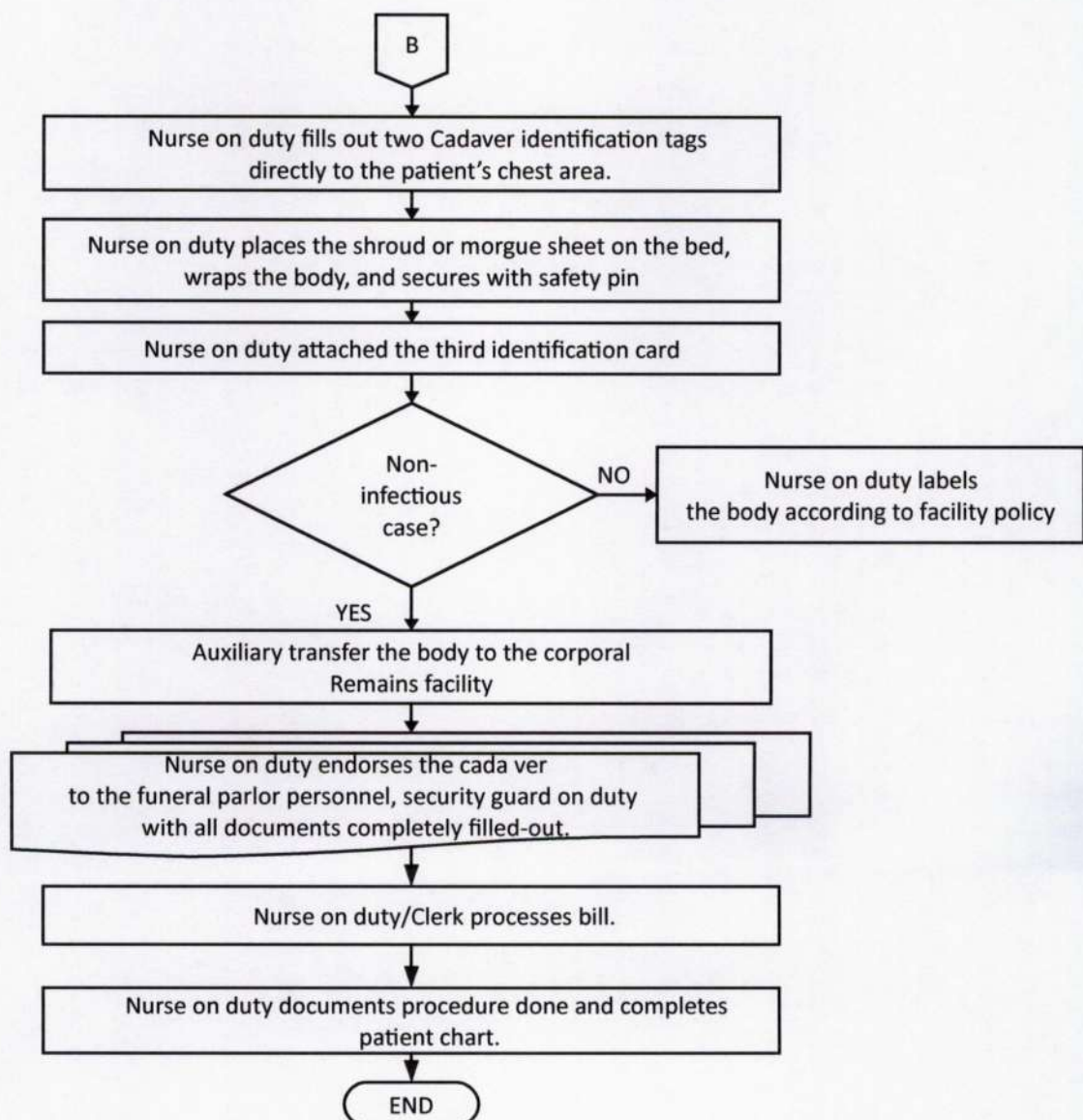
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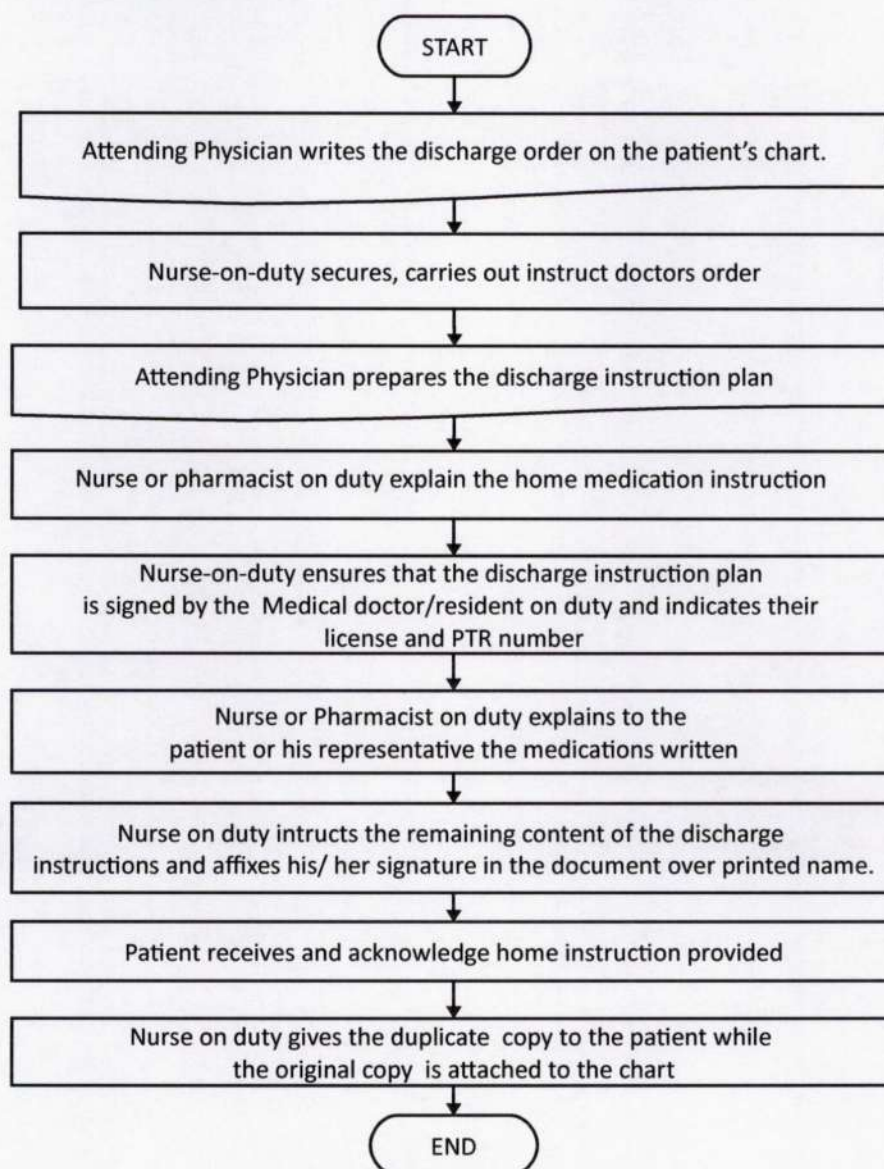
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## PREPARING PATIENT DISCHARGE INSTRUCTION (S04)





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**FORMS:** NSD-F0033-Cadaver Identification Card, NSD-F0034-Authorization for Release of Body, MRD-F005 -Data for Death Certificate, NSD-F009- Discharge Checklist, NSD-F0025- Home Instruction

**EQUIPMENT:** N/A

**REFERENCES:**

<sup>1</sup>Alfandre, D.(2009, March). "I'm Going Home": Discharges Against Medical Advice. Retrieved from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2664598/>



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# RIVERSIDE MEDICAL CENTER, INC.



**METRO PACIFIC HEALTH**  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Nursing Service Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-NSD-P006-(01)	
<b>TITLE/DESCRIPTION:</b> <b>PATIENT DISCHARGE</b>			
<b>EFFECTIVE DATE:</b> September 30, 2022	<b>REVISION DUE:</b> September 29, 2025	<b>REPLACES NUMBER:</b> DPOTMH-I-P06	<b>NO. OF PAGES:</b> 18 of 18
<b>APPLIES TO:</b> Registered Nurses, Nursing Attendants, Ward Clerks, Auxiliaries, Billing Personnel, Attending Physician/Resident-in-Charge, Patient/ Patient's Representative		<b>POLICY TYPE:</b> Multi Disciplinary	

APPROVAL:				
	Name/Title	Signature	Date	TQM Stamp
Prepared by:	<b>RICHARD S. MONTILIJAO</b> Policy Development and Compliance Specialist		6/8/2023	
Reviewed by:	<b>RODEL J. LLAVE</b> Total Quality Division Head		6-8-23	
Approved by:	<b>MARIA LIZA C. PERAREN</b> Nursing Director		6-8-2023	
	<b>MA. ANTONIA S. GENSOLI, MD</b> VP/Chief Medical Officer		6-8-2023	
Final Approved By:	<b>GENESIS GOLDI D. GOLINGAN</b> President and Chief Executive Officer		7/12/2023	