
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADS-MSWS/MC-
ANCILLARY DIVISION APPROVAL MATRIX		Page No. 1 of 5
Policy Title: HANDLING UNIDENTIFIED PATIENT		Section / Department MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER
Prepared By: Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker Reviewed By: Joel R. Lombos Head, Civil Watchmen Unit Dennis Reyes, RN Head Nurse – Emergency	Reviewed By: Cherrie Lynn T. Cruz, MD Chief Resident Arnaldo S. Cortez, RN Supervising Administrative Office Meda M. Calderon, RN, MAN Chief Nurse Catherine Michelle G. Bonifacio, RN, MD Executive Assistant	Noted by: Redentor P. Alquiros, MD, MHM Head, Medical & Ancillary Services Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director

CLASSIFICATION: COMPREHENSIVE

OBJECTIVES:



This policy aims to set proper procedures on handling unidentified patients being treated at Ospital ng Parañaque.

COVERAGE:

Medical Social Work Section, Medical Division, Nursing Division, and the Civilian Watchman Unit (CWU).

POLICY:

This shall enforce all covered areas to abide with this written policy.



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RESPONSIBILITY:



It shall be the responsibility of the Medical Social Worker, Nursing Staff, Senior House Officer (SHO), Attending Physician and the CWU to perform their respective tasks as stated in the below procedure.

PROCEDURE:



1. ER Nurse attends to patient immediately for emergency measures and obtains patient data, records vital signs and refers patient to the Physician on-duty.
2. ER Physician initiates appropriate treatment management and gives necessary orders. If the needed medicines and diagnostic exam are not available, coordinates with the MSW for emergency purchase and referral. In the absence of MSW, coordinates with the SHO.
3. ER Nurse facilitates and endorses provision of needed procedures and treatment.
4. In case patient will be admitted, ER Nurse facilitates admitting procedures and makes special endorsement to the ward nurse that patient is unaccompanied/no watcher.

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5. SHO/Authorized Hospital representative signs consent form for admission.
6. Attending Physician will do the following:
 - a. Closely monitors the patient's condition and needs.
 - b. Documents findings and completes medical history in the chart.
 - c. Coordinates with the Nursing and MSWS staff.
7. CWU shall:
 - a. Interview referring party (i.e. Barangay Officials, concerned citizen, etc.) to obtain information on the following: Nature of Incident, Place of Incident/when found, name, address and contact number of referring party. Briefly state patient's physical description. Document information gathered to the security logbook.
 - b. Search patients for any identification in the presence of the nurse or Attending Physician. Records patient's personal belongings and endorses them to the cashier section and refer immediately for police blotter/investigation
 - c. Informs the Nurse, ER Physician and MSW about the gathered data.

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- d. In case of death, Standard Operating Procedure (SOP) on the release of cadaver should be followed.
8. Ward Nurse coordinates continuously with the MSW regarding the patient's status and needs and notifies the SHO/Authorized Hospital Personnel, CSU, and MSW, in case of death.
9. MSW shall:
 - a. Exhaust all available means of locating patient's relative through:
 - i. Coordination with the concerned City Social Welfare and Development Office, Barangay Official and/or police.
 - ii. Conducts home visitation
 - iii. Linkages with media (public service news)
 - b. Regularly visits patient in the ward, if patient is conscious, establishes rapport and gets more data needed to locate relatives.
 - c. Determines the needs of the patient by closely coordinating and collaborating with the attending Physician and the ward nurse.

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- d. Facilitates possible institutional placement if the relatives cannot be contacted.
 - e. In case of death informs all concerned authorities.
 - f. Coordinates with City Social Welfare and Development Office (CSWDO) and recommends pauper's burial in case no claimants or failure to locate patient's relative within the required period.
10. MSW documents, files relevant information including picture for future identification of possible claimant.

APPENDIX:

- (A) ER / OPD/ Ward Referral Form
- (C) Assessment Tool Form
- (F) Social Profile
- (G) Progress Notes
- (I) Closing Summary