



## External

### 1. SERVICENAME: HEALTHCARE

**Description of the Service:** The Emergency Room of the City of Ilagan Medical Center provides 24/7 high-quality emergency care as efficiently as possible using modern and essential equipment and accessories to render timely acute, emergency, and trauma care services.

<b>Office or Division:</b>	Emergency Room
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview at Triage	Initial interview, and gathering of patient information, the reason for consultation, & vital signs	None	2 - 3 mins	Triage personnel on duty
2. Wait in ER Lobby	Referral to Resident on Duty	None	5 – 10 mins	Nurse on duty
3. Physician Interview	Gathering of illness history and thorough	None	5 – 10 mins	Resident on duty



	physical examination			
4. Diagnostics and Imaging	Request for diagnostics and imaging  * - does not include running time of tests and release of results	None	2 – 3 mins	Resident on Duty
5. Wait in ER	Assessment, diagnosis and disposition  Disposition: Admission (A)  Disposition: Discharge (D)	None	20 – 30 mins  5 – 15 mins	Resident on duty
TOTAL		None	A: 55 – 60 mins  D: 40 – 45 mins	



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