
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADS-MSWS/MC-
ANCILLARY DIVISION APPROVAL MATRIX		Page No. 1 of 4
Policy Title: AVAILMENT OF MSWS SERVICES IN THE EMERGENCY ROOM		Section / Department MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER
Prepared By: Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker	Reviewed By: Dennis S. Reyes, RN Head Nurse - Emergency Room Department 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:



To provide our ER/ER-Triage patients with proper benefits and sharing of the MSWD Services and Malasakit Center Programs through DOH Administrative Order No. 2015-0031 or other issuance as guide for classifying patients.

COVERAGE:

This policy shall be applicable to all patients in the ER/ER-Triage who could not pay their charges and medical needs.

RESPONSIBILITIES:



1. It shall be the responsibility of the Medical Social Worker to assess and classify all admitted in the Emergency Room and Triage.

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2. It shall be the responsibility of the ER /Triage nurse to refer patients with a properly filled out referral form.
3. It shall be the responsibility of the head of this section to monitor and check all the activities of all Medical Social Workers provided for ER/Triage patient.
4. It shall also be the responsibility of the Medical Social Worker and Malasakit Center Program Manager to approve recommended available funding programs of this section.

PROCEDURE:

1. ER Nurse/ Attending Physician shall provide all necessary and available medical assistance. They will inform MSW about patient or family with psychological and social problems, and fills out referral form and forwards the same to the Medical Social Work Section.
2. Medical Social Worker receives referral and assesses the level of a crisis situation and provides Psychological First Aid or Psychosocial Support. MSW will orient patient or relative about the available program and services.

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3. MSW then interview patient and relative or family and accomplishes Assessment Tool. If the patient is unconscious, gets available data or information on the patient's chart/record.
4. MSW conducts Eligibility assessment. In the event that the patient is not covered by the hospital approved protocol MSW will make appropriate recommendations to the Hospital Director/Hospital Administrator for approval.
5. MSW informs the patient or family and ER staff of the approved action, and makes proper endorsement to the different services or units concerned.
6. Patient or relative assumes the responsibility for treatment/hospitalization in accordance with the approved action.
7. MSW Provides appropriate MSW intervention based on Patient's need/ problem:
 - Enroll to POS
 - Refer to Malasakit Center
 - Psychosocial Intervention
 - Pre-Admission Planning

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8. MSW shall document all activities and files them accordingly.

APPENDIX:

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