



St. Luke's
Medical Center
Quezon City
We love life.

St. Luke's Medical Center - Quezon City

Emergency Department

PROCESS FLOW

**IF AT ANY TIME YOU WOULD LIKE AN UPDATE OR HAVE
QUESTIONS, PLEASE CALL / TEXT OUR PATIENT EXPERIENCE
HOTLINE AT 09985821416 or 09498817633**



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STEP 1



REGISTRATION AT TRIAGE AREA

The triage nurse will give you a form to fill out. Please submit once done. If using HMO/Health Insurance, present your card as well.

**Priority will be given to critical patients.*

STEP 2



VITAL SIGNS TAKING

- Your body temperature, blood pressure, pulse rate, respiratory rate and oxygen saturation shall be taken and documented.
- Nurse at the triage area will accompany you to your designated area.

STEP 3



ASSESSMENT AND MANAGEMENT BY ER MD

You will be attended to by an available doctor for evaluation and medical assessment.

**Priority will be given to critical patients.*



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STEP 4



LABORATORY

Depending on your doctor's assessment, blood extraction and imaging might be necessary to diagnose your condition.

Please be guided accordingly.

LIST OF COMMON TESTS AND WAITING TIME ONCE SPECIMEN IS SUBMITTED

<u>BLOOD WORKS</u>	<u>PROCESSING TIME</u>	<u>LABORATORY</u>	<u>PROCESSING TIME</u>
CBC	1 hour	Urinalysis	1 hour
Sodium	1 hour	Fecalysis	2 hours
Potassium	1 hour	ECG	5 minutes
Mg/Ionized	1 hour	COVID-19 RT-PCR	24 hours
Ca/Ionized	1 hour	COVID-19 RT-PCR STAT	2-3 hours
BUN/Crea	3 hours		
PT, PTT	3 hours	<u>IMAGING</u>	<u>PROCESSING TIME</u>
Dengue NS1	3 hours	X-RAY	2 hours
Dengue Blot	3 hours	CT-SCAN	2 hours
Trop T	1 hour	MRI	2 hours
Trop I	1 hour	Ultrasound	2 hours
CBG	5 minutes		
ABG	1 hour		

**Scheduling of imaging procedures are dependent on availability and disinfecting time every after procedure to ensure patient safety and infection control.*

MEDICATION

Your doctor will have to observe the effects of the medication(s) given to you. Waiting time may vary as the effects may be different from one person to another.



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STEP 5



DISPOSITION

As soon as your results are out, the doctor will explain his/her instruction on admission or discharge. Should there be a need to admit you, your doctor will explain the reason and further recommendations.

ADMISSION to Hospital (proceed to Steps 6-9)

DISCHARGE from ER (proceed to Step 10)

STEP 6



ADMISSION

- If you are for admission, a Patient Information Sheet (Green Form) shall be given for you to accomplish. Please return to your nurse once done.
- A short phone call interview will be conducted by our billing officer before you proceed to Admission.

STEP 7



ROOM ASSIGNMENT

- The admitting officer will call or see you to give an update on your room status.
- Waiting time for room ranges from 1 to 6 hours depending on the room availability (especially intensive units).



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STEP 8



ENDORSEMENT

Once you have a room, please give your nurse time to endorse all the procedures, pending laboratory, medications and additional doctor's orders to your receiving unit for a seamless transfer from ER to your room.

STEP 9



TRANSFER TO NURSING UNIT

The nursing aide will bring you to your assigned room. Take care and get well soon!

Before you transfer to your room, please share with us your experience and feedback by answering a quick survey through this link <http://insyn.cc/slmcqcd>

STEP 10



DISCHARGE and BILLING

You will receive a copy of your discharge instruction. Please wait for your number (the last 3 digits of your PIN on your ID tag) to be called for your billing. Kindly double-check your statement of account before settling your bill.

A gate pass will be given to you once the bill is settled. Kindly present it to the guard at the exit door when you are cleared to check out.

How's your experience? You and your feedback matter. Share with us your insights through this survey at <http://insyn.cc/slmcqcd> or by scanning the QR code located at the Billing.