



St. Luke's
Medical Center

Global City
We love life.

St. Luke's Medical Center - Global City

Emergency Department

PROCESS FLOW

**For more information, you may contact the following:
St. Luke's Emergency Care Services:
8-789-7700 loc. 1030/1107**



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STEP 1



GENERAL ASSESSMENT AND TRIAGING

Upon arrival, patient will be screened for possible COVID-19 symptoms.

You will be assessed based on your **Emergency Severity Index (ESI)** level or the urgency of your condition:

- If with COVID-19 symptoms and you fall under ESI level 1, 2, and 3, you will be directed to **Area 1** through **Ambulance Bay Entrance**.
- If with COVID-19 symptoms and you fall under ESI level 4 and 5 (non-critical case), you will be brought to the **COVID-19 Primary Area** located at the ER driveway.
- If cleared with COVID-19 symptoms, proceed to the ER **Extension** located in the **Ultrasound Department**.

The ECS Nurse will take and record your vital signs (e.g., blood pressure, temperature, heart rate, and respiratory rate) and conduct history-taking which will be reviewed by the doctors.

STEP 2



REFERRAL TO THE DOCTOR

You will then be referred to the ECS Doctor on duty



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STEP 3



DOCTOR'S ASSESSMENT

Your patient chart will be reviewed by the ECS Doctor before conducting an actual assessment.

The ECS Doctor will order diagnostic and laboratory tests and/or immediate medications or fluids depending on your condition.

STEP 4



LABORATORY AND DIAGNOSTICS

The nurse or allied health staff will extract blood, take urine samples, or send you to the X-ray laboratory or other imaging tests for laboratory work, as required.

Results will be available within *1-2 hours.

**Availability of results will depend on the number and type of tests ordered by the doctor.*

STEP 5



LABORATORY RESULTS

ECS Doctor will re-evaluate your condition after receiving the complete results.

After the medical assessment, ECS doctor will determine whether you will be admitted to the hospital or will be advised for discharge.

**Test results can be accessed through St. Luke's eHealth Hub.*



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STEP 6



STEP 6-A

DISCHARGE

Charges on diagnostic, laboratory tests, and medication will be finalized by the ECS Nurse and will be forwarded to the Billing Section.

For HMO accounts, this may take a while as we wait for your HMO provider's charging information.



STEP 6-B

ADMISSION

Our ECS Doctor will coordinate with your attending physician. If you do not have a personal physician, we may refer you to an on-deck physician for your admission.

If there will be additional medical orders from your attending physician, this will be carried out by the ECS Nurse.

ECS Nurse will coordinate with Admissions for room availability and assignment.

The ECS Nurse will endorse patient case to the Admitting Unit, and finalize all the admission papers. Once finalized, this will be reviewed and counterchecked by the Manager on Duty.

Once everything is settled, you will be accompanied by the ECS Nurse and physically endorse you to the Admitting Unit.