
 <b>OSPITAL NG PARAÑAQUE</b> 		<b>Document Code:</b> OSPAR-ADS-MSWS/MC-
<b>ANCILLARY DIVISION APPROVAL MATRIX</b>		Page No. 1 of 3
<b>Policy Title:</b> <b>OVER-STAYING PATIENT</b>		<b>Section / Department</b> MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER
<b>Prepared By:</b>  <b>Karl Marx R. Dimayuga, RSW, CMSW</b> Chief, Medical Social Worker	<b>Reviewed By:</b>  <b>Gichelle Anne A. Del Valle</b> Head, Billing Section  <b>Arnaldo S. Cortez, RN</b> Supervising Administrative Office  <b>Meda M. Calderon, RN, MAN</b> Chief Nurse  <b>Catherine Michelle G. Bonifacio, RN, MD</b> Executive Assistant	<b>Noted by:</b>  <b>Redentor P. Alquiros, MD, MHM</b> Head, Medical & Ancillary Services  <b>Darius J. Sebastian, MD, MPH, PHSAE</b> Hospital Administrator  <b>Approved by:</b>  <b>Jefferson R. Pagsisihan, MD, MHM</b> Hospital Director



**CLASSIFICATION:** COMPREHENSIVE

**OBJECTIVE:**

This policy aims to minimize overstaying of admitted patients whom delays turn-over of admission and unnecessary usage of hospital resources.



**RESPONSIBILITIES:**

1. It shall be the responsibility of the Medical Social Worker to interview and evaluate all admitted patients.
2. It shall be the responsibility of the Nursing staff to report and refer patients who are overstaying.
3. It shall be the responsibility of the Billing Section to provide this section with an updated bill of patient for further assessment and action regarding needs and possible assistance upon discharge.

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**PROCEDURE:**

1. Nursing staff shall inform the Medical Social Worker about overstaying patient in their respective areas.
2. Medical Social Worker performs the following:
  - a. Conducts daily ward rounds to obtain better comprehension of the ward cases.
  - b. Calls the attention and talks to the relative to know the reason of delayed discharge
    - i. If the reason is difficulty in paying their hospital bill, immediately refer to MALASAKIT center programs.
    - ii. If personal reason, reminds the relative about existing hospital policy, and help them resolve their problem through Psycho-social counselling, crisis intervention, etc.
  - c. Informs and submits report on overstaying patients to the Hospital Director/Hospital Administrator that contains reason for delay of discharge, action taken by MSW, status of action or recommendation for final decision and approval.

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- d. Informs the relative and nursing staff about approved final decision and assist them in the discharge process.
- e. Documents all actions taken.

**APPENDIX:** (A) ER / OPD/ Ward Referral Form, (O) Unified Intake Sheet, (D) Classification Form