



# RIVERSIDE MEDICAL CENTER, INC.



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

<b>DEPARTMENT:</b> Ancillary Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-DIS-P001-(01)	
<b>TITLE/DESCRIPTION:</b>			
<b>SCOPE OF SERVICE</b>			
<b>EFFECTIVE DATE:</b> February 28, 2025	<b>REVISION DUE:</b> February 27, 2028	<b>REPLACES NUMBER:</b> DPOTMH-E-63-P10	<b>NO. OF PAGES:</b> 1 of 33
<b>APPLIES TO:</b> Department of Imaging Sciences, NICIS, Nursing Service Division, ER, Medical Services Division, Central Registration		<b>POLICY TYPE:</b> Multi Disciplinary	

## PURPOSE:

1. To supply information on the services being offered by the Department of Imaging Sciences (DIS) of Dr. Pablo O. Torre Memorial Hospital (DPOTMH).
2. To identify common procedures done specifically in the Non-Invasive Cardiovascular Imaging Sciences (NICIS) and DIS.

## DEFINITIONS: N/A

## RESPONSIBILITY:

Radiologic Technologists, Radiologists, Section Heads, Supervisor, OB Sonologist, Neurologist, Cardiologist, Department Manager, Receptionist, Auxiliary Staff, DIS Staff, DIS Clerk, Radiologic Technologist or Radiologic Nurse, DIS Encoder, Requesting Physician/Representative, PGI, ER Staff, DIS Receptionist, Staff Nurse

## POLICY:

The primary purpose of the diagnostic services of the Department of Imaging Sciences (DIS) of Dr. Pablo O. Torre Memorial Hospital (DPOTMH) is to review anatomical structures and physiological processes of the human body by acquiring diagnostic images as well as performing therapeutic procedures. The goals of the Department of Imaging Sciences are:

1. To provide cost-effective, accessible, efficient, and proper care for patients in need of radiologic diagnosis, therapy, or intervention.
2. To provide pertinent education for patients and their family members.
3. To maintain and improve the quality of care by performing quality control tasks, as well as continually evaluating and improving upon key processes.
4. To provide training and education to all personnel to achieve excellence.
5. To exceed expectations of physicians and patients regarding the standard of patient care.

Exams and procedures are performed on both inpatients and outpatients in neonatal, pediatric, adolescent, adult, and geriatric patient age groups. Patients may be ambulatory or non-ambulatory. The following are the primary diagnostic imaging modalities:

1. General Radiography





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2. Magnetic Resonance Imaging (MRI)
3. Fluoroscopy
4. Breast Imaging Ultrasound and Doppler US
5. Computed Tomography (CT)
6. Neuroangiography/Interventional
7. Peripheral Angiography/Interventional
8. OB Ultrasound
9. 2-Dimensional Echocardiography
10. Vascular Studies
11. Treadmill Exercise Testing
12. Electrocardiogram

The Department of Imaging Sciences (DIS) provides support to all or any departments located within the medical complex, including portable exams as needed. Imaging studies are performed upon receipt of a written or electronic request (Physician Order) with the review and approval of a staff Radiologist. Exams and procedures are performed and/or scheduled in line with priority and patient acuity. A centralized scheduling area provides on-line scheduling for future exam and procedure appointments. For the NICIS, schedule is arranged at the NICIS Reception.

The unit provides 24-hour service, 7 days per week to both inpatients and outpatients.

## Staffing Guidelines

Adjustments are made to staffing levels based on exam volumes, procedure scheduling backlogs, and the number of rooms in the clinical areas. An on-call/callback system is in place for exams and procedures needing to be performed on an emergent basis after routine clinical hours. If additional technical staff is needed for general diagnostics, there is a technologist on-call during non-routine hospital hours. A staff list is located in the main department in the event that multiple technologists are required to deal with an unexpected peak patient volume.



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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<b>Hours of Operation:</b>		
General Radiology	24 hours	7 days/week
CT	8am-10pm	7 days/week
MRI	8am-10pm	Monday-Sunday
Ultrasound	7am-10pm	Monday-Sunday
	8am-12noon	Sunday
Mammography	8am-10pm	7 days/week
X-ray	24 hours	7 days/week
OB Ultrasound	8am-4pm	Monday-Thursday
	8am-10am	Friday
	10am-2pm	Saturday
Cardiovascular	6am-5pm	7 days/week
ECG	24 hours	7 days/week

**\*STAT Cases can be done anytime.**

## Quality Control Program

Testing protocols are established for each unit as needed, whereby testing is performed at established time-frames to assure optimal equipment performance. (e.g. ultrasound, CT, MRI, mammography, film processors)





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## PROCEDURE (SOP):

### SAFE AND EFFICIENT DIRECTION OF PATIENT, VISITORS AND STAFF TRAFFIC

#### OUTPATIENT

1. The patient enters the Department of Imaging Sciences located at the ground floor of the Hospital.
2. The patient goes to the DIS Reception Area.
3. The patient presents physician's request to the receptionist.
  - 3.1 The receptionist hands out a preparation form for the procedure to the patient and his/her schedule.
  - 3.2 On the day of examination, the patient goes to the central registration and advised to fill in the information slip.
4. The patient waits for the name to be called in the waiting area.
5. The technologist then accompanies the client to the designated x-ray room and gives instructions during and after the procedure.

#### INPATIENT

1. The patient is wheeled out from room by the Auxiliary Staff and is sent to the Department of Imaging Sciences together with the chart after the staff nurse has confirmed with the DIS receptionist about the procedure to be done.
2. The in-patient client uses the door adjacent the Main DIS entrance.
3. The technologist then accompanies the patient to the designated x-ray room and gives instructions during and after the procedure.





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## USE OF ELECTRONIC SIGNATURE

1. The DIS Staff provides scanned images and assigns the procedure to the Radiologist for reading via the DOIP.
2. The Radiologist reads the images and encodes its official reading into the official template in the DOIP.
3. The Radiologist directly releases results in the system/sends the electronically signed result to the Releasing Section.

## RELEASING OF RESULTS

### OUTPATIENT/WALK IN:

1. All OPD/walk-in patients can personally pick up their results from 8:00 AM to 6:00 PM by presenting their claim slip, ID or official receipt or by writing their complete name on a piece of paper. Clients wait for their turn to be called to claim their result.
2. Releasing clerks are expected to extend the best service to the clients.
3. Releasing clerks sends result via email if personally requested.
4. Automatic SMS Notification is sent to the OP clients once the result//s are released and can be viewed in the patient portal.

### INPATIENT:

1. Nurse on-duty views and prints official results and attaches it to the patient's file.
2. Medical Records and Wellness Clinic staff can also view and print results.





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## SCHEDULING, RECEIVING AND CHARGING PROTOCOL

### OUTPATIENT/WALK IN:

1. The DIS Clerk schedules and logs the time and date of the procedure on the official schedule book.
2. The Radiologic Nurse or DIS clerk gives instruction for preparation. *(See specific procedure protocols for preparations).*
3. Those with **HMO/ Insurances/ Company guarantees**, are instructed to bring their **letter of authority/letter of guarantee** on the day of the examination.
4. On the day of the exam, the patient presents the request and proceeds to the Central Registration for assessment.
5. The Radiologic Technologist or Radiologic Nurse asks the patient to read and sign the informed consent on procedures requiring the same.
6. The patient is prepared for the procedure.

### INPATIENT:

1. The nurse encodes the request on the Bizbox hospital system under the Patient Care and requisition under DIS.
2. The Radiologic Technologist/DIS Clerk renders the request from Bizbox, logs the time and date of the procedure on the official schedule book and confirms with the requesting station/Nurse-on-duty. **Note: All rendered requests are considered charged.**
3. Once the patient is scheduled, instruction for preparation is given by the Radiologic Technologist on duty to the NOD.
4. The special needs of patients/instructions are duly **ENDORSED** by the Nurse-on-duty to the DIS Clerk/Radiologic Technologist-on-duty which will include infection precaution. Thus, the Radiologic Technologist calls the station to wait for further instruction.
5. The DIS clerk/Radiologic Technologist informs the station to bring down the patient.
6. The Nurse on duty transports the patient on the scheduled date and time. In the event of unforeseen circumstances, the procedure may sometimes be delayed or may not start on the exact time. The Nurse on duty will have to inform the patient and his/her folks for such delay and his/her new schedule.







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7. The critical patients from the floor is accompanied by a Resident or Intern upon transport to the DIS.
8. Once the patient arrives at the DIS, the Radiologic Technologist or Radiologic Nurse prepares for the procedure.

## FILING OF RESULTS

1. The performing Radiologist reads, signs and release the results.
2. All results are stored in the Hospital PACS System.

## AVAILABILITY OF RADIOGRAPHIC IMAGES

1. Every after procedure a CD Dicom copy of the radiographic procedure is provided to the client.
2. In cases that an extra copy is requested, a fee will be charged for the said CD copy.
  - 2.1 The client is referred to the Central Registration to process the fee
3. Outside films from client for comparative study.
  - 3.1 Receiver should fill up the DIS Outside logbook signed by the client.
  - 3.2 Upon return, the receiver should present an identification card and sign the logbook.





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## BONE DENSITOMETRY (DEXA)

- These services shall be available Monday-Sunday, from 8:00 AM to 5:00 PM and done at the Main DIS facility.
- It shall cater to both Outpatient and Admitted patients.
- First Come, First Served policy shall be observed except for Senior Citizens and PWD who shall be given priority and for emergency cases. Upon scheduling of procedure, patients shall be given instructions on the preparation to be done prior to the test.
- Doctor's prescription shall be required prior to scheduling of the exam. In the event that a patient would like to avail of this procedure but without prescription, he /she shall seek consult from the OPD and present such prescription to the DIS Reception Area. An Informed Consent Form shall also be accomplished by the patient.
- Results shall then be released to patients or Attending Physician 72 hours after the procedure.

## OUTPATIENT

1. First time clients with Doctor's request goes to the Central Registration and Assessment Section for registration and assessment of examinations requested. Clients with hospital record and ID can go directly to the areas concerned. If patient do not have Doctor's request, proceed to the OPD for a prescription.
2. The client then goes to the Department of Imaging Sciences and presents physician's request/assessment form to the receptionist for scheduling of examination.
3. On the day of the scheduled examination, the patient pays the amount to the Cashier.
4. The DIS receptionist hands out a preparation form for the procedure & schedule to the patient. On the day of examination, the client goes to the reception area.
5. The patient waits for name to be called in the waiting area.
6. The Radiologic Technologist accompanies the client to the Bone Densitometry room and gives instructions before, during, and after the procedure.







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## INPATIENT

1. The Staff Nurse calls the DIS Reception Area and informs them of a procedure to be done to an inpatient.
2. The DIS Receptionist informs the Staff Nurse of the necessary preparation to be done prior to the procedure.
3. The Staff Nurse confirms the call and instructs the patient of any preparation that the latter has to do prior to the procedure.
4. The patient is wheeled out from his/her room by the transport crew and brought to the DIS together with the chart.
5. The inpatient is wheeled in through the door adjacent to the main DIS Entrance.
6. The Radiologic Technologist then accompanies the client to the Bone Densitometry room and gives instructions before, during, and after the procedure.





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## POST-PROCEDURE INSTRUCTIONS

1. After the procedure, the Radiologist, PGI and/or Radiologic Technologist gives Post Procedure Instructions to the patient.
2. The Radiologic Technologist assigned, copies the given instructions given by the Radiologist to the patient in the Contrast/Medication Questionnaire Form.
3. The Radiologic Technologist and/or Radiologic Technician keeps the copies of the written Post Procedure Instructions in the Policy and Procedure Manual.

## X-RAY PROCEDURE IN THE EMERGENCY ROOM

- These services shall be available anytime 24/7 at the Emergency Room, and shall cater to patients.
  - A doctor's prescription or order a requisition to bizbox shall be required before providing the procedure.
  - X-ray images are immediately uploaded to the Syngo-Plaza for direct viewing by the DEM Physician.
1. An ER Staff Nurse calls the DIS Reception Area and informs them of a procedure to be done on a patient.
  2. The DIS Receptionist acknowledges the call and informs the Radiologic Technologist assigned as X-ray Portable.
  3. The Radiologic Technologist responds to the call according to the ER Response Time.
  4. Before heading out to the ER, Radiologic Technologist double checks the x-ray cassette to be used if empty.
  5. The Radiologic Technologist assigned as "X-ray Portable" steers the portable machine to the Emergency Room. The Radiologic Technologist checks with the Staff Nurse and claims the written request.
  6. The Radiologic Technologist positions the 3-Lead Barriers around the patient to contain radiation for the safety of the staff, patients, and watchers in the room.
  7. The Nurse-in-Charge ensures the use of lead barriers by the Radiologic Technologist and strongly reminds the Radiologic Technologist of its use.
  8. With the assistance of the Nurse-in-charge, the Radiologic Technologist positions the X-ray

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cassette on the patient.

9. After the procedure, the Radiologic Technologist returns the lead barriers to their assigned holding place.
10. The Radiologic Technologist returns to DIS and uploads the X-ray images for the DEM Physician to view for initial assessment and the Radiologist to read.






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<b>WORK INSTRUCTION:</b>	
<b>SAFE AND EFFICIENT DIRECTION OF PATIENT, VISITORS AND STAFF TRAFFIC</b>	
<b>KEY TASKS</b>	<b>PERSON RESPONSIBLE</b>
<b>OUT-PATIENT</b>	
1. Goes to the DIS Reception Area.	Client/Patient
2. Presents his/her physician's request to the receptionist.	
3. Hands out a preparation form for the procedure to the patient and his/her schedule.	Receptionist
4. Goes to the reception area on the day of the examination and advised to proceed to the central registration.	Client/Patient
5. Waits for his/her name to be called in the waiting area.	
6. Accompanies the client to the designated X-ray room and gives instructions during and after the procedure.	Radiologic Technologist
<b>IN-PATIENT</b>	
7. Sends the patient to the Department of Imaging Sciences together with the chart after the staff nurse has confirmed with the DIS receptionist about the procedure to be done.	Auxiliary Staff
8. Uses the door adjacent the Main DIS entrance.	
9. Accompanies the client to the designated X-ray room and gives instructions during and after the procedure.	Radiologic Technologist
	



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## USE OF ELECTRONIC SIGNATURE

KEY TASKS	PERSON RESPONSIBLE
1. Provides scanned images and assigns the procedure to the Radiologist for reading via the DOIP.	DIS Staff
2. Reads the images and encodes its official reading into the official template in the DOIP.	
3. Releases results in the system/sends the electronically signed result to the Releasing Section.	

## RELEASING OF RESULTS

KEY TASKS	PERSON RESPONSIBLE
<b>OUTPATIENT/WALK IN</b>	
1. Picks up their results from 8:00 AM to 6:00 PM by presenting their claim slip, ID or official receipt or by writing their complete name on a piece of paper.	All OPD/walk-in patients
<b>INPATIENT</b>	
1. Views and prints official results and attaches it to the patient's file.	Nurse on-duty






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SCHEDULING, RECEIVING AND CHARGING PROTOCOL	
KEY TASKS	PERSON RESPONSIBLE
OUTPATIENT/WALK IN	
1. Schedules and logs the time and date of the procedure on the official schedule book.	DIS Clerk
2. Gives instruction for preparation.	
3. Presents the request and fills in the patient’s data sheet.	Patient
4. Asks the patient to read and signs the informed consent on procedures requiring the same.	Radiologic Technologist or Radiologic Nurse
5. Prepares the patient for the procedure.	
INPATIENT	
6. Encodes the request on the Bizbox hospital system under the Patient Care and requisition under DIS.	Nurse on-duty
7. Renders the request from Bizbox, logs the time and date of the procedure on the official schedule book and confirms with the requesting station/Nurse-on-Duty.	Radiologic Technologist/DIS Clerk
8. Endorses special needs of patients/instructions.	Nurse-on-duty
9. Informs the station to bring down the patient.	Radiologic Technologist/DIS Clerk
10. Prepares the patient for the procedure.	Radiologic Technologist or Nurse
	






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<b>FILING OF RESULTS</b>	
<b>KEY TASKS</b>	<b>PERSON RESPONSIBLE</b>
1. Reads, signs and release the results.	Radiologist
<b>AVAILABILITY OF RADIOGRAPHIC IMAGES</b>	
<b>KEY TASKS</b>	<b>PERSON RESPONSIBLE</b>
1. Provides CD Dicom copy of the radiographic imaging every after procedure.	DIS Encoder
	




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<b>BONE DENSITOMETRY (DEXA)</b>	
<b>KEY TASKS</b>	<b>PERSON RESPONSIBLE</b>
<b>OUTPATIENT</b>	
1. Hands out a preparation form for the procedure & schedule to the patient. On the day of examination, the client goes to the reception area.	DIS Receptionist
2. Accompanies the client to the Bone Densitometry room and gives instructions before, during, and after the procedure.	Radiologic Technologist
<b>INPATIENT</b>	
1. Calls the DIS Reception Area and informs them of a procedure to be done to an inpatient.	Staff Nurse
2. Confirms the call and instructs the patient of any preparation that the latter has to do prior to the procedure.	
3. Informs the Staff Nurse of the necessary preparation to be done prior to the procedure.	DIS Receptionist
4. Accompanies the client to the Bone Densitometry room and gives instructions before, during, and after the procedure.	Radiologic Technologist
	



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## POST-PROCEDURE INSTRUCTIONS

KEY TASKS	PERSON RESPONSIBLE
1. Gives post Procedure Instructions to the patient.	Radiologist, PGI and/or Radiologic Technologist
2. Makes a copy of the given instructions given to the patient in the contrast/medication questionnaire form.	Radiologic Technologist
3. Keeps the copies of the written Post Procedure Instructions in the Policy and Procedure Manual.	





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## X-RAY PROCEDURE IN THE EMERGENCY ROOM

KEY TASKS	PERSON RESPONSIBLE
1. Calls the DIS Reception Area and informs them of a procedure to be done on a patient.	ER Staff
2. Acknowledges the call and informs the Radiologic Technologist assigned as X-ray Portable.	DIS Receptionist
3. Responds to the call according to the ER Response Time.	Radiologic Technologist
4. Checks with the Staff Nurse and claims the written request.	
5. Positions the 3-Lead Barriers around the patient to contain radiation for the safety of the staff, patients, and watchers in the room.	
6. Ensures the use of lead barriers by the Radiologic Technologist and strongly reminds the Radiologic Technologist of its use.	Staff Nurse
7. Positions the X-ray cassette on the patient with the assistance of the Nurse-in-charge.	Radiologic Technologist
8. Returns the lead barriers to their assigned holding place after the procedure.	ER Staff
9. Returns to DIS and uploads the X-ray images for the DEM Physician to view for initial assessment and the Radiologist to read.	DIS Receptionist





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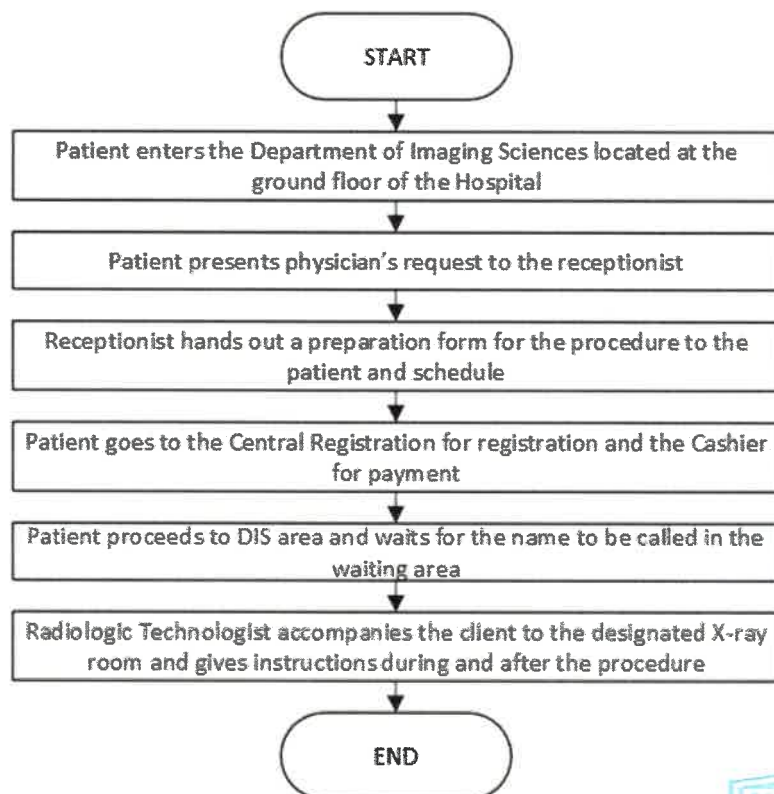
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## WORK FLOW:

### SAFE AND EFFICIENT DIRECTION OF PATIENT, VISITORS AND STAFF TRAFFIC

#### OUTPATIENT



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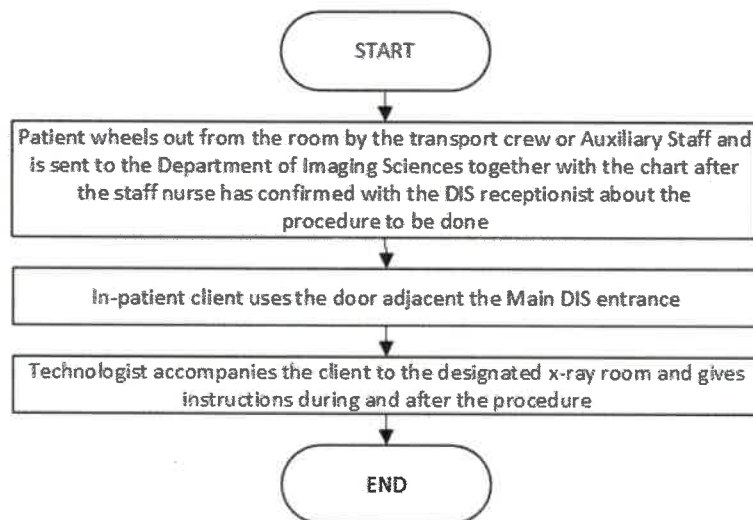
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## INPATIENT







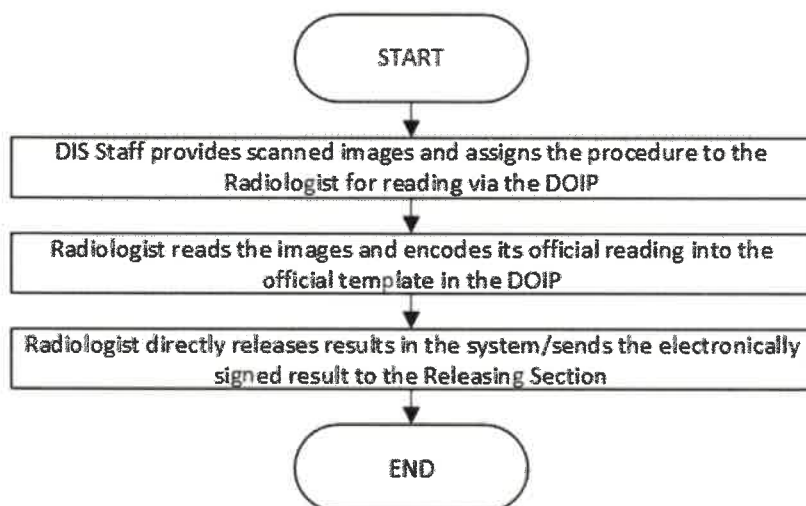
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## USE OF ELECTRONIC SIGNATURE



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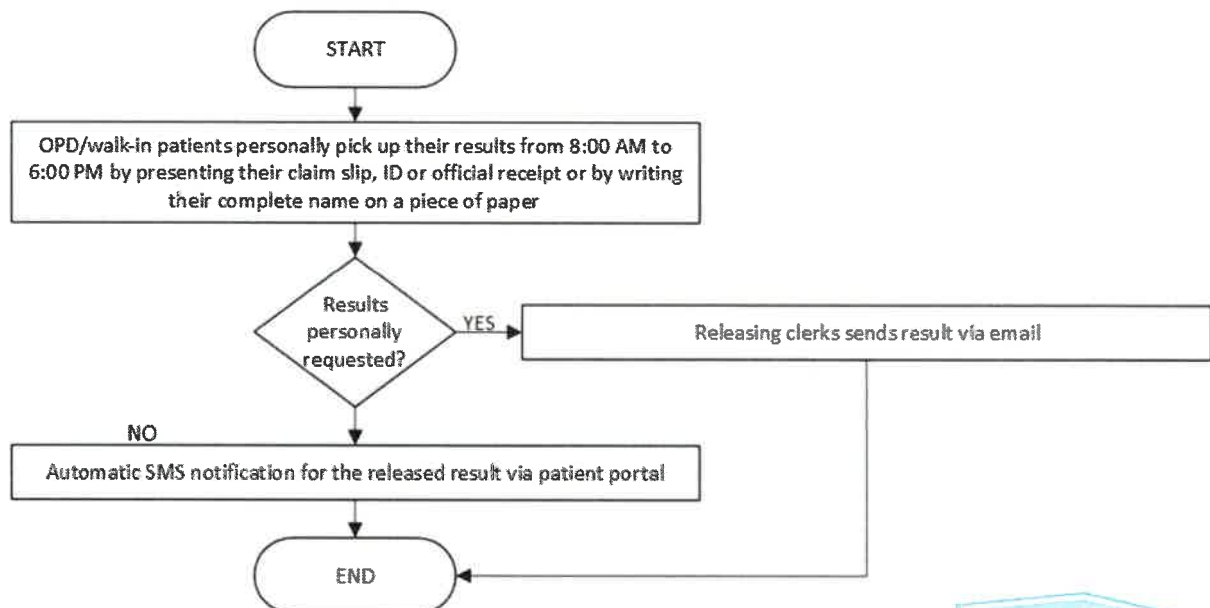
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**RELEASING OF RESULTS****OUTPATIENT/WALK IN**

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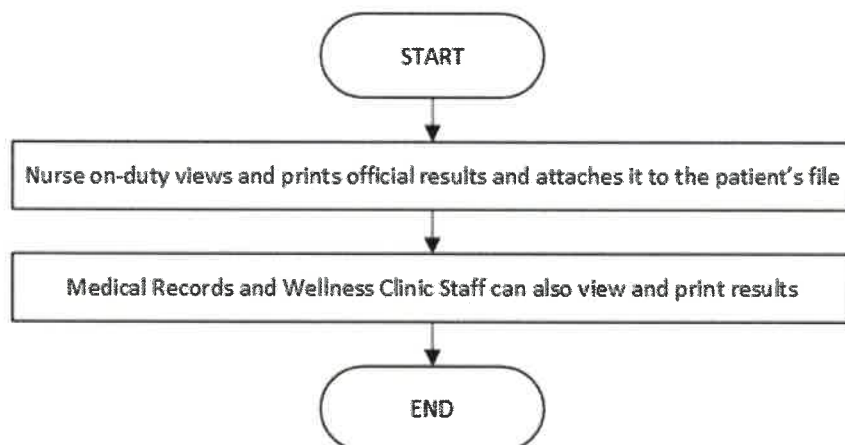
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## INPATIENT

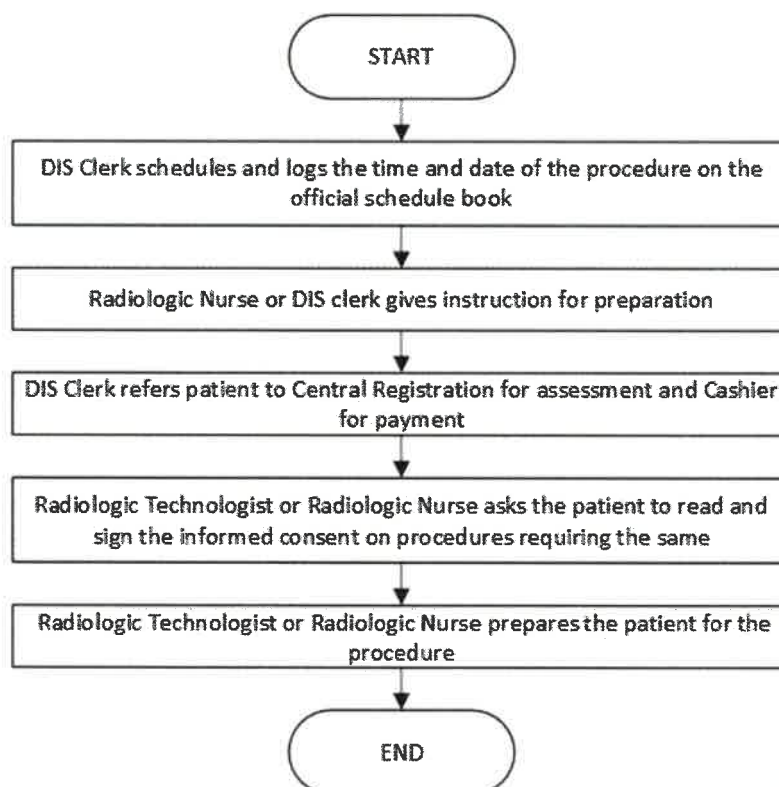




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## SCHEDULING, RECEIVING AND CHARGING PROTOCOL

### OUTPATIENT/WALK IN





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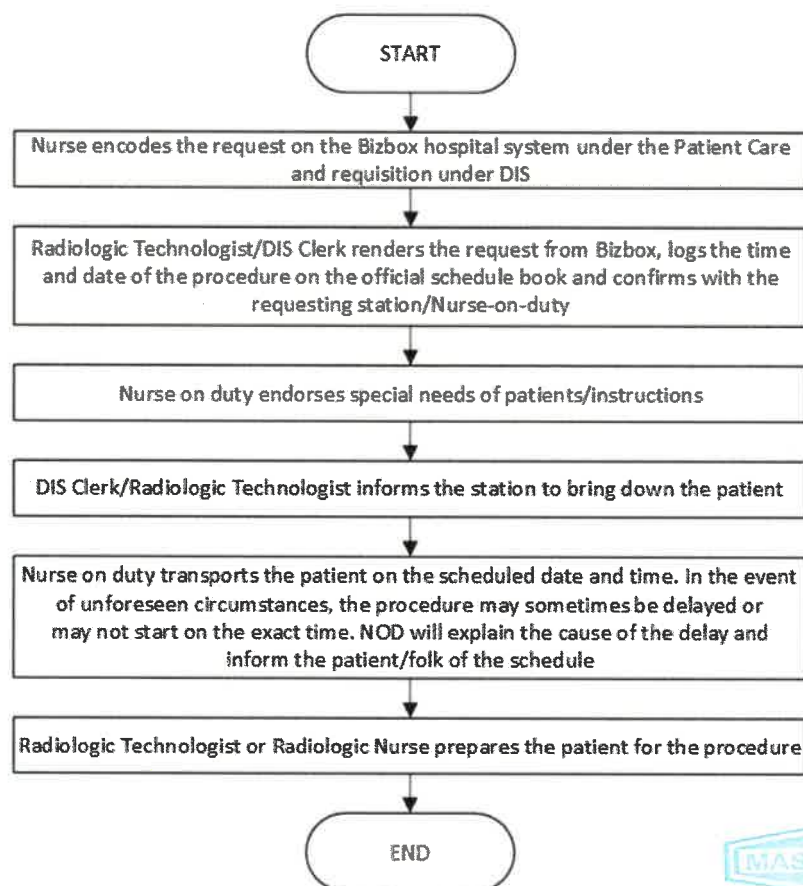
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**INPATIENT**



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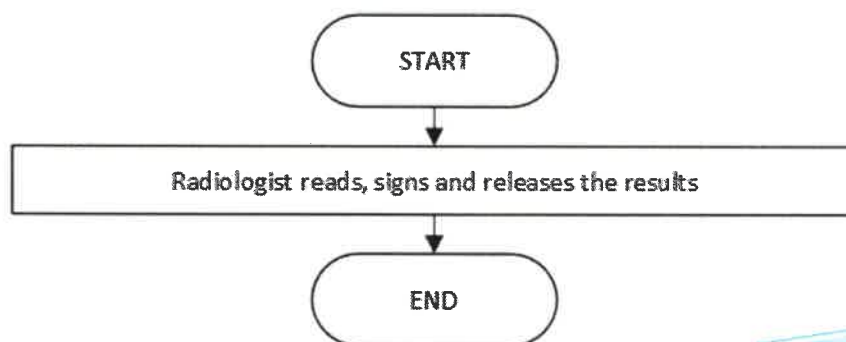
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## FILING OF RESULTS







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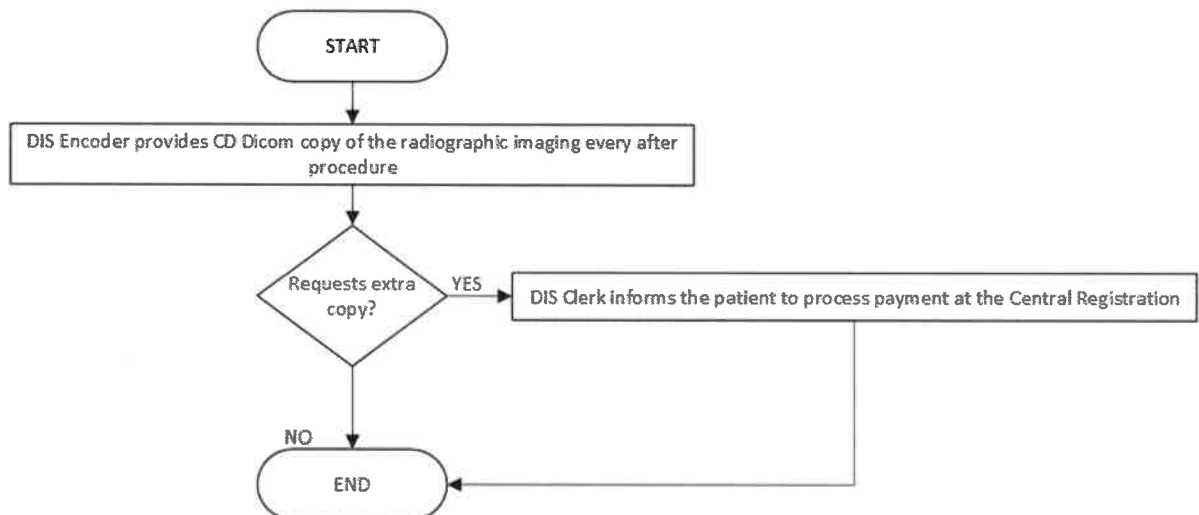
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## AVAILABILITY OF RADIOGRAPHIC IMAGES



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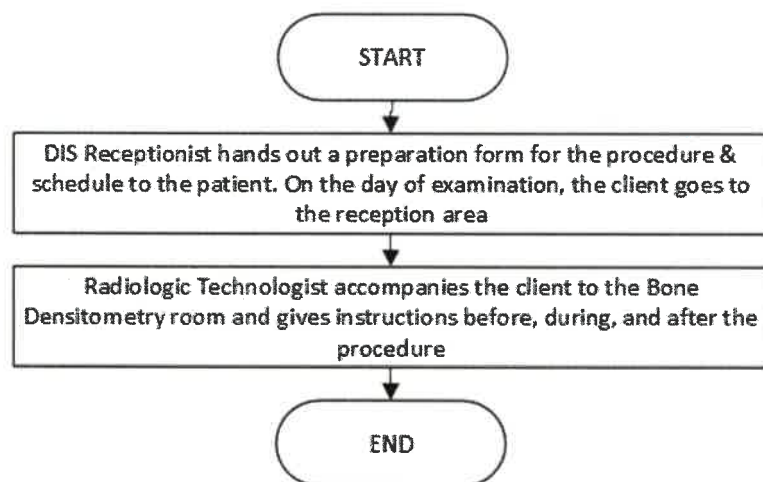


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## BONE DENSITOMETRY (DEXA)

### OUTPATIENT





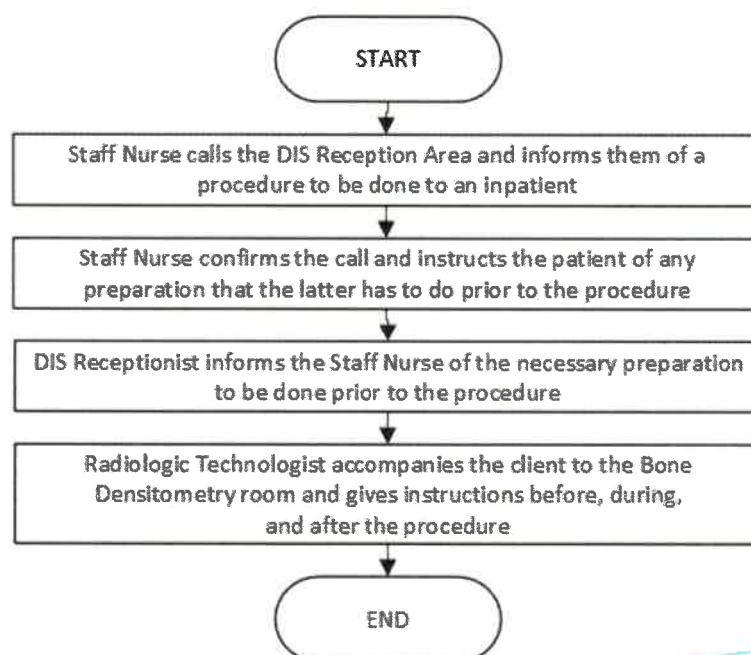
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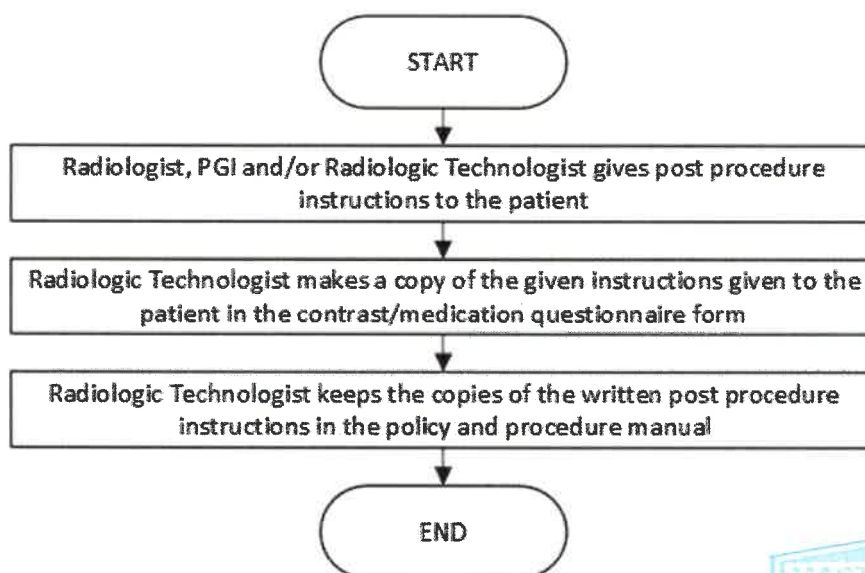
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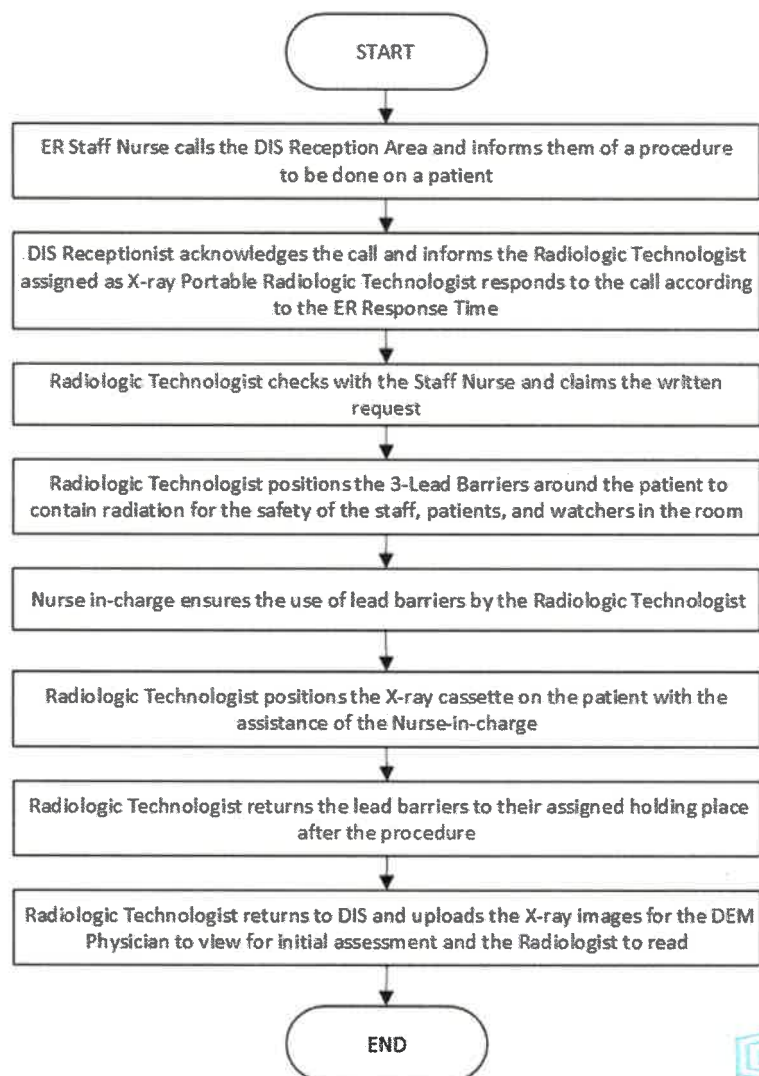
## POST-PROCEDURE INSTRUCTIONS





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## X-RAY PROCEDURE IN THE EMERGENCY ROOM





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<b>FORMS:</b> <ol style="list-style-type: none"><li>1. DIS-F005-DIS COPY Xray-Ultrasound Request</li><li>2. DIS-F003-EXAMINATIONS REQUEST</li><li>3. DIS-F001-Outpatient Data Form</li></ol>
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> <p>Definition of confidentiality. (n.d.). Www.Dictionary.Com. Retrieved August 23, 2022, from <a href="https://www.dictionary.com/browse/confidentiality">https://www.dictionary.com/browse/confidentiality</a></p>







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APPROVAL:				
	Name/Title	Signature	Date	TQM Stamp
<b>Prepared by:</b>	<b>JOEY BRYAN G. JULOM</b> Department of Imaging Sciences Supervisor		3/4/25	
<b>Reviewed by:</b>	<b>WENDY MAE D. GOMEZ</b> Accreditation & Documentation Manager		3-4-25	
<b>Approved by:</b>	<b>CHERYL O. TRINIDAD</b> Department of Imaging Sciences Manager		3/4/25	
	<b>ROSARIO D. ABARING</b> Ancillary Division Head		03.18.2025	
	<b>JOSE PEPITO B. MALAPITAN, MD</b> Medical Director		03-18-25	
	<b>MA. ANTONIA S. GENSOLI, MD</b> VP-Chief Medical Officer		3-21-25	
<b>Final Approved by:</b>	<b>GENESIS GOLDI D. GOLINGAN</b> President and Chief Executive Officer		03/24/25	

