



2. Consultation and Treatment Services for Emergency Dental Cases of Faculty and Administrative Employees

Emergency consultation and treatment refers to an emergency dental attention/treatment given to an individual that needs immediate care.

Office or Division:		Medical Services Department - Dental Section/ PUP Campus		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Faculty, Administrative Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to receiving area and states the reason for	1. Ask for the patient's chief complaint.	None	20 seconds	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
consultation or chief complaint.	2. Takes patient's vital signs.	None	2 Minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	3.Assess and evaluates the condition of the patient by oral examination and medical history.	None	2 Minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	4.Provide immediate treatment/intervention.	None	1 Minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	<u>With referral:</u> 5.1.1. Refer to medical Section. 5.1.2. Explain reason for referral. 5.1.3. Prepare referral form to nearby hospital for patient's further evaluation and management. 5.1.4. Prepares emergency transport vehicle for conduction of patient.	None	2 Minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i> <i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>



	<u>Without referral:</u> Discharge instructions that include medication, activity, home advise and follow-up.	None	30 seconds	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
2. Proceed to receiving area.	Dispensing of initial dose of medicine if available with instructions.	None	20 seconds	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
3. Fill-out and sign in the Daily Treatment Record (DTR)	Assist patient in filling out the Daily Treatment Record.	None	30 seconds	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
TOTAL: WITH REFERRAL: WITHOUT REFERRAL:			9 minutes and 10 secs.with referral	
			8 Minutes without referral	