

Provision of Care Standard Intents

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.

Standard Intent:

Hospitals must make sure to define in a clear method their scope of service. Information about the different services and departments must be available to patients, their families and the wider community in all appropriate format and language. The mentioned information must include the way patients can access the hospital 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.

Standard Intent:

Matching patient needs with the hospital's scope of service depends on obtaining information on the patient's needs and condition through screening, usually at the point of first contact whether it is in outpatient setting before registration or in the emergency room where triage criteria, visual evaluation, and a physical examination are applied. Only those patients for whom the hospital has the clinical capability to provide the needed services, consistent with its treat, are considered.

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.