RIVERSIDE MEDICAL CENTER, INC.

DR. PABLO O. TORRE MEMORIAL HOSPITAL

METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT:	POLICY NUMBER:
Office of the President	DPOTMH-APP-DPO-P003-(01)

TITLE/DESCRIPTION:
NO NAME POSTED OUTSIDE PATIENT'S ROOM

EFFECTIVE DATE:	REVISION DUE:	REPLACES NUMBER:	NO. OF PAGES: 1 of 7
May 03, 2023	May 02, 2026	DPOTMH-HW-P03	

APPLIES TO: Information Personnel (Personal and Call Inquiries), Security Personnel (Main Entrances and Every Floor), Medical Doctors, Staff Nurses, All Hospital Employees (Medical and Non-Medical)	POLICY TYPE: Administrative

PURPOSE:

1. To ensure the protection of privacy and confidentiality of the patients.
2. To promote the safety of the patients, medical and non-medical personnel against theft, assault, and other detrimental situations.

DEFINITIONS:

Admitting Personnel – refers to individuals who check and perform routine registration, data collection, and administrative tasks upon patient admission.

Attending Physicians, Staff Nurses, Healthcare Personnel – refers to individuals who provide care and treatment for patients staying in the hospital.

Data Subjects or Patients – refers to individuals whose personal information, sensitive personal information, or privileged information are processed.

Identification Tags – refers to the visual implements, such as color-coded name labels, used to identify the patient, their room or bed numbers, and their Attending Physician.

Security Personnel – refers to individuals assigned in different areas to protect the hospital's employees, patients, and visitors and to ensure peace and order.

Watchers – refers to individuals, preferably of legal age (18 to 65 years old), who are assigned to watch over the patients during their confinement, as authorized or consented by the patients.

Watcher Passes or Watcher IDs – refers to identification cards issued to watchers, serving as their proper identification as watchers, for them to look after and stay with the patients, even beyond hospital visiting hours.

RESPONSIBILITY:

Information Personnel (Personal and Call Inquiries), Security Personnel (Main Entrances and Every Floor), Medical Doctors, Staff Nurses, All Hospital Employees (Medical and Non-Medical)

POLICY:

1. Dr. Pablo Torre Memorial Hospital has an established process for admitting patients in the general unit of the organization (Refer to DPOTMH-P006-(01)).

2. No name shall be posted outside the Patient's door name-holder, except for the Attending Physician's name.

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3. The patient's name is then posted on the first visible area (e.g., walls, interior name-holders) upon entering the Patient's room for easy verification of the Patient's identity.

4. The Information Personnel and Security Personnel are allowed to disclose the patient's identity and other pertaining information, particularly to legitimate Watchers and Visitors; provided, the patient or their authorized watchers consents to the fact. The Head Nurse, Staff Nurses, and Nurse Aides are only allowed to divulge the patient's identity, as well as information included in the scope of the institution's confidentiality agreement, to the Attending Physicians, to whom information is necessary for patient care.

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PROCEDURE (SOP):

During Admission of Patient in General Unit:

1. The Nurse on duty follows the same policy in admission of patients in a General Unit. (Refer to DPOTMH-P006-(01)).

2. Upon admission, the Admitting Personnel provides the Patient with one (1) watcher ID. The color coding of the watcher IDs are as follows:

2.1	**GREEN**	Second floor
2.2	**RED**	Third floor
2.3	**YELLOW**	Fourth floor
2.4	**ORANGE**	Fifth floor
2.5	**BLUE**	Hemodialysis

3. The Admitting Personnel also asks the Patient or their Watcher whether the Patient would want to have "NO INFORMATION" or "NO VISITORS" (or a list of people they would allow or disallow to visit) during their stay as part of patient privacy protocols, especially for high-risk patients or VIPs.

4. The Nurse prepares **three (3) Identification Tags** according to the corresponding color codes designated to each Medical Department in charge of the specific case:

4.1	**GREEN**	Internal Medicine
4.2	**RED**	Surgery
4.3	**YELLOW**	Pediatrics
4.4	**ORANGE**	Obstetrics
4.5	**BLUE**	Orthopedics

- **Two (2) Identification Tags contain the Attending Physician's name:**
  - One (1) Identification Tag is posted inside the Patient's room or on the Patient's bed
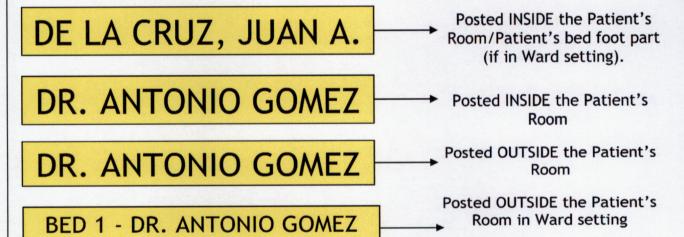
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foot part (if in Ward setting).

- ○ One (1) Identification Tag is posted outside the Patient's room at the door name holder. If in a Ward setting, the tag is to indicate the bed number of the Patient beside the Physician's name.
- **One (1) Identification Tag contains the Patient's name** and is posted inside the Patient's room or on the Patient's bed foot part (if in Ward setting).

DE LA CRUZ, JUAN A.	→ Posted INSIDE the Patient's Room/Patient's bed foot part (if in Ward setting).
DR. ANTONIO GOMEZ	→ Posted INSIDE the Patient's Room
DR. ANTONIO GOMEZ	→ Posted OUTSIDE the Patient's Room
BED 1 - DR. ANTONIO GOMEZ	→ Posted OUTSIDE the Patient's Room in Ward setting

5. The Nurse posts the Patient's and the Attending Physician's Identification Tags on the right inside area, if the door opens to the left. If the door opens to the right, the Patient's and the Attending Physician's identification tags are posted on the left inside area.

Updates on Patient's Watcher and Visitation Protocol (Refer to DPOTMH-COC-M-002-2023)

1. SARS CoV2 Rapid Antigen testing (RAgT) will no longer be required for patient's watchers.
   a) Watchers are still required to be asymptomatic.
   b) Watchers are still required to be fully vaccinated for COVID-19 at time of admission.
   c) Watchers should be adults aged 18 to 65 years old.
   d) Only one (1) Watcher per patient.

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Implementing Guidelines: (Watchers)

1. Only watchers preferably of legal age (18 to 65 years old) and determined or allowed by the patient shall be allowed to accompany the patient during their confinement.
2. In cases when a minor is the only available watcher for the patient, the minor may be allowed as long as there is proper coordination with the Information, Security, and Healthcare Personnel.
3. Watcher Passes should be worn by watchers at all times while inside the hospital.
4. Watcher Passes must be surrendered at the Nurse Station or assigned Security Personnel upon discharge. The penalty for lost Watcher Passes shall be PHP 100.00, payable at the hospital cashier.
5. Watchers must inform the Healthcare Personnel or Nurse when they wish to leave the patient alone for the time being.
6. Head Nurse/Staff should inform the watchers about the RMCI Data Privacy Policy during the rounds or change of watchers.

During Doctors' Rounds

1. Attending Physicians shall obtain a list of admitted patients under their service and their assigned rooms from the Admitting Section.
2. Attending Physicians and other Medical Staff can also inquire from the station (Staff nurse, Head nurse, Nurse Aides) regarding patients' information, specifically with regards to their patients' room assignments.

During Phone Call Inquiries (Information/Operator):

Phone Call Inquires:

1. The Information Personnel are not allowed to divulge information unless the caller asking for the information can provide FULL NAME of the patient.
   - If the caller cannot provide any information to identify the patient, no information shall be given.
   - **Script to follow**: "I am sorry to inform you, Sir/ Ma'am, that we are not allowed to give out any of our patient's information. This is for the protection of our patients' privacy and confidentiality. Thank you for understanding."
2. If the caller is able to identify the patient's full name and room number, the Information Personnel then connects the caller to the station or patient's room.

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WORK INSTRUCTION: N/A
WORK FLOW: N/A
FORMS: N/A
EQUIPMENT: N/A
REFERENCES:

1. Updates on Patient's Watcher and Visitation Protocol (Refer to DPOTMH-COC-M-002-2023)
2. The Nurse on duty follows the same policy in admission of patients in a General Unit. (Refer to DPOTMH-P006-(01)).
3. Dr. Pablo Torre Memorial Hospital has an established process for admitting patients in the general unit of the organization (Refer to DPOTMH-P006-(01)).

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APPROVAL:				
	Name/Title	**Signature**	**Date**	**TQM Stamp**
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