 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive Bacolod City 6100</p>	DCN: HW – QP – 03
	REVISION NO: 00
	DATE EFFECTIVE: 01-01-09
	PAGE NO: 1 OF 5
	SUBJECT: NO NAME POSTED OUTSIDE PATIENT'S ROOM

PURPOSE

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

LEVEL

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

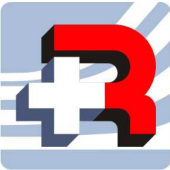
POLICY

1. Dr. Pablo O. Torre Memorial Hospital has an established process for admitting patients in the general unit of the organization. (Refer to NSD-QP-04).
2. No name shall be posted outside the patient's door name holder, only the Physician's name.
3. The patient's name is then posted on the first visible area upon entering the patient's room for verification of patient's identity.
4. Only Information Personnel and Security Personnel are allowed to disclose the patient's identity and other pertaining information. The Head Nurse, Staff Nurses and Nurse Aides are only allowed to divulge patient's identity as well as information included in the scope of the institutions confidentiality agreement to the Attending Physicians in which information is necessary for patient care.

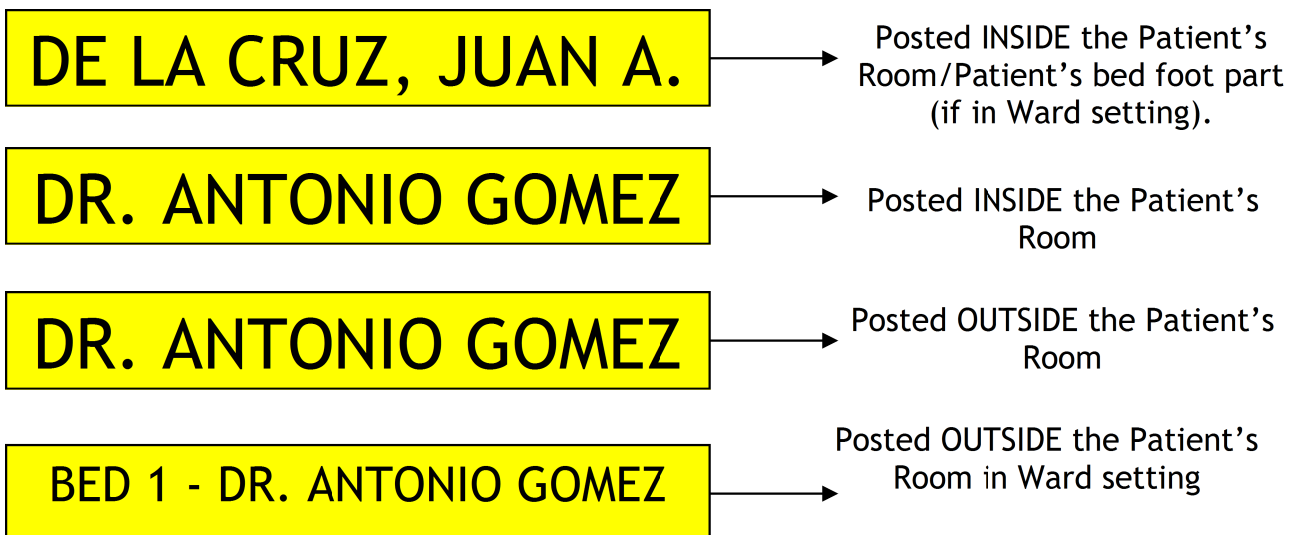
PROCEDURE

During Admission of patient in General Unit:


1. The Nurse on duty follows the same policy in admission of patient in a General Unit. (Refer to NSD-QP-04). *Upon admission the admitting personnel will provide the patient with two (2) watchers ID, color coding of the watcher's ID are as follows:
 - 1.1. **GREEN** - Second floor
 - 1.2. **RED** - Third floor
 - 1.3. **YELLOW** - Fourth floor
 - 1.4. **ORANGE**- Fifth floor
 - 1.5. **BLUE**- Hemodialysis

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2. The Nurse prepares identification tags according to the corresponding color codes designated to each Medical Department in charge of the specific case:
 - 2.1. **GREEN** - Internal Medicine
 - 2.2. **RED** - Surgery
 - 2.3. **YELLOW** - Pediatrics
 - 2.4. **ORANGE** - Obstetrics
 - 2.5. **BLUE** - Orthopedics
 - Two (2) identification tags contain the Physician's name:
 - *One (1) identification tag is posted inside the patient's room/patient's bed foot part (if in Ward setting).
 - *One (1) identification tag is posted outside the patient's room at the door name holder. If in Ward setting, 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/patient's bed foot part (if in Ward setting).



3. The Nurse posts the patient's and the Attending Physician's identification tag 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 tag is posted on the left inside area.

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During Visiting Hours: (also see Visiting Policy)

1. The Information and Security Personnel first elicits from the visitors the full name of the patient as requirement for entry to the hospital.


POSSIBLE SCENARIOS:

-If the visitor/s can identify patient's full name and room number, the Information and Security Personnel obtain the full name of the visitor (a valid ID is presented to the Information personnel to verify visitor's name), then verifies from the Bizbox to confirm for the admission of the patient, then room number and a visitor's pass will be given.

-In cases where there are more than one SURNAME admitted, Information and Security Personnel are not allowed to mention the patients' first name with the same SURNAME for the visitor to choose from. Instead the Information and Security Personnel will ask the visitor to provide either of the following information: Age, Patients address, Maiden name, Physicians name. If such information matches a patients profile, the Information Personnel asks for the visitor's name (a valid ID is presented to the Information personnel to verify visitor's name), then calls the station/room to verify information whether the visitor is legitimate to visit.

-In the event where the visitor cannot identify the full name of the patient (e.g. can provide first name only, last name only, or maiden name), the Information and Security Personnel will ask the visitor to provide either of the following information: Age, Patients address, Physicians name. If such information matches a patients profile, the Information Personnel asks for the visitor's name (a valid ID is presented to the Information personnel to verify visitor's name), then calls the station/room to verify information whether the visitor is legitimate to visit.

2. In cases where visitors bear fire arms, these are surrendered to the Security upon entrance to the hospital premises.
3. Information Personnel provides the Security Personnel at the main entrance a list of the Daily Census of all admitted patients with remarks "NO INFORMATION" OR "NO VISITORS" for indicated patients.

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4. The Visitor surrenders a valid ID then security issues the color coded visitor's ID pass. A maximum of only two (2) visitors' identification cards are issued per room. ID passes are color-coded according to the respective floors and are worn above the waist at all times.
 - 4.1 **WHITE** - visitors who do not have an Identification Card available to surrender.
 - 4.2 **GREEN** - Second floor
 - 4.3 **RED**- Third floor
 - 4.4 **YELLOW** -Fourth floor
 - 4.5 **ORANGE** - Fifth floor
 - 4.6 **BLUE** - Hemodialysis
5. The Security situated in every floor checks for presence of correct color coded visitors' ID pass and directs visitors to the correct station and room number.
6. Visitor is then allowed to proceed to respective room that he/she wishes to visit.
7. Visiting hours are as follows:

10:00 AM to 12:00 PM
3:00 PM to 7:00 PM

Visitors are strictly accommodated only on these hours.


During Doctors Rounds

1. The Attending Physician obtains list of admitted patient under his/her service and their assigned rooms in the Admitting Section.
2. Attending Physician/s and other medical staff can inquire in 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. Information Receptionists are not allowed to divulge information unless the visitor asking for the information can provide FULL NAME of the patient.

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* In the event that the caller cannot identify the patient, no information will be given.

Script to follow:

“I am sorry to inform you Sir/ Ma’am, that we are not allowed to divulge/give out any 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 operator then connects the caller to the station or patient’s room.

DOCUMENTATION

Posters
Flyers
Leaflets

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