



RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Ancillary Division		POLICY NUMBER: DPOTMH-MPP-HEMO-P017-(01)	
TITLE/DESCRIPTION: HEMODIALYSIS INTERNAL REFERRAL SYSTEM			
EFFECTIVE DATE: May 30, 2025	REVISION DUE: May 29, 2028	REPLACES NUMBER: N/A	NO. OF PAGES: 1 of 7
APPLIES TO: Hemodialysis Unit, Medical Services Division		POLICY TYPE: Multi disciplinary	

PURPOSE:

To establish a standardized, efficient, and compliant referral system within the Hemodialysis Unit for coordinated patient care with internal departments. This system ensures timely referrals to and from the Hemodialysis Unit, including outbound referrals for inpatient admission, surgical procedures, diagnostics, and specialized imaging, in accordance with DOH, PhilHealth, and hospital standards.

DEFINITIONS:

Referral – Formal process of directing a patient to another department for further evaluation, care, or procedure.

Internal Referral – Referral initiated from within the hospital, either to or from the Hemodialysis Unit.

Outbound Referral – A referral initiated by the Hemodialysis Unit to other departments for additional management.

Receiving Department – The department that accepts and acts on the referral.

Referring Department – The department initiating the referral process.

Outpatient to Inpatient Migration – The conversion of outpatient hemodialysis status to inpatient due to clinical necessity.

RESPONSIBILITY:

Hemodialysis Personnel, Referring Departments, Hemodialysis Physicians-on-duty, Attending Nephrologist

POLICY:

1. Hemodialysis Unit shall ensure that all patient referrals—whether inbound or outbound—are coordinated, timely, well-documented, and compliant with applicable hospital, DOH, and Phil Health guidelines.
2. Referrals shall be made through the designated forms and communication channels, and executed by authorized personnel.
3. Scheduling shall be based on the urgency, slot availability and patient's condition.





DR. PABLO O. TORRE
MEMORIAL HOSPITAL

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PROCEDURE (SOP):

A. Inbound Referrals to Hemodialysis Unit

Applicable for patients referred from Nursing Service, ER, OR, DIS, or Laboratory.

Steps:

1. Referring department completes and submits the **Hemodialysis Procedure Schedule**.
2. Hemodialysis Charge Nurse or Physician reviews and triages the referral request.
3. Hemodialysis Charge Nurse/ Hemodialysis Supervisor schedules the patient according to the assessment.
4. Hemodialysis Charge Nurse prepares the patient for transport to HDU.
5. Hemodialysis Charge Nurse and referring department staff document the referral.

B. Outbound Referrals from Hemodialysis

Typical referrals include:

- Admission to Ward (unstable vital signs, pre-intra- post hemodialysis complications)
- OR (AVF creation/repair, catheter insertion)
- DIS (CXR, KUB, CT Scan, MRI)
- Laboratory (pre-post hemodialysis labs, blood typing, blood transfusion)
- NICIS/Cardiology (ECHO, ECG, clearance)

Steps:

1. Hemodialysis physician on duty (POD)/ Attending Nephrologist writes the referral order in the hemodialysis flow chart or physician progress notes.
2. Assigned nurse contacts the receiving department (via phone or EMR).
3. Hemodialysis Charge Nurse/ Hemodialysis Supervisor arranges patient transport and relevant documents.
4. Hemodialysis Charge Nurse/ Hemodialysis Supervisor updates referral logbook.
5. Hemodialysis Charge Nurse/ Hemodialysis Supervisor monitors for department feedback or follow-up actions.





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WORK INSTRUCTION:

KEY TASK	PERSON RESPONSIBLE
INBOUND REFERRALS TO HEMODIALYSIS	
1. Completes and submits the Hemodialysis Procedure Schedule.	Referring Department
2. Reviews and triages the referral request.	Hemodialysis Charge Nurse or Physician
3. Schedules the patient according to the assessment.	Hemodialysis Charge Nurse/ Hemodialysis Supervisor/ Referring Department
4. Prepares the patient for transport to HDU.	
5. Documents all referral.	
OUTBOUND REFERRALS FROM HEMODIALYSIS	
1. Writes the referral order in the hemodialysis flow chart or physician progress notes.	Hemodialysis Physician on duty (POD)/ Attending Nephrologist
2. Contacts the receiving department (via phone or EMR).	Assigned nurse
3. Arranges patient transport and relevant documents.	Hemodialysis Charge Nurse/ Hemodialysis Supervisor
4. Updates referral logbook.	
5. Monitors for department feedback or follow-up actions.	





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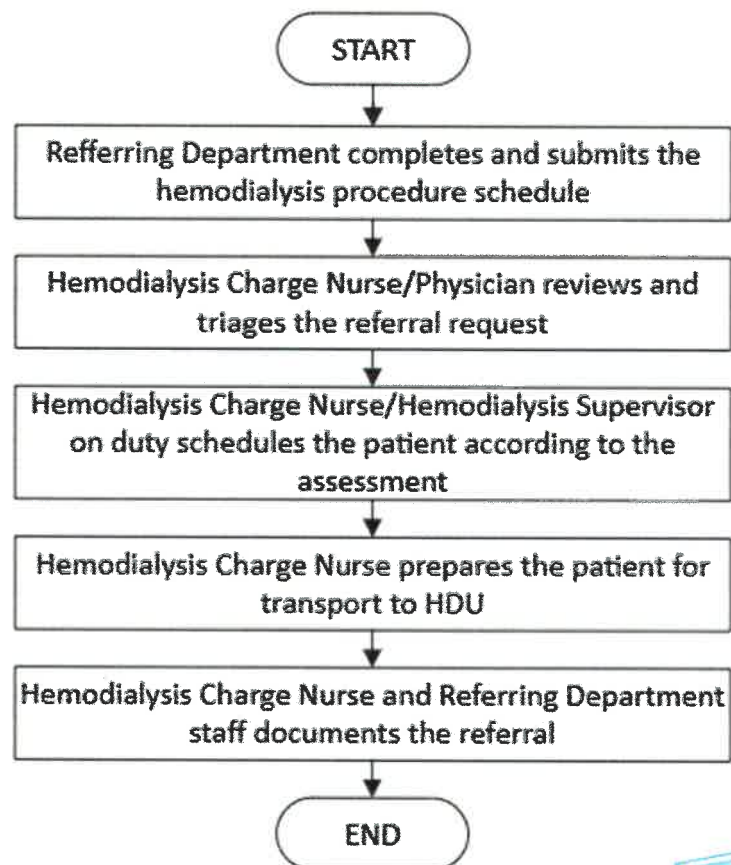


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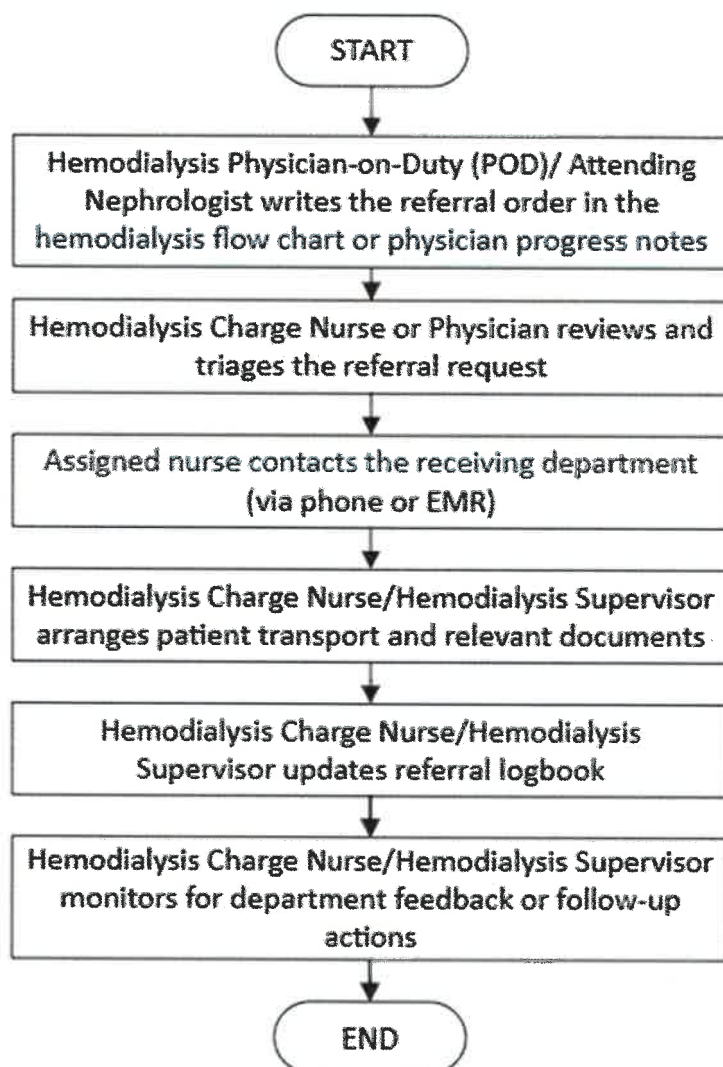
WORK FLOW:

INBOUND REFERRALS TO HEMODIALYSIS



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OUTBOUND REFERRALS FROM HEMODIALYSIS





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FORMS: <ol style="list-style-type: none">1. Internal Referral Form / Hemodialysis Procedure Schedule2. Physician Order / Endorsement Form3. Hemodialysis Transfer Checklist4. Referral Feedback Form (if applicable)5. Consent Form (for procedures)
EQUIPMENT: <ol style="list-style-type: none">1. EMR system or manual referral logbook2. Communication devices (telephones, handhelds)3. Wheelchair or stretcher4. Portable vital signs monitor5. PPE (per infection control protocols)
REFERENCES: <i>Department of Health (DOH): AO No. 2012-0012: Rules for Dialysis Clinics</i>





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Approvals:				
	Name/Title	Signature	Date	TQM Stamp
Prepared by:	JACKLYN ROSE B. PALMARES Hemodialysis Supervisor		5/26/25	
	CARL JAMES BOLLON OIC-Hemodialysis Technician Supervisor		5-26-25	
Reviewed by:	WENDY MAE D. GOMEZ Accreditation and Documentation Manager		5.26.25	
Approved By:	JOHAIRAH M. DIRAMPA Kidney Care Center Manager		05-26-2025	
	LEO MANUEL D. TUMANENG, MD Kidney Care Center Director		5/27/2025	
	MARIA REMEDIOS R. TOMAS, MD Hemodialysis Unit Head		5/27/25	
	ROSARIO D. ABARING Ancillary Division Head		05-26-2025	
	JOSE PEPITO B. MALAPITAN, MD Medical Director		5/30/25	
	MA. ANTONIA S. GENSOLI, MD VP/Chief Medical Officer		5/30/25	
Final Approved By:	GENESIS GOLDI D. GOLINGAN President and Chief Executive Officer		5/30/25	

