

STANDARDS

PC.1 The hospital provides patients with information on care and services provided.

- PC.1.1 The hospital clearly defines the services it provides.
- PC.1.2 The hospital provides patients, families, and the wider community with information on the services it provides using an appropriate format and language (e.g., displayed posters, brochures, handouts, websites, and news media).
- PC.1.3 The hospital provides patients with information on how to access its services.

PC.2 Patients are screened before accepted for care in the hospital.

- PC.2.1 The hospital implements a policy that defines screening methods and tests required before accepting patients for care.
- PC.2.2 Screening is aimed to identify and match patient needs with hospital's mission and available resources.
- PC.2.3 In outpatient settings, screening is performed before registration.
- PC.2.4 Screening of patients in the emergency room is performed during triage process or before deciding for admission to inpatient areas.

PC.3 The hospital has a consistent process for registration and admission of patients.

- PC.3.1 A policy and procedure defines the process used for elective admissions and patients admitted for a day procedure.
- PC.3.2 A policy and procedure defines the process used for admission of emergency patients.
- PC.3.3 A policy and procedure defines the process used for registration of outpatients.
- PC.3.4 The hospital has a process for managing patients requiring admission when no bed is available.
- PC.3.5 The hospital has a process for managing patients under observation in the emergency room.
- PC.3.6 Staff members are aware of and implement a consistent process for registration and admission of patients in different service settings.

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.