 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-I-40-P01
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PURPOSE:

To provide information on the services being offered by the ER/OPD.

LEVEL:


Consultant or Resident Physician, ER/OPD Head Nurse, Nurses, Nursing Attendants, Auxiliaries and Ambulance Drivers

SCOPE OF SERVICE:

The ER/OPD Department of Dr. Pablo O. Torre Memorial Hospital serves to provide comprehensive, high quality, efficient, technically advanced "state of the art" emergency care to all patients. This is achieved through:

1. integration of timely, pre-hospital care, rapid triage, expeditious resuscitation and stabilization, and appropriate disposition of all patients;
2. the provision of supportive and consultation services to patients referred from doctors in the Medical Arts Building as well as for patients referred from other hospital or medical facilities;
3. education of student interns, medical students, residents, faculty and other health professionals in Emergency Medicine;
4. ongoing improvement in patient management, communication and health care delivery;
5. establishment and enhancement of specialized courses dedicated to continuing professional education for staff in the field of emergency medicine, as well as developing clinical pathways for different emergencies;
6. life support courses and continuous medical education for the medical staff.

The department is open 24 hours, 7 days a week and provides care for Acute, Cardiac, Respiratory, Neurological, Infectious and Gynecological emergencies in tertiary care setting requiring immediate attention in both Adult and Pediatric age groups, from minor to critical. They also offer ambulance and critical patient transfer services, as well

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as Covid-19 Home Care Services to patients who are asymptomatic or with mild symptoms.

The different areas of the department:


1. Triage Area
2. Adult ER/OPD (6 beds for emergency, 3 beds for outpatient)
3. Pedia ER/OPD (5 beds for clean cases, 1 bed for isolation)
4. OPD Extension (4 beds)
5. SARI (for Severe Acute Respiratory Infection cases and suspected Covid-19 infection; maximum of 3 beds)
6. Trauma Room (1 bed)

ER/OPD Facilities:

1. Defibrillator
2. Mechanical Ventilators (inside the SARI)
3. Cardiac Monitors
4. Oxygen supply (wall mounted and tanks)
5. Suction machines
6. Drip meters
7. Emergency carts
8. Intubation sets
9. Diagnostic sets
10. Surgical instruments (for minor surgeries)
11. BP Apparatus and pulse oximeter

Features:

1. Floor to ceiling curtains that provide comfort and privacy to every patient's bed
2. Centralized nursing stations allow for maximum visibility of patients, plus improved efficiency and traffic flow for staff.
3. A negative-pressure isolation room (SARI).
4. Diagnostic and treatment equipment, including cardiac monitors.

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Location:

The department is located on the ground floor of the Main Hospital Building and the OPD Extension is at the ground floor of the Executive Building.

Staffing Model:

The ER/ OPD Department (Nursing team) and the skilled physicians under the Department of Emergency Medicine are all board-certified. To assist them in ensuring holistic support to patients are well-trained and competent nursing assistants, auxiliary personnel and other support staff.

To ensure the safety of the patients needing ambulance services, DPOTMH ensures that the ambulance drivers have undergone Basic Life Support training and have completed the competency requirements under the Philippine TVET Competency Assessment and Certification System making them holders of National Certificate (NC) II in Driving.


As a team, the staff works together to provide high quality and efficient care with the ultimate goal of remaining accessible to the community.

Method of Adjusting to Staffing Variances:



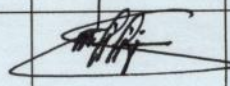
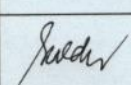


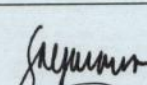
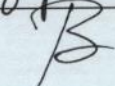
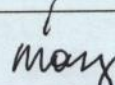
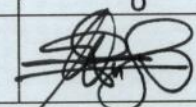
When more staff is needed for the shift than has been scheduled, the Head Nurse or Supervisor is notified of the additional numbers of staff required.

In-Services/ Continuing Education Programs:

Committed to a competency-based orientation and education program, the staffs of the department are to undergo training and pass the set of competencies before deployment. Competency is determined through written examination, evidenced-based practice, clinical performance, and documentation review by Educator/Preceptor and the ER/OPD middle managers. Staff meetings and bulletin boards are also utilized to update and assist staff clinically. Clinical and educational needs are also identified and supported through the performance improvement plan.

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