



**SERVICE STANDARD**  
Emergency Section



**VISION:** To provide quality health care to the people of the City of Manila.

**MISSION:** To become one of the best providers of quality health care services in the City of Manila.

| Type of front line service | Documentary Requirements | Client /Requesting Party | Office/Person Responsible | Steps/ Procedures   | Form to Fill-up  | Fee  | Processing Time                |
|----------------------------|--------------------------|--------------------------|---------------------------|---|--|--|--------------------------------|
| Emergency Room             | None                     | Patient                  | ER Nurse / NA             | Patient/ relative will be given a slip which indicates patient's time of arrival and service at the ER (Bibigyan ng papel ang pasyente o kamag-anak na naglalaman ng oras ng pagdating sa ER) | ER chart/patient Data Sheet (name, age, address, birthday, civil status, | No fees to be collected (Walang kaukulang bayad) | 30 seconds (30 segundo)        |
|                            |                          |                          | Admitting Clerk           | Registration – patient will be given an ER chart with corresponding hospital number (Bibigyan ng ER chart na may kaukulang hospital number)   |  |  | 3-5minutes (3-5 minuto)        |
|                            |                          |                          | ER Nurse / NA             | Interview, Vital signs taking referral to Medical Officer on duty (Kakausapin at kukunan ng Vital signs at inaalam sa doctor)   |  |  | 3-5minutes (3-5 minuto)        |
|                            |                          |                          | Medical Officer           | Consultation and treatment (Konsultasyon at paggagamot)   |  |  | 15-30 minutes (15 - 30 minuto) |
|                            |                          |                          |                           | -examines the patient (pag-eeksamin sa pasyente)  |  |  |                                |
|                            |                          |                          |                           | Renders immediate treatment and service (pagbibigay ng agarang lunas at serbisyo)   |  |  |                                |

|  |  |  |          |  |  |  |                        |
|--|--|--|----------|--|--|--|------------------------|
|  |  |  |          | -gives request for laboratory work-up, x-ray and other diagnostic procedures (pagbibigay ng request sa laboratoryo, x-ray at iba pa) |  |  | 15-30 minutes          |
|  |  |  |          | -decides whether to admit or discharge patient. (pagdesisyon kung papauwiin o iaadmit ang pasyente)                                  |  |  |                        |
|  |  |  | ER Nurse | ***if for admission: (kung maaadmit)   |  |  |                        |
|  |  |  |          | Facilitates admission and brings patient to the ward (pagsasa-ayos sa pag-admit at pagdadala ng pasyente sa ward)                    |  |  | 30 minutes (30 minuto) |
|  |  |  |          |  |  |  |                        |

For inquiries, suggestion, comment and recommendation, please call at telephone nos. **2523942** and/or send it to our email address [ospitalngtondo\\_ont@yahoo.com](mailto:ospitalngtondo_ont@yahoo.com)

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