

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.
- PC.5.3 The hospital has a process to minimize language barriers by communicating with patients in their primary language or have interpreter services provided at all times.
- PC.5.4 The hospital ensures effective communication with patients having special communication needs (e.g., sign language for the hearing impaired patients, and assistance modalities for sight impaired patients).

PC.6 The hospital has a systematic process for the initial assessment of patients.

- PC.6.1 The hospital implements a policy and procedure that defines the assessment process and its scope and content for all care settings (inpatients, outpatients, critical care and emergency room).
- PC.6.2 The hospital implements a policy and procedure that defines the assessment process and its scope and content for all categories of patients (adults, geriatrics, pediatrics, pregnant women, trauma patients and others).
- PC.6.3 The hospital implements a policy and procedure that defines the assessment process and its scope and content for all disciplines (physicians, nurses, physiotherapists, social service and others).
- PC.6.4 The policy defines the staff categories qualified by license, certification, and experience to assess patients.
- PC.6.5 The initial assessment aims to identify the general patient's medical and nursing needs and a provisional diagnosis so that care and treatment can be initiated.

PC.7 The initial assessment includes screening patients for pain, functional limitations, and malnutrition.

- PC.7.1 The hospital implements a policy that defines the criteria and process for screening patients for pain, functional limitations including risk for fall, and malnutrition.
- PC.7.2 Screening criteria are developed by qualified individuals.
- PC.7.3 When pain is present from the initial screening, the patient receives a comprehensive pain assessment.
- PC.7.4 Patients with functional impairment are referred for functional assessment.
- PC.7.5 Patients identified as malnourished or at risk for malnutrition are referred for a nutritional assessment.

PC.8 The initial assessment includes the need for discharge planning.

- PC.8.1 The hospital has criteria to identify patients requiring discharge planning before or upon admission.
- PC.8.2 A proposed discharge date is set soon after admission.
- PC.8.3 Staff members are aware of the discharge planning process particularly for common cases with predictable outcome.