



**External**

**21. SERVICENAME: HEMODIALYSIS DEPARTMENT – OUT PATIENT**

**Description of the Service:** Provision of hemodialysis treatment for patients with Chronic Kidney Disease and End-Stage Renal Disease to remove waste products and excess fluids from the blood using a dialysis machine.

<b>Office or Division:</b>	Hemodialysis Department
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Patients diagnosed with Chronic Kidney Disease requiring regular dialysis treatment.

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Doctor's Hemodialysis Order/ Doctor's Referral 2. Patient's Data 3. Medical Abstract/ Medical Certificate 4. Latest Laboratory (CBC, Creatinine, BUN, Electrolytes and Hepatitis Profile) 5. Philhealth Data and Philhealth Member Data (MDR) 6. Dialysis Access (AV Fistula / Catheter)  Dialysis Treatment Record (for follow- up patients)		1. Nephrologist Clinic 2. Record's Section 3. Record's Section 4. Laboratory Department 5. Philhealth 6. Surgeon Clinic 7. Hemodialysis Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient registers at Hemodialysis Department.	Verify patient identity and documents.	None	5 mins	Dialysis Nurse/ Dialysis Clerk



2. Request for hemodialysis treatment schedule	Plot hemodialysis schedule based on the availability of schedule.	None	5 mins	Dialysis Nurse
3. Submit hemodialysis Philhealth requirements needed.	Collect and verify Philhealth requirements. Facilitate dialysis charges.	None	15 mins	Dialysis Clerk Billing Department
4. Patient assessment and vital signs taking.	Nurse assesses patient condition before dialysis.	None	10 mins	Dialysis Nurse
5. Secure patient consent.	Facilitate accomplishment of patient's consent	None	5 mins	Dialysis Nurse
6. Preparation for dialysis treatment	Prepare equipment and prime bloodlines.	None	30 mins	Dialysis Technician
7. Hemodialysis Treatment	Continuous monitoring of patient during dialysis session and refer pertinent data to the physician.	None	4 hours	Dialysis Nurse/ Attending Physician
8. Post-dialysis assessment	Disconnection to hemodialysis machine, vital signs monitoring, give	None	10 mins	Dialysis Nurse



	post hemodialysis medication and documentation.			
9. Discharge	Accomplish patient's chart and provide hemodialysis post care. Schedule follow up dialysis.	None	10 mins	Dialysis Nurse
TOTAL			5 hours and 30 minutes	