

**ADMINISTRATIVE DIVISION APPROVAL MATRIX**

Policy Title:

POLICY ON SECURITY SERVICES

Section / Department

CIVILIAN WATCHMAN UNIT

Page No. 1 of 5

Prepared By:

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Hospital Administrator

Approved by:

Jefferson R. Pagsisihan, MD, MHM
Hospital Director

OBJECTIVES: To establish a written policy that will provide a control system for visitors and watchers and to maintain order in the wards and hospital premises.

COVERAGE: Employees, Watchers and Visitors

RESPONSIBILITIES:

- I. It shall be the responsibility of CSU and CWU to see to it that this policy is reinforced.
- II. It shall be the responsibility of the Security Guards to ensure peace and order and safety of hospital patients, hospital personnel and facilities, especially in the area where they are assigned.
- III. A logbook with listings of patient's companion and visitors shall be maintained.

POLICY: This policy when implemented will ensure safety for patients and hospital personnel as well as security of hospital properties

PROCEDURE:

1. A member of the CWU/CSU must maintain proper decorum and display proper conduct at all times. He/She must wear appropriate Ospital ng Paranaque uniform and must wear his/her Identification.
2. To ensure peace, order and safety of patients, personnel, facilities and equipment, a member of the CWU/CSU must be assigned to all entrances and exit points of the hospital.
3. One CWU/CSU member must be assigned in each floor to guard the premises and to report all untoward incidents observed. A logbook is to be provided for every floor and assigned to a CWU.

CIVILIAN WATCHMAN UNIT ON ENTRANCES AND EXITS:

1. Any patients, watchers, and visitors coming into the hospital shall be instructed by the CSU/CWU to look at the CCTV camera without mask and hat for ease of recognition. If they decide to change their companion they can ask the CSU/CWU for recording purposes.

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2. Prior to entry of the patient's watcher or visitors, they must first input their information into the logbook. Only the visitor and watcher shall be given an ID.

- Things to put in the logbook (name, name of person to be visited, date, address, reason for visiting, telephone number, time of entry and exit).
- There should be one watcher per patient. (Additional 1 watcher can be allowed with the go signal of the nurse on duty)

3. Staff time in and out is recorded in the logbook by the corresponding staff member including their signature. This will be translated by the CWU staff to the employee's DTR.
4. A logbook is also provided for slip out that is either for personal or official business.

CIVILIAN WATCHMAN UNIT ON PATIENT'S VISITORS AND VISITING HOURS

1. All patient's companion and visitors must abide with the hospital policy.
2. All watchers/visitors must abide with the following requirements:
 - Only two visitors (2) at a time are allowed.
 - Children below ten (10) year old shall not be allowed to enter clinical wards.
 - ONLY one watcher is allowed per patient except under extreme cases where condition of the patient requires more than one upon discretion of the Medical Staff.
 - Visitors/watchers that are positively identified to be under the influence of liquor are restricted within the hospital premises.
 - Firearms and other deadly weapons shall be deposited with the CWU on duty and shall be properly recorded.
 - Changing of companion shall be allowed only during visiting hours: 10am to 12noon and 6PM to 8PM.

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3. Visiting hours should be strictly followed:

from 10:00 am up to 12:00 pm

from 6:00 pm up to 8:00 pm

Issuance of Watcher's and Visitor's ID

1. All IDs are color coded per floor which will signify the area where their patients are admitted and if they are tag as visitors or watchers. Two (2) copies will be available at the lobby; one will be released to the visitors and watcher while the other one will be placed at the CSU station along with their valid ID.

Medical	–	Blue
Surgery	–	Red
Pediatrics	–	Yellow
OB	–	Orange
Visitors	–	Green

2. In case of loss of ID, the patient must pay 20 pesos to the cashier.

Roving and Monitoring

1. The Roving will be made by the CSU to identify if the watchers in the ward rooms match the names in the logbook.
2. They shall monitor the whole area for possible unusual incidents and provide the necessary measures to ensure safety. The assistance of police will be done in cases that require it. (Theft, bomb threat, active shooting, and other emergencies)
3. The CCTV room should be manned 24/7 with documentation without fail for any incidents. A two-way radio shall be utilized for efficient and fast communication.
4. All incidents of theft shall be assisted by the CSU/CWU and should advise the victim to secure a blotter report to either the police station or Barangay Hall.

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Hospital Director**Emergency Room**

1. Any patients, watchers, and visitors coming into the hospital shall be instructed by the CSU/CWU to look at the CCTV camera without a mask and hat for ease of recognition. If they decide to change their companion they can ask the CSU/CWU for recording purposes.
2. Dying or deceased patients may have visitors for a brief interval one after the other.
3. The use of hats and caps will not be allowed inside the hospital premises.
4. The entrance and exit into the emergency room will be under strict control. Only the emergency room patients with one watcher can use the ER entrance. Our main entrance will be open 24 hours and all employees, visitors, and patient watchers at the ward will use it as the access door.
5. All watchers of the admitted patient shall be instructed to secure an ID at the lobby through the CWU/CSU on duty for proper recording.
6. For medico legal patients information with the specific case shall be placed in the logbook for proper recording and endorsement to the concerned unit/s.

Types of Incident to be reported to the Relevant Units

- a. Vehicular Accident – Traffic Bureau/PNP
- b. Gun Shot Wound/ Stabbing Incident/other serious Physical Injury – PNP and SID (Special Investigations Division).
- c. Abortion/Abuse – Social Welfare Office/ PNP
- d. Patient with no Relative – Social Welfare Office/Barangay Social Welfare

Lobby/ Main Entrance

1. Our main entrance will be open 24 hours and all employees, visitors, and patient watchers at the ward will use it as the access door.
2. The use of hats and caps will not be allowed inside the hospital premises.
3. They shall ensure smooth traffic flow of patients and relatives on the ground floor that requires hospital transactions. Crowd control is one of their priorities.

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Hospital Director**WARDS**

1. It is strictly prohibited to bring thermos and electric fans without safety cover in ER and ward rooms.
2. The CWU/CSU on duty shall provide a logbook with a list of patients on their floor and their designated relatives for proper monitoring.
3. They shall do frequent monitoring (every two hours) to see if it matches their list with the actual watchers at ward.

OPD

1. All OPD patients shall be managed according to their case. OB patients shall be asked to gather on the 5th- floor second phase of the building while all General OPD and Medical Specialists patients shall be asked to gather on the second floor, the second phase of the building.
2. They shall assist the OPD staff with proper segregation and enlisting of all patients.
3. They shall maintain the orderliness and security of the area and assist patients and their relatives in the system and processes of the OPD section.

Recording and Storage

1. All unusual incidents and medico legal report should be documented in the CSU logbook for reference.
2. All records and other reports should be stored in a filing cabinet properly secured for easy access.

Death and Notices

1. All deaths endorsed by the nurse should be properly documented and ensure its safety until the funeral parlor arrives at the hospital that was contacted by the relative through the Telephone Operator.
2. Notice of death should be kept and stored in its proper place.

Implementation:

Implemented since 1978.

Scheduled Review:

June 30, 2004

Last Reviewed:

March 2011

July 2018

September 2022