

CITIZEN'S CHARTER

EMERGENCY ROOM

STEPS	ACTIVITIES	FEE	DOCUMENTARY REQUIREMENTS	MAXIMUM TIME	RESPONSIBLE OFFICER/EMPLOYEE	ALLOWABLE PERIOD OF EXTENSION ACCEPTABLE REASON
1	ENTRY	None	None	1 min	Security Guard	2 mins.
2	TRAIGE	None		2 mins.	Triage Officer	3 mins
3	REGISTRATION	None	Emergency Room Records	3 mins	HOMIS Clerk	5 mins
4	ASSESSMENT & DIAGNOSTIC	Varies	Emergency Room Record Request: Laboratory ; Ultrasound	45mins	Physician on Duty Nurse Radiology Laboratory Technician	120 mins Depending on the Severity
5	TREATMENT & DISPOSITION	None	Chart or Emergency Room Record	45 mins.	Physician on Duty/ Nurse	60 mins.
	ADMISSION	None	Chart or, Admission Slip	30mins	Physician on Duty / Nurse	45 mins
	DISCHARGE	None	Discharge instrucion from, Prescriptions, Clearance	30 mins	Physician on Duty	