



External

6.SERVICENAME: INTENSIVE CARE UNIT

Description of the Service: The Intensive Care Unit (ICU) is a specialized hospital department that provides continuous, advanced medical care for patients with life-threatening conditions.

Office or Division:	Intensive Care Unit
Classification:	Complex
Type of Transaction:	G2C-Government to citizen
Who may avail:	Patients who are critically ill and require intensive monitoring, advanced life support, or specialized medical care.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Physician’s Order for ICU Admission 2. Patient Medical Chart/ Clinical Records 3. Consent for ICU admission/ procedures 4. Valid Identification of Patient or relative 5. Laboratory and Diagnostic Results (if available) 6. Referral slip (for transferred patients from other hospitals) 	<ol style="list-style-type: none"> 1. Attending Physician, ER/ OR/ Clinical ward doctor 2. Admitting Section/ Nurses Station 3. ICU Nurse Station/ Attending Physician 4. Patient/ Relative 5. Hospital Laboratory/ Radiology Department 6. Referring Hospital/ Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission order and documents	Verify patient information and prepare bed	None	5 minutes	Staff Nurse



2. Proceed to assigned bed	Orient patient and relative to ward policies	None	10 minutes	Staff Nurse
3. Provide initial nursing assessment	Record vital signs and staff nursing care plan	None	10-15 minutes	Staff Nurse
4. Stay in assigned ward	Provide routine care	None	Continuous throughout confinement	Staff Nurse
5. Inform nurse of concerns	Monitor vital signs and condition	None	Continuous throughout confinement	Staff Nurse
6. Follow treatment plan	Administer medications and treatments	None	Continuous throughout confinement	Staff Nurse
7. Receive medication	Verify medication order	None	Based on medication schedule	Staff Nurse
8. Cooperate during administration	Administer medication safely	None	Based on medication schedule	Staff Nurse
9. Report side effects	Monitor response to medication	None	Based on medication schedule	Staff Nurse
10. Present discharge order	Prepare discharge papers	None	15 minutes	Staff Nurse
11. Receive discharge instructions	Provide health education and medication instructions	None	15 minutes	Staff Nurse



12. Secure clearance	Remove contraptions, issue gate pass, assist in leaving ward	None	10-30 minutes	Staff Nurse/ Ward Staff
TOTAL		None	6 hours and 30 minutes	