



Sacred Heart Hospital

Malolos



Subok at Maaasahan
METRO PACIFIC HEALTH

PATIENT GUIDEBOOK

Welcome Message



Dear valued patients,

I am honored to welcome you to our hospital, where we uphold the values of Maasahan, Malasakit, Mapagkalinga, and Magaling in everything we do.

Maasahan, which means reliable and dependable, forms the foundation of our commitment to delivering high-quality healthcare services to our patients. You can trust us to provide you with the best possible care, supported by our team of compassionate and highly skilled professionals.

Malasakit, or empathy, is at the heart of our hospital's philosophy. Our staff are dedicated to treating every patient with compassion and understanding, working to ease any anxieties and providing support during a difficult time.

Mapagkalinga, or nurturing, represents our hospital's philosophy of providing a supportive and caring environment for all patients. Our staff are trained to provide personalized care and to help you navigate the challenges that come with managing your healthcare needs.

Magaling, or excellence, reflects our hospital's commitment to excellence in all aspects of patient care. Our highly skilled and experienced team of health professionals strive to deliver the highest standards of care, using the latest technologies and innovations to ensure the best possible outcomes for our patients.

We hope this patient handbook will help you feel informed and comfortable during your stay at our hospital. Our goal is to make your experience as smooth and stress-free as possible, while providing you with the best possible care.

Once again, welcome to our hospital and thank you for entrusting us with your healthcare.

Sincerely,

Paulo Vincent A. Torres
Deputy CEO

PATIENT RIGHTS

- Right to high-quality care
- Right to freedom of choice
- Right to self-determination
- Right to informed consent
- Right to have a representative
- Right to refuse treatment
- Right to information
- Right to confidentiality
- Right to health education
- Right to dignity
- Right to religious assistance



PATIENT RESPONSIBILITIES

- Understand their rights
- Provide accurate and complete information
- Communicate any changes in their condition
- Understand the treatment process
- Accept the potential outcomes
- Fulfill financial obligations
- Respect the rights of doctors and medical staff
- Respect other patients
- Maintain proper health
- Have access to sufficient health information.
- Respect the privacy of the medical institution

Nurses' Bill of Rights



- Have the right to train in a manner that fulfills their societal obligations and the needs of those receiving care
- Train in an environment that allows them to act in accordance with professional standards and legally authorized scopes of practice
- Provide care to their patients without fear of retribution.
- Have a safe work environment for themselves and their patients
- Negotiate conditions of their work, individually or collectively, in all training settings

Doctors' Bill of Rights



- The right to refuse a patient.
- The right to withdraw if verbally abused or if the family disagrees with the treatment plan.
- The right to refuse to be an expert.
- The right to refuse a subpoena.
- The right to recommend appropriate treatment with the consent and cooperation of the patient and their family.
- The right to establish a chosen model of training, in line with the spirit of service and work ethics.



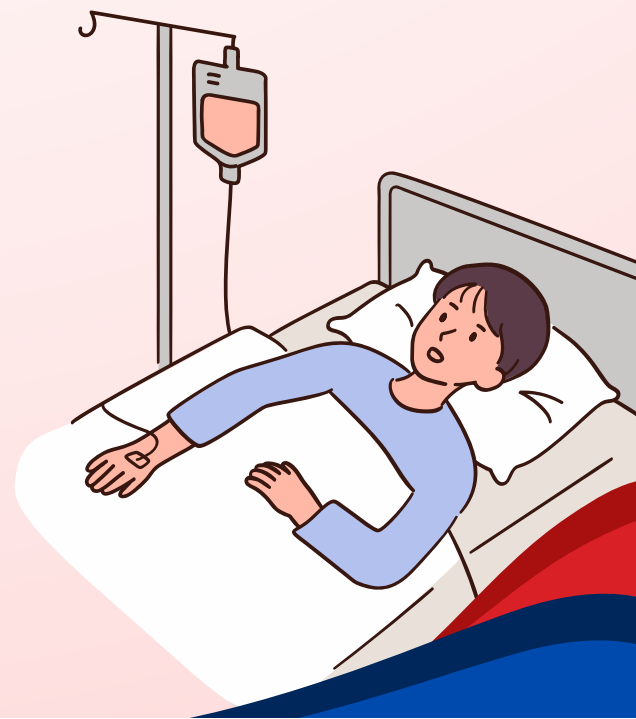
ROOM CATEGORY	AMENITIES
WARD	Private room with Aircon
Semi-Private	Private room with Aircon and TV
Small Private	Private room with Aircon and TV
Regular Private B	Private room with Aircon, TV REF and Hot Water Shower
Regular Private A	Private room with Aircon, TV REF and Hot Water Shower
ICU	
NICU	
EMERGENCY ROOM	

WHAT TO BRING ON THE DAY OF ADMISSION:

- Admitting Orders provided by your Attending Physician (for Direct Admission)
- Valid ID's, HMO, PhilHealth ID, Discount cards (SC, PWD and etc.)
Vaccination card both for the patient and for the watchers
- Results of RT-PCR (3 days validity) or Rapid Antigen (within 24 hrs. validation) whichever your Attending Physician ordered
- Bring few things that you might need during your hospital stay. Some of those are toiletries, clothes, shampoo, soap toothbrush, toothpaste, cups, Pillows and blankets which are included on extra charges

PROVIDED BY THE HOSPITAL:

- Microwave oven and water dispenser are located outside your room near Nursing Station
- Patient's Food (Diet depends on the Doctor's Order) - The meals during your confinement/hospital stay must be served by Sacred Heart Hospital. It is prohibited to bring food in from outside. We have to be extremely careful that the health of any patient is not adversely affected by food brought into hospital which is not suitable for the patient's medical condition. Food must not be in opposition to the treatment plan of the attending physician.
- Wi-Fi to every nursing station



REMINDERS:

1. Senior Citizen and PWD Discount – Provide proof and valid IDs upon admission or May Go Home (MGH) to obtain the discount.

2. PHILHEALTH – Upon admission submit PhilHealth requirements to Claims Department on time to avail benefits. No Requirements, no deduction. PhilHealth refund within 8 days upon discharge. PhilHealth refund time 9 am- 12 pm only.

3. HMO – Present card or letter of authorization for admissions; coordinate to HMO Section for inquiries and classification.

- Any excess amount or disapproved admission must be paid by the patient or the undersigned relative/representative. (Miscellaneous, rooms, medicines not related to illness, not accredited doctor (NAD), prosthetic devices

4. Room assignment will be based on the availability of rooms, patient's preferred room category, rooms coverable by HMO card and the case of the patient. If no rooms are available on the coverage of their card, rooms assignment will be based on the rooms available.

5. Validity of room reservation will only be until 4 pm for advance direct admission, for ER admission 2hrs. upon reservation. Admitting clerks will message patient for admission for the confirmation of reservation, if no confirmation received – reservation will automatically cancel.

6. Print out results of your RT-PCR and admitting orders and present to admitting clerk on the day of patient's admission.

7. Watchers' food is not provided by the hospital, you may bring extra food for your hospital stay or you can order at our @Heart Tree Café.

8. Only one (1) watcher are allowed to stay with the patient in all rooms.
- Hospital will not be held responsible for any loss of personal belongings and property inside your room. Please take care of your valuables.
 - Any loss or damaged items/equipment inside the room will be charged.

9. Visiting Hours – 10:00 am – 8:00 pm only
- Children below 7 years old are not allowed from visiting.
 - No smoking within hospital premises.
 - Please observe silence at all time, silent hospital helps healing.

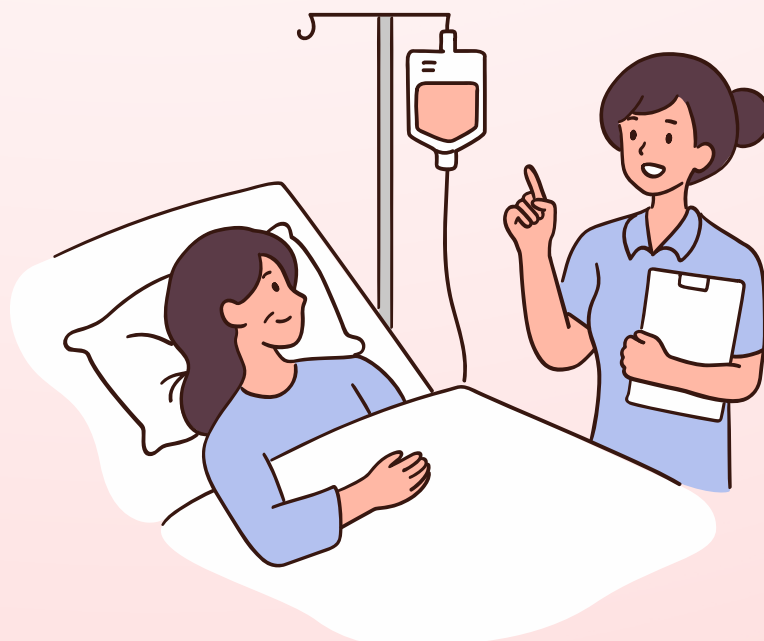
- ER nurses/ROD will make room reservation to admitting section for their patient for possible admission.
- Patient's Relative will be instructed to proceed to admitting for priming of possible expenditure, brief explanation of hospital policy and guidelines on visitation and reservation of room.
 - If patient is HMO Holder, they will present the card to admitting for checking of room and board coverage of the card.
 - If the room reserved by the clerk is not coverable by their HMO card, they will be informed of the possible excess and incremental.
- The patient or relative will decide if they will proceed the confinement with the room assigned to them or not.
 - If the patient/relative did not like the room assigned (room category – amenities) by the Admitting Clerk, they will change the room (if there are available) and will inform ER nurses on their new reserved room.
- The relative/s of the patient will decide whether to proceed with admission or not.
 - If didn't proceed with admission, admitting clerk will cancel patient's room reservation.
- If proceed with admission, relative will inform ER nurses/ROD to process the patients' admitting papers. Once the papers were given to the relative, they will proceed to the Admitting Section for processing of Admission Forms.
- The relative/s will present the admitting papers given by ER and must present his/her valid ID together with Patient's valid ID and HMO card if necessary.
- Admitting Clerk will then explain all the admitting forms that needs to be filled out by the relative/patient.
- After accomplishing the forms, Admitting Clerk will provide the Watcher's ID and Remotes of TV/Aircon to their designated room.
- The relative will return to the ER for the process of their transfer.
- While the patient is waiting for transfer, Admitting Clerk will process the registration of Patient's data into Bizbox System and Room Tracking.
- Once Registry is done, Frontpage (Final paper) must be printed and attached to the patients admitting papers (from ER) including the patient admission form and professional fee form.
- Lastly, admitting clerk will take the final papers to the ER together with the frontpage logbook.

- The relative/patient will present the admitting papers given by their attending Doctor to admitting Section and will make room reservation for the patient.
 - If the patient has an Advance reservation and already has a designated room, they will only present the admitting orders, and result of RT-PCR if necessary.
- Upon presenting the admitting orders, admitting clerk will attach Admission Clearance slip to the admitting order and proceed to ER for clearance processes.
- While the patient and the relative is conducting clearance process, Admitting Clerk will call the Nurses on the station to prepare the room reserved for the direct admission. (Endorsing the case of the patient and the attending doctor)
- Once the patient arrived at the ER, ER Facilitator will assist them by getting patient's vital signs and confirming to the patient's attending physician if the patients need Rapid Antigen, RT-PCR or no swab test needed.
 - If the patient were requested to do CBC and Rapid Antigen, ER Facilitator will hand patient the request to do the labs.
 - Once the results are out, the relative will bring the results to ER Facilitator to accomplish their clearance.
 - The patient and the relative will also be ask to present their vaccination card to confirm if the relative has booster or none.
- Once patient is cleared, they will be instructed by the ER Facilitator to return to admitting to for filling of Admission Forms.
- The relative will present the admitting papers to Admitting together with their clearance paper where vital signs of patient were written and all the laboratory test conducted to the patient and the relative (rapid antigen).
- Patient will be asked to present his/her VALID IDs and watcher's ID and HMO card if necessary to check the Room & Board coverage.
- If the room reserved by the clerk is not coverable by their HMO card, they will inform the patient for possible excess and incremental.
- The patient or relative will decide if they will proceed the confinement with the room assigned to them or not.
- If the patient/relative did not like the room assigned (room category – amenities) by the Admitting Clerk, they will change the room (if there are available) and will cancel the initial room reserved and will prepare another reserved room.

Direct Admission



- The relative/s of the patient will decide whether to proceed with admission or not.
 - If didn't proceed with admission, admitting clerk will cancel the patient's room reservation.
- If proceeding with admission, Admitting Clerk will then explain all the admitting forms that need to be filled out by the relative/patient.
- After accomplishing the admission forms, Admitting Clerk will give them the Watcher's ID and Remotes of TV/Aircon to their designated room.
- Admitting Clerk will ask the relative to wait in the lobby while processing their admitting paper and will be asked to wait for the orderly that will assist them once the station nurses are ready to receive them.
- Admitting Clerk will process the admission of patient into the system by inputting patient's data to the System.
- Once Registry is done, Frontpage must be printed and attached to the patient's admitting papers provided by their Attending Physician including the patient admission form provided by admitting clerk.
- Once the paper is done, Admitting will call the nurses if the nurses/station are ready to receive the patient for admission.
 - If yes, Admitting Clerk will radio Orderly for assistance of patient for transfer to the room reserved.



Visitation for Non-Covid Inpatient



- The "Visitation for Non-Covid Inpatient" is intended for In-patient wards and asymptomatic visitors only.
- Registration and Arrival of Visitor
- SHHM visiting time must start at 10:00 AM and ends at 8:00 PM
- Visitors are welcome to visit regardless of vaccination status.
- All the visitors must be checked by the SHHM security guard. Visitors must comply in proper alcohol hand-rub as per Infection Control Protocol.
- Visitor must fill out log book upon arrival to the SHHM premises.
- If the visitor exhibits COVID-associated symptoms (such as fever, cough, or colds, and shortness of breath), SHHM security guard must decline visitation and visitor may opt to have himself checked at ICA or my go home.
- In case the visitor ID is lost, the visitor must pay Php150.00 for charges.
- Visiting Guidelines must be followed and applied during visitation:
 - Visitor should not have any sign of COVID-19 or no recent exposure with any COVID-19 positive person.
 - Each patient is only permitted to have two (2) visitors each visit. Furthermore, only two (2) visitors IDs will be issued. If more than two (2) visitors will visit the same patient, visitors must trade or take turns, as long as two (2) visitors remain in the room.
 - Humanitarian purposes exception;
 - Terminally ill who refused ICU admission. Visitors are allowed by pair and will take turns for the other visitors.
 - Following code blue, the doctor declared the patient's time of death; only immediate family are permitted, assisted by the head nurse.
 - Children below seven (7) years old are not allowed to visit patient at SHHM.
 - No smoking within hospital premises
 - Please always observe silence, silent hospital helps healing.
 - Visitation for COVID-19 positive patient/s is strictly prohibited
 - In case the visitor is not familiar with the room location, visitor would be directed to the nurse station for guidance.

- Nursing Staff must be courteous and attentive to ensure patient's sense of comfort and security within SHHM
- The Attending Physician must accomplish the medical discharge orders and complete the discharge plan sheet within a minimum of 24 hours in the advantage of discharge. This is to allow adequate time for the care given and to ensure the completion of proper care.
- The patient or patient's relative will provide all the necessary documents, SHH will properly facilitate the process for discharge and billing (i.e., Philhealth, Senior Citizen, PWD, and HMO patient)
- Patient Counselling includes reviewing and updating teaching needs for patients and families:
 - For medication; name, dose, time to be taken, and side effects must be checked and performed by the Clinical Pharmacist.
 - Steps of the procedure or special considerations on medications (i.e., Use of metered dose inhalers, nebulizer, nasal spray, etc.)
 - Steps of special procedures (i.e., NGT feeding, FC draining, wound dressing, etc.)
 - Self-care procedures should be performed by the patient/relative in front of the nurse (i.e., for diabetic patients- self-insulin injection, dressing change, etc.) for validation of the process.
 - Diet
 - Follow up appointment
- The Discharge Summary and the prescription must be accomplished by the Attending physician/ROD/NOD. Medical abstract available upon request.
- Issuance of prescription and other documents are as follows:
 - Doctor's Prescription
 - Test Results
 - Other patient documents as applicable
- ROD/ Attending Physician will do the rounds twice during 24 hours shift while the patient is in the Emergency Room (ER)
- Patient Discharge Information that must be submitted to HMO Company is as follows (as applicable):
 - Discharged Details of Patient, Statement of Account (SOA), Itemized, Front page with the final diagnosis, OR Tech (if there is an OR Procedure), history, CF4, CF3, and medical abstract.
- All the Professional Fee (PF) of the Attending Physician must be included in the Patient Chart upon endorsement to Billing Section. However, in the event that there was no endorsed Professional Fee, the Attending Physician will be contacted by Nurse/ Nurse Station Assistant to follow up. The Attending Physician must respond to Nurse/ Nurse Station Assistant within one (1) hour, otherwise, PF will be charged as (room rate x number of rounds).

PHARMACY DEPARTMENT IS OPEN 24 HOURS OR EVERY DAY.

SERVICES OFFERED:

1. Unit Dose Drug Distribution is the 24-hour supply of medication to the patient.
2. Clinical Pharmacy Division the use of Medications to optimize the health outcomes of patients.

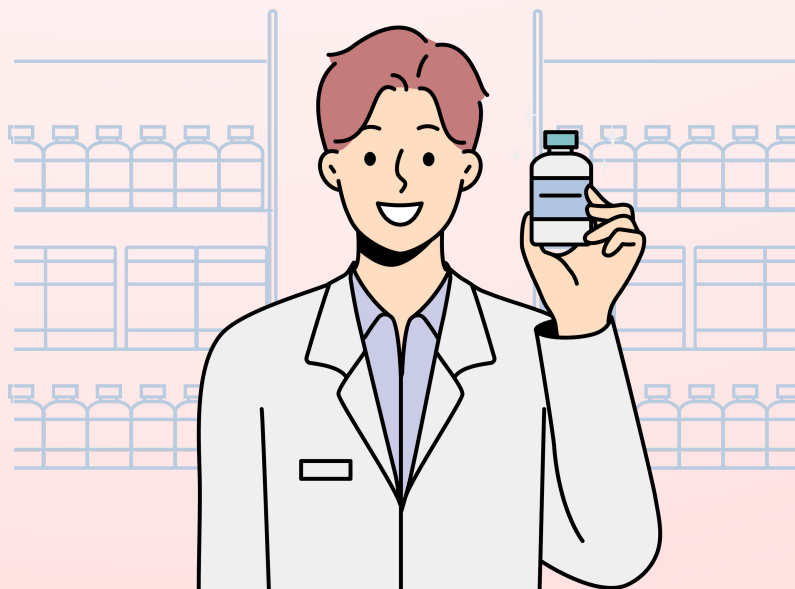
About Food and Drug Interaction:

- Medicines you take may interact with the food you eat. Some may interact before or after meals.
- Avoid or limit alcohol intake while under medication.
- Do not Mix Medications.
- Read the Label before every medication intake.
- Do not hesitate to ask your physician with any issues, questions and concerns that you may have.

If you have any questions about medications, please contact Pharmacy Department Local 219.

FOR YOUR INFORMATION

- Here are some interactions between some of our common medicines and foods. Always ask or doctor or health care provider if you have questions regarding your medications.



The Dietary Department of Sacred Heart Malolos aims to provide patient-centered healthcare through its provision of quality and nutritious foods. Its mission is also to support the quality of nutritional interventions and services to best serve the interest of patients and other healthcare practitioners.

Currently, the department offers:

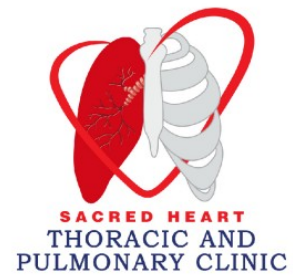
- Regular Diet
- Therapeutic Diet
- Osteorized Feeding, enteral
- different routes
- dilution request
- blended milk with natural foods
- Diabetic Snacks
- Nutrition Counselling
- Guest Meals
- Employees` Duty Meals

Heart Tree Cafeteria is born out of love and respect for Sacred Heart Hospital patients and its neighboring community. With a desire to provide and nourish our customers with healthy and quality dishes and to bring delicious foods to the table. Topped with quality service, all at a reasonable price. It also offers a variety of menus, ranging from our local favorites down to our international palette.

Heart Tree Cafeteria is open daily from 6 am to 6 pm to deliver a unique and laid-back experience you can feel good about.



Clinics



Patient Ambassadors Contact Number



NEED ASSISTANCE?

Please do not hesitate to reach us on the following numbers:

MOBILE NUMBER

0926-026-5861
0998-585-9971
0961-272-4771

Mondays to Saturdays, **6:00am to 7:00pm**
Sundays, **6:00am to 4:30pm**

YOU MAY CALL OR TEXT

0920-971-9430

Mondays to Saturdays, **7:00pm to 10:00pm**
Sundays, **4:30pm to 10:00pm**

24/7 HOTLINE

(044) 794-7135
(044) 794-7136
(044) 794-4744
(044) 791-2911

For any inquiries, dial local **400**
For emergency inquiries, dial local **401 & 402**



HOW CAN WE DO BETTER?

**SCAN THE QR CODE TO
GIVE YOUR FEEDBACK**



Powered by CEMPIA



Sacred Heart Hospital Malolos



Subok at Maaasahan
METRO PACIFIC HEALTH

Ang Sacred Heart Hospital of Malolos, Inc. ay patuloy na magbibigay ng **Serbisyong SUBOK at Kalingang MAAASAHAN**

📍 Dr. Peralta St. Guinhawa Subdivision, Guinhawa,
Malolos City, Bulacan 3000

✉ patientexperience.shh@gmail.com