

- ER.6.4 The medical bag contains all essential resuscitation medications.
- ER.6.5 The medical bag is checked daily and refilled after use.
- ER.6.6 Waiting areas are available and are visually accessible to the medical staff.
- ER.6.7 Registration clerk is available to register emergency patients.
- ER.6.8 Security measures and trained personnel are planned for protection of emergency department patients and staff.

ER.7 The clinical records of the emergency department are properly completed.

- ER.7.1 There is an emergency department record form that is completed for every patient presenting for care in the emergency room.
- ER.7.2 The emergency record is kept in the patient's medical record.

ER.8 There is an effective triage process to prioritize emergency patients.

- ER.8.1 There is a process to identify patients with urgent or emergent care needs.
- ER.8.2 Patients with urgent or emergent needs are given priority for assessment and appropriate and timely care.
- ER.8.3 Re-triage is performed when appropriate (e.g., change of medical condition, long waiting time).

ER.9 Policies, procedures, pathways and guidelines guide the care of patients in the emergency department.

- ER.9.1 There are policies and procedures that are consistent with the hospital scope of services as well as the hospital wide policies and procedures.
- ER.9.2 The policies and procedures include, but are not limited to, the following:
 - ER.9.2.1 Management of medico-legal cases such as alcohol and narcotic abuse and criminal acts.
 - ER.9.2.2 Management of suspected victims of abuse, neglect, and domestic violence.
 - ER.9.2.3 Management of suicidal patients.
 - ER.9.2.4 Care of trauma patients.
 - ER.9.2.5 Care of patients not competent to care for themselves.
 - ER.9.2.6 Care of minors.
 - ER.9.2.7 Patient transfer from emergency department to inpatient areas or to another organization.
 - ER.9.2.8 Patients who leave against medical advice.
 - ER.9.2.9 Patients who leave without being seen.
- ER.9.3 There are clinical practice guidelines developed as guided by the most common emergencies and the top emergency diagnoses.
- ER.9.4 The policies, procedures, and guidelines are developed by the emergency department head, the nurse manager, and staff in collaboration with other relevant department heads.