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

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**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.

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**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.

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).

**Standard Intent:**

The hospital must ensure easy physical accessibility of all hospital departments to all patients. In addition, the hospital must identify any barriers and implemented processes to eliminate or to reduce them such as:

- Adopting an appointment system.
- Providing special communication needs to minimize Language barriers.

**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.

**Standard Intent:**

An effective patient assessment is an ongoing, dynamic process results in decisions about the patient's treatment needs. The scope of assessment policy and procedure must address the following:

- All hospital settings
- All patient categories
- All disciplines (healthcare workers)
- Only qualified individuals conduct the assessments
- The main aim of the assessment

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