



EMERGENCY ROOM PATIENT GUIDE

PURPOSE OF THE EMERGENCY ROOM

- The Emergency Room (ER) provides immediate medical care for patients with urgent, serious, or life-threatening conditions. Its main goal is to stabilize patients, give prompt treatment, and decide whether the patient can go home, be admitted, or be referred to another facility.

ER ARRIVAL AND INITIAL ASSESSMENT

Upon arrival at the ER:

- Patients are received by the triage nurse
- Basic information is gathered (name, age, complaint)
- Vital signs are checked
- The patient's condition is quickly assessed

ER TRIAGE SYSTEM

Patients are treated based on condition severity, not arrival time.

- Critical – Immediate care needed
- Urgent – Needs prompt treatment
- Non-Urgent – Can safely wait

WAITING TIME CONSIDERATIONS

Waiting time may vary because:

- ER patients are treated based on medical urgency
- Emergency cases are prioritized
- Diagnostic tests and doctor availability may affect time

PATIENT SAFETY AND INFECTION CONTROL

- Hand hygiene and proper disinfection are strictly followed
- Medical staff wear appropriate protective equipment
- Patients may be separated based on symptoms (e.g., cough, fever)
- ER areas and equipment are regularly cleaned and disinfected

PROPER CONDUCT IN THE EMERGENCY ROOM

- Follow instructions from ER staff
- Speak calmly and respectfully
- Limit companions as advised
- Avoid unnecessary noise or crowding
- Cooperate during assessments and procedures

INFORMATION LIMITATIONS

- Medical information is shared only with the patient or authorized representatives
- ER staff may not disclose details without proper consent
- Updates may be limited while doctors focus on patient care
- Confidential patient records are protected by law



PATIENTS' RIGHTS AND RESPONSIBILITIES

As a patient at Sacred Heart Hospital, we strive to keep you well informed, encourage participation in your treatment choices, and promote continuous open communication with your health care team. As a patient and partner, we encourage you to learn about patient rights and responsibilities during your stay at our hospital.

(World Medical Association Declaration of Rights of the Patient – Adopted from the 34th World Medical Assembly Lisbon, Portugal, September/October 1981 and amended by the 47th General Assembly Bali, Indonesia, September 1995 and Magna Carta of Patient's Rights and Obligations of 2008- Senate Bill 2371)

YOU HAVE RIGHTS

- To Good Quality Health Care and Humane Treatment
- To Dignity
- To Choose His Physician / Health Institution
- To Informed Consent
- To Refuse Diagnostic and Medical Treatment
- To Refuse Participation in Medical Research
- To Religious Belief and Assistance
- To Privacy and Confidentiality
- To Disclosure of and Access to Information
- To Health Education
- To Correspondence and to Receive Visitors
- To Medical Records
- To Leave Against Medical Advice
- To Express Grievances
- To Be Informed of His Rights and Obligations as a Patient

YOU HAVE RESPONSIBILITIES

- To know and responsibly exercise your rights.
- To report changes in your health to your doctor.
- To ask questions about your diagnosis, treatment, and costs.
- To understand and accept the consequences of your treatment decisions.
- To provide accurate information for insurance and pay bills on time.
- To maintain a healthy lifestyle.
- To give complete and accurate health information.
- To provide personal information when needed.
- To share your Advance Directive, if applicable.
- To discuss pain and pain management with your doctor or nurse.
- To respect your physician's decisions and communicate transparently.
- To follow all hospital rules and regulations.



MGA KARAPATAN AT PANANAGUTAN NG PASYENTE

Bilang pasyente sa Sacred Heart Hospital, layunin naming panatilihin kayong may sapat na kaalaman, hikayatin ang inyong pakikilahok sa mga desisyon tungkol sa inyong gamutan, at isulong ang tuloy-tuloy at bukas na komunikasyon sa inyong pangkat ng mga tagapagbigay ng pangangalagang pangkalusugan. Bilang pasyente at katuwang, hinihikayat namin kayong alamin ang inyong mga karapatan at pananagutan habang kayo ay nasa aming ospital.

(Batay sa World Medical Association Declaration of Rights of the Patient at Magna Carta of Patient's Rights and Obligations.)

MAYROON KAYONG MGA KARAPATAN

- Karapatan sa de-kalidad na serbisyong pangkalusugan at makataong pagtrato
- Karapatan sa dignidad at paggalang
- Karapatang pumili ng doktor o institusyong pangkalusugan
- Karapatan sa informed consent (pahintulot matapos maipaliwanag nang mabuti)
- Karapatang tumanggi sa pagsusuri at gamutang medikal
- Karapatang tumanggi sa paglahok sa pananaliksik medikal
- Karapatan sa relihiyosong paniniwala at espirituwal na tulong
- Karapatan sa pribasiya at pagiging kumpidensyal ng impormasyon
- Karapatang malaman at magkaroon ng access sa impormasyon tungkol sa kalusugan
- Karapatan sa edukasyong pangkalusugan
- Karapatan sa pakikipag-ugnayan at pagtanggap ng mga bisita
- Karapatan sa sariling rekord medikal
- Karapatang umalis sa ospital kahit laban sa payo ng doktor (Against Medical Advice)
- Karapatang maghain ng reklamo o hinaing
- Karapatang maipalam ang inyong mga karapatan at obligasyon bilang pasyente

MAYROON DIN KAYONG MGA PANANAGUTAN

- Responsableng gamitin at igalang ang inyong mga karapatan
- Iulat agad sa doktor ang anumang pagbabago sa inyong kalusugan
- Magtanong tungkol sa inyong diagnosis, gamutan, at gastusin
- Unawain at tanggapin ang magiging epekto ng inyong mga desisyon sa paggamot
- Magbigay ng tamang impormasyon para sa insurance at magbayad ng mga bayarin sa oras
- Panatilihin ang isang malusog na pamumuhay
- Magbigay ng kumpleto at tumpak na impormasyong medikal
- Magbigay ng personal na impormasyon kung kinakailangan
- Ibahagi ang inyong Advance Directive kung mayroon
- Talakayin ang pananakit at pamamahala nito kasama ang doktor o nars
- Igalang ang desisyon ng doktor at makipag-usap nang tapat at malinaw
- Sumunod sa lahat ng patakaran at regulasyon ng ospital



DAGITI KARBIENGAN KEN PAGREBBENGAN TI PASYENTE

Kas pasyente iti Sacred Heart Hospital, tarigagaymi a pagtalinaeden kayo a naimbag ti pannakaammo, pakapigsaen ti pannakipasetyo iti panagpili ti pannakaagasan, ken itagtag-ay ti tuloy-tuloy ken nalawag a panagsasarita iti health care teamyo. Kas pasyente ken kapartner, pabilenmi kayo a maammuan dagiti karbengan ken pagrebbengan yo iti panagyan yo ditoy ospital.

(Naibatay iti World Medical Association Declaration of Rights of the Patient ken Magna Carta of Patient's Rights and Obligations.)

ADDAN KARBIENGAN YO

- Karbenganyo iti naimbag a kalidad ti panangaywan ti salun-at ken naasi a panangtratar
- Karbenganyo iti dignidad ken panagraem
- Karbenganyo a mangpili ti doktor wenno institusyon ti salun-at
- Karbenganyo iti informed consent (pammalubos kalpasan ti nalawag a pannakaipalawag)
- Karbenganyo a tumanggi iti pagsusuri ken panagagasan a medikal
- Karbenganyo a tumanggi iti pannakipaset iti panagadal wenno research a medikal
- Karbenganyo iti relihiyoso a pammati ken naespirituan a tulong
- Karbenganyo iti pribasiya ken pannakaulimek ti impormasyon
- Karbenganyo a maipakaammo ken makaala iti impormasyon maipanggep iti salun-at
- Karbenganyo iti edukasyon maipanggep iti salun-at
- Karbenganyo iti pannakikadua ken pannakaawat iti bisita
- Karbenganyo iti rekord medikal yo
- Karbenganyo a rumuar iti ospital uray no kontra iti balakad ti doktor (Against Medical Advice)
- Karbenganyo a mangipakaammo iti reklamo wenno grievance
- Karbenganyo a maipakaammo dagiti karbengan ken obligasyon yo kas pasyente

ADDAN MET PAGREBBENGAN YO

- Ammuen ken aramiden a naurnos dagiti karbengan yo
- Ireport dagiti panagbaliw iti salun-at yo iti doktor
- Agdamag maipanggep iti diagnosis, panagagasan, ken gastos
- Maawatan ken awaten dagiti epekto dagiti desisyon yo iti panagagasan
- Mangited iti umno a impormasyon para iti insurance ken agbayad iti bayad iti oras
- Salimetmetan ti nasalun-at a panagbiag
- Mangited iti kompleto ken husto a impormasyon maipanggep iti salun-at
- Mangited iti personal nga impormasyon no kasapulan
- Ibingay ti Advance Directive no addaan
- Pagsasaritaan ti rigrigat/pannakit ken pain management iti doktor wenno nurse
- Irespeto dagiti desisyon ti doktor ken agkomunikar a nalawag ken napudno
- Sumurot kadagiti amin a pagannurotan ken regulasyon ti ospital