

## Family Medicine Triage Flu Lane Area

Triaging and Consultation of Patients in the Emergency Department Flu lane area from receiving up to disposition of Emergency Severity Index Category patients. The service is in a 24-hour operation including weekends and Holidays.

<b>Office Division:</b>		Family Medicine Department / Triage Flu Lane Area		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen		
<b>Who may avail:</b>		All patients seeking Emergency Care services		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient Data Form		Triage		
Referral form, if applicable		Referring Unit/Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to ER Triage Flu-Lane	1. Received and direct patient to ER Flu-Lane	None	3 minutes	Triage Officer
2. Submit self for Assessment.	2.1 Assess and Leveling of care (Triaging)	None	5 minutes	Triage Officer
	2.1.1 Assess all patients with acute respiratory illness fever ( $\geq 38^{\circ}\text{C}$ ) and or cough or shortness of breath or other respiratory symptoms within 14 days	None	5 minutes	Triage Officer

	2.1.2 Check vital signs			
	2.2 Follow DOH algorithm for Covid 19 suspect, probable, confirmed and non covid then managed accordingly	None	5 minutes	Triage Officer/Nurse
	2.3 Assign to clinical department.	None	5 minutes	Triage Officer
3. Answer patient Data Form	3.1 Record patient's data	None	5 minutes	Triage Officer
4. Consent for Treatment	4.1 Explained patient regarding the importance of consent	None	5 minutes	Triage Officer
5. Transfer to Treatment Area	5.1 Admit per Department  SARI cases: IM, Pedia, Surgery, OB-Gyne  ARI cases:	None	60 minutes	Triage Officer

	Family Medicine, OB- Gyne  Non Covid cases:  - Proceed to Main Emergency Room			
	<b>Total:</b>	<b>None</b>	<b>1 hours and 38 minutes</b>	

## Newborn Screening Testing

New Born Screening (NBS) Facility offers NBS to all baby's delivered at NMMC at least 24 hours old until 28 days old. This program aims to screen all Babies from the 28 Metabolic Disorders thereby facilitating early diagnosis and treatment of those affected NBs eventually providing a Better Quality of Life. This test is performed by a duly trained NBS nurse/nursing attendant by collecting few drops of blood through the HEEL PRICK Method. The specimen is sent to NBS Center Davao and results are expected to be released 20 days after specimen taking.

<b>Office or Division:</b>	Newborn Screening			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Philhealth members:</b> Philhealth Acknowledgement Receipt		Philhealth Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Newborn Screening Room.	1. Inform patient of Newborn Screening procedures and benefits.	None	5 minutes	Midwife Newborn Screening
1.1 Get priority number.	1.1 Provide NBS flyer together with priority number.	None	2 minutes	Midwife Newborn Screening
2. For Philhealth patients, present Philhealth Acknowledgement Receipt and proceed to step 4.	2. Ask client if philhealth member or not.	None	1 minute	Midwife Newborn Screening
For non-philhealth patients, receive charge slip.	For Philhealth patients, 2.1 Verify acknowledgement receipt.	None	2 minutes	Midwife Newborn Screening

	<p>For non-Philhealth patients,</p> <p>2.1 Issue charge slip.</p> <p>2.1 Instruct to proceed to Cashier.</p> <p>If for medical assistance, refer to Medical Social Work for assistance.</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 minute</p>	<p>Midwife NBS Midwife NBS</p>
<p>3. Proceed to cashier.</p> <p>3.1 Present charge slip and pay.</p>	<p>3. Receive payment.</p> <p>3.1 Issue official receipt.</p>	<p>Php 1,750.00</p>	<p>15 minutes</p>	<p>Midwife NBS Midwife NBS</p>
<p>4. Wait for your name to be called.</p>	<p>4. Call client's name.</p> <p>4.1 Ask for contact number of client.</p> <p>4.2 Fill up Expanded Newborn Screening Filter Card.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 minute</p> <p>2 minutes</p> <p>5 minutes</p>	<p>Midwife NBS Midwife NBS Midwife NBS</p>
<p>5. Submit baby for specimen taking.</p>	<p>5. Take specimen.</p>	<p>None</p>	<p>5 minutes</p>	<p>Midwife Newborn Screening</p>
<p>6. Receive instructions on when to claim result.</p>	<p>6. Instruct client when to claim result.</p>	<p>None</p>	<p>2 minutes</p>	<p>Midwife Newborn Screening</p>
	<p><b>TOTAL:</b></p>	<p><b>For PHIC member s: None For Non-PHIC: Php 1,750.00</b></p>	<p><b>43 minutes</b></p>	

## Psychiatry Consultation Services

The Psychiatry Clinic provides help for young people, adults, and older people.

<b>Office or Division:</b>	Psychiatric Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Patients Needing Psychiatry Services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OPD Card		Out Patient Department		
Individual Treatment Record		OPD Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Submit the filled up Patient Information Slip at Table 1 and wait for your name to be called.	1. Receive and verify Patient Information Slip.	None	5 minutes	Nurse/ Midwife
	1.2. Assess patient.	None	10 minutes	Nurse/ Midwife
	1.3. Generate Individual Treatment Record and endorse to Family Planning Clinic. Instruct client to wait for her name to be called.	None	10 minutes	Nurse/ Midwife

3. Proceed to Psychiatry Clinic.	3. Call the client.  3.1. Interview the new patient.  <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Prescribes medication then discharge.</li> <li>• Refers to others specialty (if necessary)</li> <li>• Request diagnostic tests (If applicable).</li> </ul>	None  None	3 Minutes  1 Hour	Nurse/ Midwife <i>Medical specialist II</i>  <i>Medical Officer IV</i>
4. Proceed to the Psychiatry Nurse.	4. Post-consultation instruction (medication and follow up date given.	None	15 Minutes	Nurse/ Midwife
<b>TOTAL:</b>		<b>None</b>	<b>1 Hours, 43 Minutes</b>	