



RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Ancillary Division		POLICY NUMBER: DPOTMH-MPP-DIS-P010-(01)	
TITLE/DESCRIPTION: ER RESPONSE TIME OF THE DEPARTMENT OF IMAGING SCIENCES (DIS)			
EFFECTIVE DATE: February 28, 2025	REVISION DUE: February 27, 2028	REPLACES NUMBER: DPOTMH-E-63-P10	NO. OF PAGES: 1 of 9
APPLIES TO: Department of Imaging Sciences, ER		POLICY TYPE: Multi Disciplinary	

PURPOSE:

Consistent with the thrust of Dr. Pablo O. Torre Memorial Hospital to deliver a broad range of quality health care services and continuously improve the same, this policy and guidelines are set to guide the health care professionals in providing prompt response to Emergency Room (ER)

DEFINITIONS:

RESPONSIBILITY:

Department of Imaging Sciences Manager, Radiologic Section Head, Radiologic Technologists, and ER Personnel

POLICY:

1. It shall be the policy of the Department of Imaging Sciences (DIS) to respond to ER calls using the codes hereunder:

ER Code	Response Time Requirement
Red	1 – 5 minutes
Yellow	1 – 10 minutes
Green	1 – 15 minutes

2. ER Department shall make available and ready all the needed information of the patient/client and the respective doctor's order for their procedure before making a request and a call.
3. Response time shall **start to run only** from the time the request is completely done with proper documentation; and, after the **CALL** has been made and **confirmed** by the ER Requesting Nurse and the DIS Staff/Radiologic Technologist. For purposes of time uniformity, the company time appearing in the department computer shall be used.
4. If the patient is not yet admitted, the ER Staff shall complete the BLUE FORM. **No BLUE FORM, NO PROCEDURE shall be strictly observed.**
5. Should a request be done without the proper and complete documentation, the DIS Staff/Radiologic Technologist concerned shall not be held liable for delayed response/no

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response. Incident report shall be prepared **within 24 hours** from the time the incident is discovered. Both the ER and the DIS Staff/Radiologic Technologist concerned shall prepare the IR and submit to their respective Unit Head.

6. The ER and the DIS Staff/Radiologic Technologist shall fill – up completely the Response Time Tracking Form for reporting and documentation purposes.
7. A First Come – First Served Policy shall be observed in the rendering of DIS services.
8. Releasing of results of the procedure shall observe the TAT standard set forth in the unit/hospital policy.





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PROCEDURE (SOP):

For the ER Staff

1. The ER Staff prepares the needed information and completes the request for documentation.
2. The ER Staff makes a request via bizbox if admitted and Blue Form in not yet admitted. The ER Staff makes a voice call to the DIS and confirms the request and time with the receiving DIS Staff/ Radiologic Technologist.
3. Upon arrival of the responding Radiologic Technologist in the ER, the ER staff should give the Blue Form to the Radiologic Technologist, who will in turn give the Response Time Tracking Form to the ER Staff for completion.
4. The ER Staff introduces the Radiologic Technologist to the patient or patients on a sequential basis should there be many patients on queue.

For the DIS Staff/ Radiologic Technologist

1. The DIS Staff/Radiologic Technologist receives the request via phone call.
2. The DIS Staff/Radiologic Technologist confirms with the ER Staff the procedures requested and the time the request is made.
3. The Radiologic Technologist prepares the necessary supplies, instruments and equipment for the procedure.
4. The Radiologic Technologist goes to the ER.
5. Upon arrival to the ER, the Radiologic Technologist makes known his/her presence to the ER Staff and asks for the Blue Form and reconfirms the request/s for a particular patient/s.
6. The Radiologic Technologist gives out the Response Time Tracking Form to the ER Staff for completion.
7. Upon introduction of the Radiologic Technologist to the patient by the ER Staff, the Radiologic Technologist shall introduce himself/herself to the patient and explains the procedures to the patient and does the after-care as soon as the procedure/s is/are done.
8. The Radiologic Technologist informs the client/folks of the releasing of results.
9. The Radiologic Technologist informs the ER Staff that he/she is done with the procedures, documents at ER Logbook and goes back to his/her respective unit.





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WORK INSTRUCTION:	
KEY TASK	PERSON RESPONSIBLE
1. Prepares the needed information and completes the request documentation.	ER Staff
2. Makes a request using the Blue Form if the patient is not yet admitted; and via Bizbox if the patient is already admitted.	
3. Gives the Blue Form to the Radiologic Technologist, who will in turn give the Response Time Tracking Form to the ER Staff for completion.	
4. Introduces the Radiologic Technologist to the patient or patients on a sequential basis should there be many patients on queue.	
5. Receives the request via phone call.	DIS Staff/Radiologic Technologist
6. Confirms with the ER Staff the procedures requested and the time the request is made.	
7. Prepares the necessary supplies, instruments and equipment for the procedure.	
8. Asks for the Blue Form and reconfirms the request/s for a particular patient/s.	
9. Gives out the Response Time Tracking Form to the ER Staff for completion.	
10. Introduces himself/herself to the patient and explains the procedures to the patient and does the after-care as soon as the procedure/s is/are done.	
11. Informs the client/folks of the releasing of results.	





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12. Informs the ER Staff that he/she is done with the procedures, documents at ER Logbook and goes back to his/her respective unit.

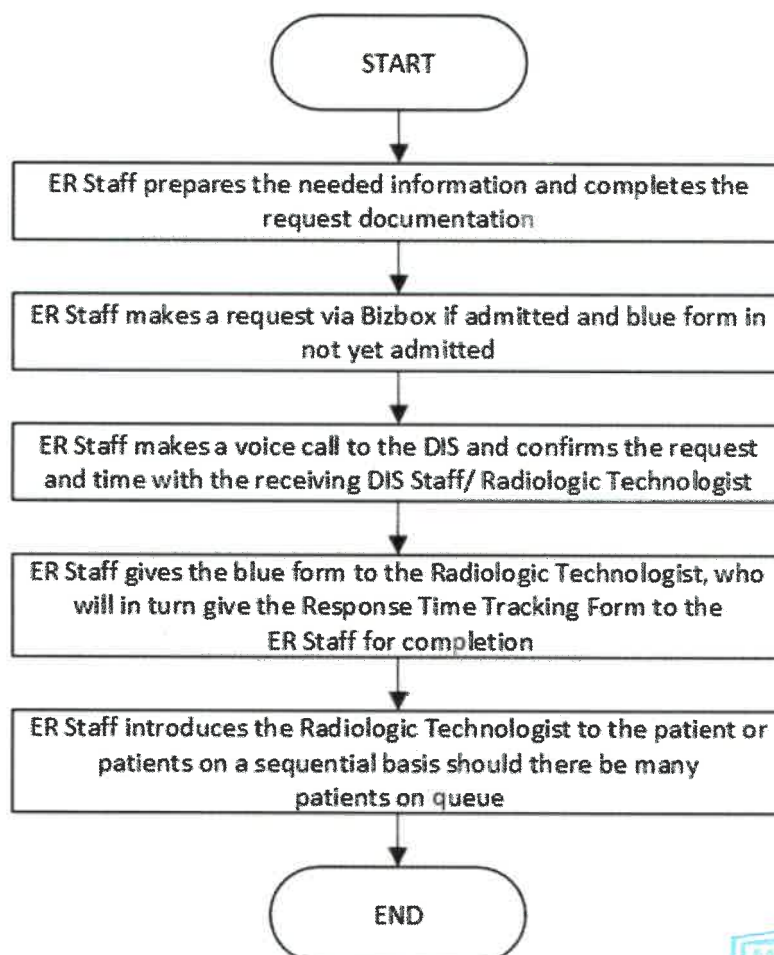
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WORK FLOW:

FOR THE ER STAFF





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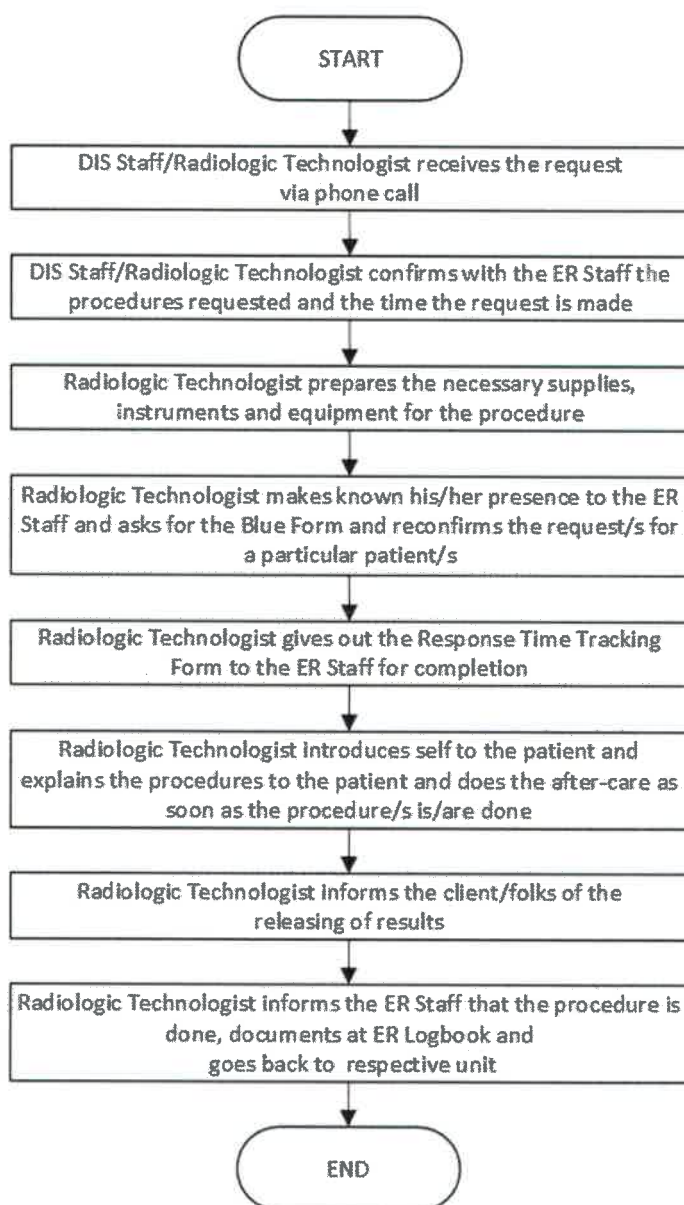
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FOR THE DIS STAFF/ RADIOLOGIC TECHNOLOGIST



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FORMS: N/A
EQUIPMENT: N/A
REFERENCES: N/A





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APPROVAL:				
	Name/Title	Signature	Date	TQM Stamp
Prepared by:	JOEY BRYAN G. JULOM Department of Imaging Sciences Supervisor		3/4/25	
Reviewed by:	WENDY MAE D. GOMEZ Accreditation & Documentation Manager		3-4-25	
Approved by:	CHERYL O. TRINIDAD Department of Imaging Sciences Manager		3/4/25	
	ROSARIO D. ABARING Ancillary Division Head		03-18-2025	
	JOSE PEPITO B. MALAPITAN, MD Medical Director		03-18-25	
	MA. ANTONIA S. GENSOLI, MD VP-Chief Medical Officer		3-20-25	
Final Approved by:	GENESIS GOLDI D. GOLINGAN President and Chief Executive Officer		03/24/25	

