



PC.3.6 Staff members are aware of and implement a consistent process for registration and admission of patients in different service settings.

Standard Intent:

The process for registration and admission to the hospital must be standardized and the staff are familiar with and follow the standardized process. The following must be considered:

- Registration for outpatient services.
 - Admission for inpatient services.
 - Admission to day procedures.
 - Admission directly from the emergency service.
 - The process for holding patients for observation in the emergency room.
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PC.4 The hospital ensures a uniform standard of care.

PC.4.1 The hospital implements policies and procedures to ensure that a uniform standard of care is provided to all patients.

PC.4.1.1 All patients receive the same standard of care across all hospital settings and departments.

PC.4.1.2 All patients receive the same standard of care at all times (e.g., during working hours, after working hours, during weekends and holidays).

PC.4.1.3 All patients receive the same standard of care regardless of race, gender, or religion.

PC.4.1.4 All patients receive the same standard of care regardless of their ability to pay or source of payment.

PC.4.2 Patient care services are in accordance with professional standards and applicable laws and regulations.

Standard Intent:

Patient care must be standardized, uniform, professional and matching the laws and regulation including:

- All hospital departments
 - At all the time including after working hours, weekends and holidays
 - Regardless of race, gender and religion
 - Regardless of the patient ability to pay or the source of payment
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PC.5 The hospital ensures easy accessibility to care and services.

PC.5.1 Hospital departments and services are physically accessible to all patients.

PC.5.2 The hospital adopts an efficient appointment system.