

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.



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.