

**Receiving the patients**

## **1 Scope**

### **1.1 The subject of procedure**

**The procedure defines the process of receiving patients in the Clinical Center of Banja Luka.**

### **1.2 Scope of application**

**Procedure is applied in all organizational units of the medical sector in the Clinical Centre of Banja Luka.**

### **1.3 Responsibilities for implementation**

Directors are responsible for medical affairs for application of procedures at the level of the entire Clinical Center, and for enforcement procedures at the level of organizational units are competent managers of organizational units.

### **1.4 No Exclusions.**

## **2 CONNECTION WITH OTHER DOCUMENTS**

### **2.1 Referential Documents**

- "Law on Health Protection (Official Gazette of the Republic of Srpska" No.106/09)
- "Hospital accreditation and certification standards,"
- "Charter on the Rights of Patients,"
- "The law on Health Insurance (Official Gazette of the Republic of Srpska" No.18/99, 51/01, 70/01, 51/03, 17/08, 01/09)
- " The law of records and statistical research in the field of health protection "(Official Gazette of the Republic of Srpska" No.53/07)
  
- "Code of medical ethics, Clinical Centre of Banja Luka"
- "Code of Ethics for nurses / technicians of the Clinical Centre of Banja Luka"
- "The Policy of Quality, Clinical Centre of Banja Luka“,
- " The policy of protecting health and safety at work of the Clinical Centre of Banja Luka "
- " The mission – Vision of the Clinical Centre of Banja Luka "

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## 2.2 OTHER DOCUMENTS

- "THE CONTRACT WITH THE HEALTH INSURANCE FUND",
- "BUSINESS ETHICS OF THE CLINICAL CENTRE OF BANJA LUKA."

## 3 TERMS AND ABBREVIATIONS

3.1 *Cold Cases* - planned (scheduled) admission of patients with no vital danger.

Urgent- an emergency admission of patients who are vitally affected.

### 3.2 Abbreviations

CC - Clinical Center of Banja Luka

OJ - the organizational unit.

Fund - Health Insurance Fund of the Republic of Srpska .

## 4 Description of the procedure (process)

Receiving patients in the Clinical Center of Banja Luka is on all working days from 7 am to 3 pm. The process of receiving patients in the CC begins in the outpatient entrance. Patient brings a certified "health card", "referral to hospital treatment" issued by the family doctor of medicine or doctor of emergency health care center and an ID card. "

With the referral and the required medical documentation, patient should attach the written request of the doctor who wrote the referral, in which specifies exactly what is required by certain specialist to whom patient is referred.

According to the Law on Health Protection and Regulation on the implementation of health care in Republic of Srpska, the right to receive health care on the secondary and tertiary levels have all patients who submit documentation of defined points in the preceding paragraph 4 of this document, no matter from which part of the territory of the Republic of Srpska they come. Patient who did not receive a referral from family doctor or referral from emergency health care center, pays the costs of examination and treatment.

When it comes to emergency admission, it is essential that the technical secretary immediately and not later than three days notice competent family medicine doctor and ask for "referral to hospital treatment."

When we receive patients who are insured with the state convention-where there is an agreement, such as Serbia, Croatia, Germany, Italy ... patients have to have with them a "form" and based on it the Fund will address patient in order to obtain a list that serves as a health card or if it is an emergency admission, immediately notify the Fund in order to get the required document.

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All patients who come to the CC from the Federation of Bosnia and Herzegovina, with whom there is also agreement on the treatment, must have with them "approval from committee" in charge of the Office from cantonal health insurance to which they belong. Adherence to that "approval" is required. If the emergency admission, it is necessary to seek to deliver a "consent" by the Office of Health Insurance to which patient belongs within three days of receipt of patient. If in addition there is a need for medical Built material, it is necessary that patient, in addition to the above required documentation, with him brings a confirmation of the need for Built material. The receipt must be certified by the competent Office of Health Insurance. Pay special attention to an amount specified in the certificate with which the relevant Department of health insurance participate in the financing of the above material, to make sure the remaining amount is collected from patient himself in the form of personal participation or participation.

Patients who come to the CC area from the District of Brcko, must necessarily have with them, in addition to refferal, papers from the health insurance of the Brcko District.

If patient does not have a certified health card, he is obliged to pay cash advance for the treatment, and a certificate from the bank serves as a proof of payment.

In the case of an emergency care situation, patient will be admitted to CC every day and whether he has or has not a referral.

In the case of the preceding paragraph, the Technical Secretary informes family that are required to bring the necessary documentation and issues a certificate that patient is on the treatment, for the purpose of obtaininga referral.

When receiving a patient, a doctor has a duty to judge the reasonableness of patient receiving treatment in hospital, based on patient's condition. If a doctor on admission assessments that there is no need for hospitalization of patient, he will be sent to outpatient treatment. In case there is no medical indication for testing and treatment in a hospital, a doctor is obliged to explain the reasons for refusal, to patient and to a doctor who issued the referral for treatment, and to give that doctor a professional guidance on actions to be taken with patient.

When receiving the treatment, patient is obliged to give his personal information and to show his ID, so that they can establish his identity. Particular attention should be paid when receiving pregnant woman who is about to give a birth, and to check the identity, address and identification number.

In case of an emergency, when patient is not able to provide basic information about himself, it must be done by some of patient's escort, and if he is not accompanied, it should be done by the police and the person is marked as unknown (NN, John Doe).

If there is a reasonable doubt or it is verified, when receiving a patient, that the occured injury happened by force, a doctor who has performed the review writes the required form that is delivered to the police, and a technician on duty informes the police by phone. Health facility which first makes contact with patient in whom there is reasonable doubt or it is determined that a violation occurred by force, is obliged to call the telephone number 122 to inform the police.

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Admission a patient is recorded in the protocol of the receiving ward.

During the admission, a the patient meet the following forms:

- "therapeutic- temperature list"
- "The history of disease"
- "Register of birth"
- "The form of consent to a surgical or diagnostic - therapeutic procedure"
- "Daily Report on movement of patients."

"Staff at the receiving clinic is responsible for accurately and regularly completing of documentation.

Before signing the "consent form for operational or diagnostic - therapeutic procedure", patient must be informed of his right to leave treatment, if he wants. Also before signing the form, patient has the right to consult with family members, guardians, his representatives or other persons he wants. Patient must read (or to be read to him) and sign a specified form, and in the case of a minor patient, the forms should be signed by parents or guardians and they must give an identification documents. For persons who are unconscious or not mentally competent, the consent should be given by parents, guardians, spouse or other close relatives.

If patient refuses hospitalization, he is obliged to put his signature in the protocol for patients in outpatient clinic with a note that he refuses medical treatment and hospitalization.

If there is a life danger for a patient who is unconscious and there is no one to sign a consent form for him, all necessary procedures are performed without signatures.

The documents formed in the receiving ambulances should be sent to the clinic where the patient will be admitted. Technical Secretary of OJ writes his receiving in the „Register“ and and "index of recumbent patients“.

Patient goes through sanitary pass if it exists in the OJ. There he changes in clothes that complies with the rules of the house. Patient's clothes is retained in the dressing room of OJ only if patient is unaccompanied, and then patient, after placement of clothes, receives "confirmation" in stating what clothes is committed to OJ for keeping. The certificate must be signed by both, patient and a person from OJ who received the clothes. If patient is accompanied, all his clothes is given to those persons (relatives, foster parents ...).

If there is no sanitary pass, the bathing of patient before he lies in bed is compulsory. Supervisory nurse of department is responsible for the proper implementation of this process.

Upon receipt to the CC, patient is obliged to hand over money and other valuables to members of his family, guardian or legal representative. If patient is unaccompanied, with his money and things of value, shall be treated in the same way as with his clothes. Clinical Center of Banja Luka is not responsible for money and valuables if patient does not hand it over for safekeeping to the reception office.

After discharge from CC, money and other valuables will be returned to patient, and he returns the written receipt which acknowledges receipt of money or items submitted. Things of patient who was admitted as an emergency case in CC, or who is in difficult position or unconscious, will be recorded by a nurse in OJ where patient is located, and to

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all things will be treated as to things from patients who are admitted under normal conditions.

If a patient comes for treatment from some other OJ of the CC, it should be sent a „referral for transfer“ and "release form" from OJ where patient was placed to where will be performed another receiving. This kind of admission (transfer) should be done by competent doctors with the approval of the Head of OJ. During the examination of patients from other OJ, who is sent to CC from other health facility, is very important to take into account the level of health care to be provided to patient. For this it is necessary to determine whether a patient has all the necessary documentation. In this case it is necessary to ensure that patient has“ a referral for a hospital treatment " issued by a doctor of family medicine.

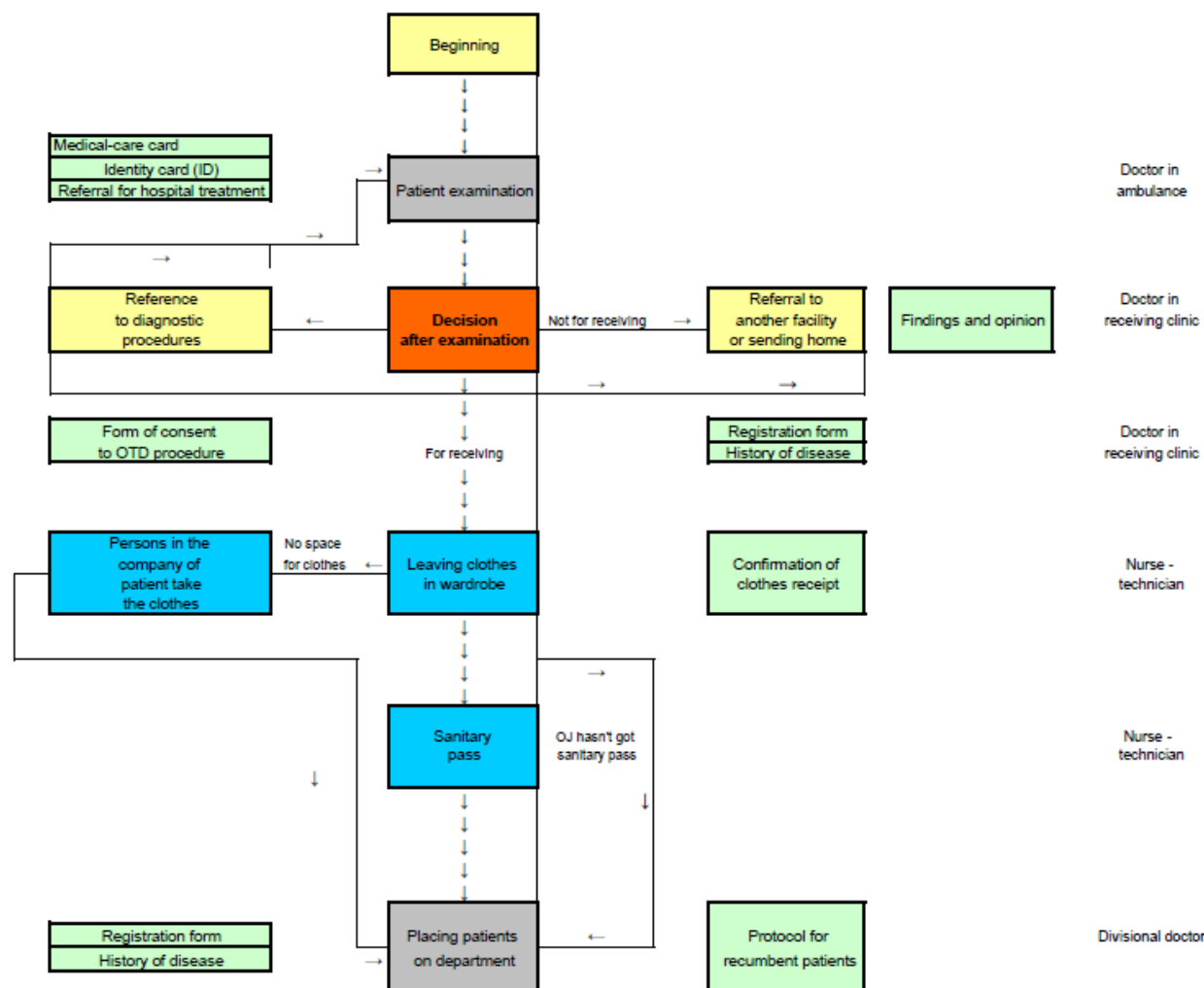
Procedure for admission of mentally ill patients is similar as the procedure of somatic patients, except when patient refuses the hospitalization. Then he meets "a form of involuntary hospitalization" which is signed by someone from an escort or, if the police arrested the patient, the papers should be signed by some police officer. Within 24 hours, the clinic informs the Municipal Court on forced hospitalization. The main court sends legal expert to review the patient, and the court writes decision on the involuntary detention for 30 days.

Upon receiving this type of patients, it is of great importance to confiscate sharp objects and other things that the patient could use to injure himself or to cause injury to other persons in his environment.

## 5 APPENDICES AND FORMS

### 5.1 CONTRIBUTIONS

#### APPENDIX 1 - FLOW CHART OF PROCEDURE FOR ADMISSION OF PATIENT



### 5.2 Forms

Forms that are filled in the process of admission of patients: "a form of consent to surgical, therapeutic, diagnostic procedures," "history of disease" and "Register of births".

### 6 Records

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Document Title	Designation Form	Document form	Number of copies	Time of storage	Storage place	Recording
Identification list	No	Nurse	One	Lifetime	Archive	OJ Protocol
Disease History	No	Doctor	One	Lifetime	Archive	OJ Protocol
Form Consent	No	Doctor	One	Lifetime	Archive	OJ Protocol