

ABSTRACT

The proposed present of investigation leaves of the existence of the problem of the faulty administration of the Hospital San Vicente of Paúl as for the use of technical, human resources that you/they have provoked a crisis in attention to patient of external consultation and the nonconformity of the society in general. The methodological design that was chosen is a bibliographical investigation and of field of descriptive type, supported in the method analytic synthetic, inductive, deductive, descriptive and statistical This investigation is based from the point of view epistemologist in the process of construction of the knowledge that guides to the development from a thought to the service of the other ones, through the execution of organizational functional processes that you/they are evidenced in the position of abilities and knowledge, where the learning proposes the execution of extracted activities of situations and problems of the life. Inside the Sociological Foundation they are contemplated the relationship basically between education and guided society, essentially to develop the capacities of the human beings. Legally it is based in the Executive Ordinance 502 that it contemplates the Plan of Implementation from the Reformation to the Health that includes the limits, of the Special Law of Decentralization of the State and of Social Participation in the Health, it offers that it guides the reorganization and modernization to the interior of the hospitals toward a management in service and quality to the more unprotected or vulnerable, it also considers the Constitutional Foundation based on "Sumak Kawsay" or Good to Live that it constitutes the principle rector of the System health. The proposal includes limits for attention to the client of external consultation as department in which medical care is imparted the not interned sick persons that go to the hospital, it includes exams that drive to the I diagnose and to the prescription of a treatment. He/she understands what is defined as Preventive, General Medicine and Medicine of Specialties to big features. The novelty of the investigation resides in the search and application from a Guide of Attention to the Client of External Consultation of the Hospital San Vicente of Paúl whose intention is to guide the internal clients so much as to the external ones of the services and the correct attention to the user in quality and warmth of hospital attention.