



QUEZON CITY GOVERNMENT
Quezon City General Hospital
ADMITTING SECTION
CITIZEN'S CHARTER



Registration for ER Consultation and Admission

- SCHEDULE OF AVAILABILITY OF SERVICE** : Daily
DAYS : Monday - Sunday including Holidays
HOURS : 24 Hours no noon break
- WHO MAY AVAIL OF THE SERVICE** : All Hospital Patients
- DOCUMENTARY REQUIREMENTS** : Patient's Information Sheet/QCGH Patient ID Card/
Patient's Valid ID (Government Issued)
- Admissions From ER** : QCGH Patient ID Card
- Admissions From OPD:** Patient's Information Sheet/QCGH Patient ID Card
- Direct Admissions** : Patient's Information Sheet/QCGH Patient ID Card/Patient Valid ID
- PROCESSING PERIOD** : For ER Consultation only : 22 minutes
: For Admission : 25 minutes.

How to Avail the Service

STEP	Customer Client	Service Process	Duration of Activity	Person in charge	Fees	Form
1	Fill up the Patient's Information Sheet (PIS) with Emergency Room Officer's note (ERO's name and signature, time and service)	Check the Patient's Information Sheet (PIS)	8 minutes	Admitting staff patient/patient companion	NONE	Patient's Information Sheet (PIS)
2	Submit Patient's Information Sheet and Valid ID	Interview, validate and verify all the information given in the Patient's Information Sheet (PIS).	7 minutes	Admitting staff	NONE	Patient Information Sheet (PIS),



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				patient/patient companion		Valid ID (Preferably Govt' issued)
3	Receive QCGH Patient ID Card from the Admitting Staff	Encode the required patient's data in to the computer system and print out the QCGH Patient ID Card. Issue the QCGH Patient ID Card to the patient/patient companion.	4 minutes	Admitting staff patient/patient companion	NONE	Patient Information Sheet (PIS), QCGH Patient ID Card
4	Endorsed by medical staff	Received accomplished Admission and Discharge Record Check and Consent for diagnosis/treatment and Doctor's order for admission	1 minutes	Admitting staff Medical staff	NONE	Endorsement logbook (ER or OPD) Admission and Discharge Record
5	Get and fill out Patient's Information Sheet (PIS) (For Outpatient Dept. Admission and Direct Admission only)	Interview and verify all the information declared in the Patients's Information Sheet (PIS).	10 minutes	Admitting staff Patient/ Companion	NONE	Patient Information sheet Patient Valid ID QCGH Patient ID Card
6	Familiarization/Orientation on policies and procedures, rights and obligation of patient during confinement.	Encode the required patient's data into the computer system. Fill out the front sheet of Admission and Discharge Record Prepare the wrist tag for the admitted patient Instruct patient to proceed to medical social service for medical and financial assistance.	15 minutes	Admitting staff Patient/ Companion	NONE	Patient Information Sheet (PIS), QCGH Patient ID Card
END OF TRANSACTION						



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