

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-6-P01-S02
	Effective Date:	04-01-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 4
	Department/Section:	Admitting Section
	Document Title:	OUT-PATIENT ADMISSIONS

PURPOSE:

To establish uniform guidelines in the admission of out-patients.

SCOPE:

Applies to all Admitting Section, Emergency Room, Operating Room, Delivery Room, Hemodialysis, Chemotherapy, Billing, Cash Control and PhilHealth Staff of Dr. Pablo O. Torre Memorial Hospital.

GENERAL GUIDELINES:

- 1 Patients should have access to the health care organization's services based on their identified health care needs and the organization's mission and resources.
- 2 Dr. Pablo O. Torre Memorial Hospital has an established process for admitting out-patients to the organization.
- 3 A patient shall register at the Admitting Section before a procedure is done, except on emergency cases.
- 4 For cash patients, they shall pay the standard deposit based on the procedures to be done.
- 5 For charge patients, they shall submit:
 - 5.1 Letter of Guaranty or
 - 5.2 Letter of Authority or
 - 5.3 HMO identification card
- 6 After office hours, charged patients may present their company ID as a temporary guarantee.

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- 7 After a procedure is rendered, the patient/patient's representative shall settle his/her bill and shall secure a Clearance Slip at the Billing Section or from the Cash Control Section.

PROCEDURE:

- 1 The patient/patient's representative gets a priority number and waits until his/her number is called.
- 2 The patient/patient's representative presents the Admission Note or Carried Order to the Admitting Staff.
- 3 If no Carried Order is presented, the Admitting Staff asks for the name of the patient and the Attending Physician and calls the area where the procedure is to be done for verification.
- 4 The Admitting Staff asks if the patient has Patient Health Card or previous transaction with RMCI.
- 5 If with Patient Health Card, the Admitting Staff swipes the Card to retrieve the patient's data.
- 6 The Admitting Staff validates the correct spelling of the patient's name and obtains the accurate date of birth and updates other pertinent information.

BIZBOX PROCEDURE:

- 6.1 Go to Transactions.
- 6.2 Select Outpatients.
- 6.3 Click New.
 - 6.3.1 If with Patient Health Card proceed to swipe the card to retrieve and update the patient's data.
 - 6.3.2 If without Patient Health Card, type the Last Name and First Name and click Search
 - 6.3.2.1 If with old record select Active Record, click Finish and Continue.

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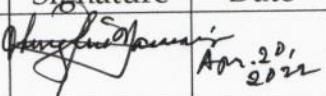
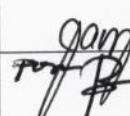
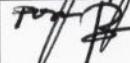
6.3.2.2 If none, fill up Basic Patient Information.

- 6.4 Click Save and Close.
- 6.5 Select View, Print Reports.
- 6.6 Click Preview and print.

- 7 If none, the patient/patient's representative fills up the Patient Registration Form.
- 8 The Admitting Staff verifies the following:
 - 8.1 For patients with
 - 8.2 PhilHealth, the Admitting Staff instructs the patient/patient's representative to submit the PhilHealth forms (completely filled up) and other requirements to the PhilHealth Clerk at the Billing Section after admission.
 - 8.3 For Cash patients, the Admitting Staff fills up the Request for Deposit Slip in two copies and instructs the patient/patient's representative to pay the deposit to the Cashier after admission.
 - 8.4 For patients with HMO / Company Charge Account/Allowable Employees' Advances, the patient/patient's representative presents his/her Identification Card and submits the Letter of Guarantee or Letter of Authority or Credit Rating for Employees' Advances.
- 9 The Admitting Staff asks the patient/patient's representative to review the initial printout of the Outpatient and ER Record. If there are corrections, the Admitting Staff edits the data and have it reviewed again, before final printing. The Admitting Staff explains the standard hospital policies.
- 10 The Admitting Staff asks the patient/patient's representative to sign all the necessary forms including the Consent for Treatment Form.
- 11 The Admitting Staff gives one copy of the Outpatient and ER Record to the patient/patient's representative and retains one copy to be forwarded to the Billing Section.
- 12 The Admitting Staff calls an Auxiliary to accompany the patient to the area where the procedure is to be done.

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APPROVAL:

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Prepared by:	CHERRY ROSE M. MACAINAN Admitting Supervisor		Apr. 20, 2022
Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		5/15/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		May 23, 2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		May 23, 2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		6/2/2022
	HENRY F. ALAVAREN, MD, FPSMID, FPSQua Total Quality Division Officer		7/1/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		07/01/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		

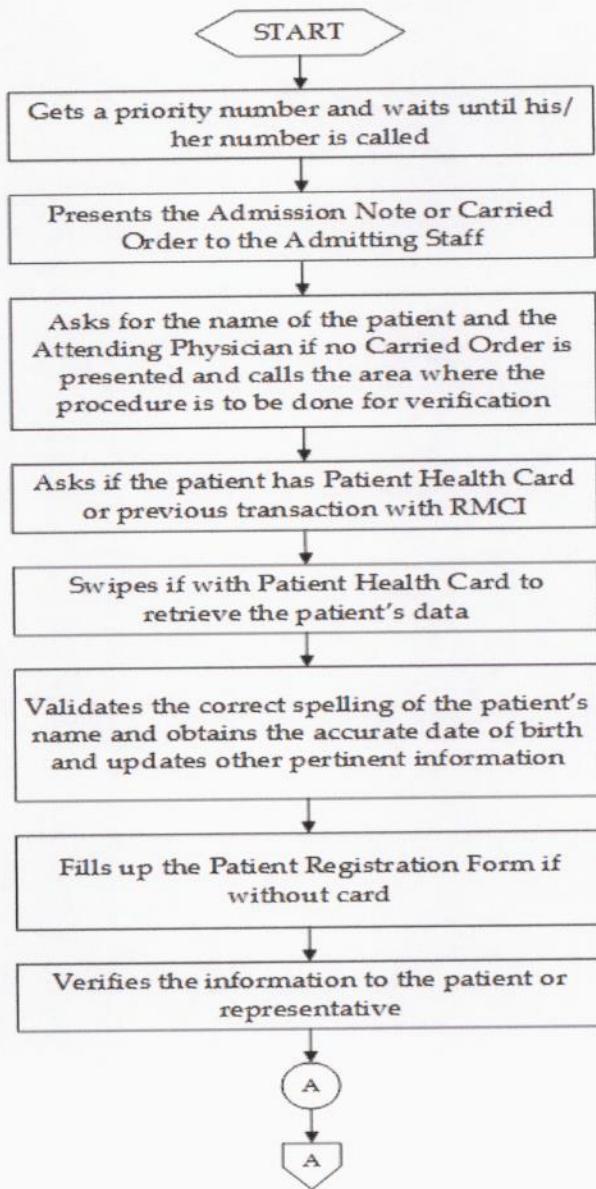


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FLOWCHART



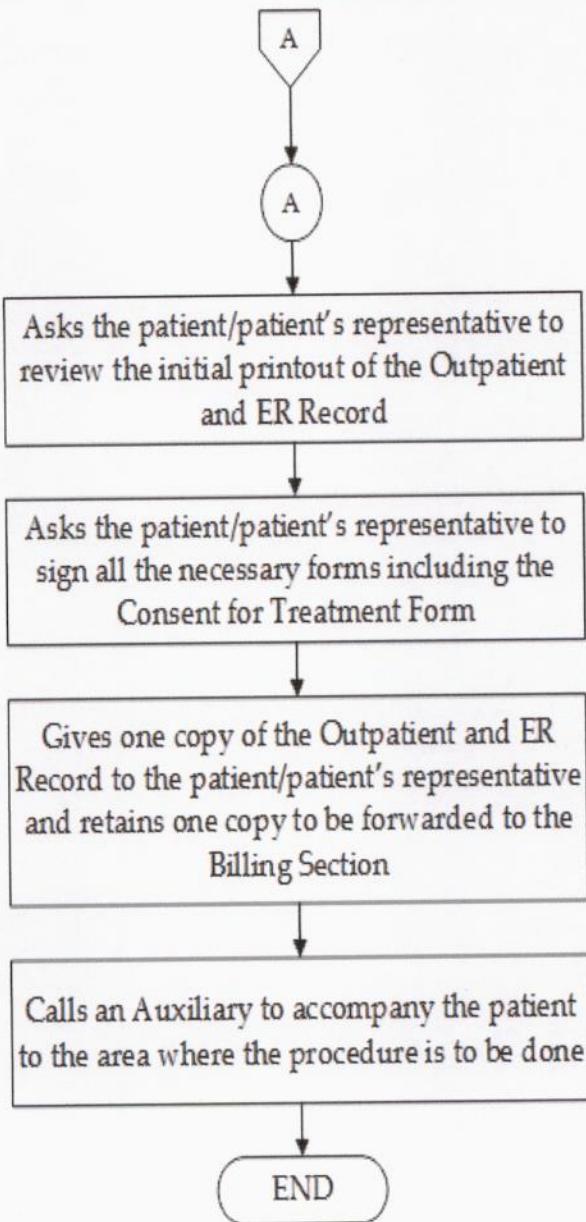


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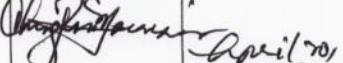
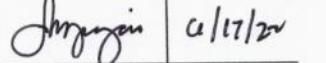
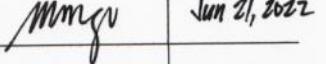
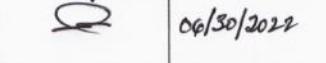
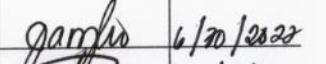
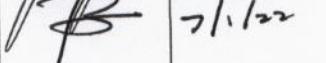
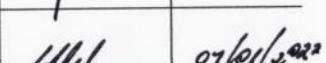
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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	CHERRY ROSE M. MACAINAN Admitting Supervisor		April 17, 2022
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	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		Jun 21, 2022
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Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		6/20/2022
	FREDERIC IVAN L. TING, MD OIC-Total Quality Division		7/1/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		07/01/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		

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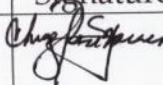
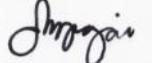
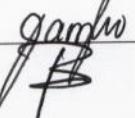
KEY TASKS	PERSON RESPONSIBLE
1. Gets a priority number and waits until his/her number is called.	Patient/Patient's Representative
2. Presents the Admission Note or Carried Order to the Admitting Staff.	
3. Asks for the name of the patient and the Attending Physician if no Carried Order is presented and calls the area where the procedure is to be done for verification.	
4. Asks if the patient has Patient Health Card or previous transaction with RMCI.	
5. Swipes if with Patient Health Card to retrieve the patient's data.	
6. Validates the correct spelling of the patient's name and obtains the accurate date of birth and updates other pertinent information.	
7. Fills up the Patient Registration Form if without card.	Admitting Staff
8. Verifies the information to the patient or representative.	
9. Asks the patient/ patient's representative to review the initial printout of the Outpatient and ER Record.	
10. Asks the patient/patient's representative to sign all the necessary forms including the Consent for Treatment Form.	
11. Gives one copy of the Outpatient and ER Record to	

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the patient/patient's representative and retains one copy to be forwarded to the Billing Section	
12. Calls an Auxiliary to accompany the patient to the area where the procedure is to be done.	Admitting Staff

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	Name/Title	Signature	Date
Prepared by:	CHERRY ROSE M. MACAINAN Admitting Supervisor		Apr 10, 2022
Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		6/17/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		Jun 21, 2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		06-30-2022
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