



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Dental Medicine
CITIZEN'S CHARTER



ORAL PROPHYLAXIS/PAGPAPALINIS NG NGIPIN

Schedule of Availability of Service:

Monday - Friday
 8:00 am - 4:00 pm without noon break

Who may avail of the Service:

Patients at the OPD

What are the Basic Requirements:

Patient's Chart

Duration:

1 hr. 5 min.

How to Avail of the Service:

Step	Patient/Pasyente	Service Process /Taga-bigay ng serbisyo	Duration of Activity	Person in Charge	Fees	Form
1	Wait for your name to be called. <i>Hintayin tawagin ang pangalan.</i>	Outpatient Record is received at the Dental office. <i>Tinanggap and outpatient record sa opisina ng dentista.</i>	1 min. <i>1 minuto</i>	Office Aide		Patient's record
2	Present vaccination card. <i>Ipakita ang vaccination card.</i>	Office Aide calls the patient and checks his/her vaccination status. <i>Tinawag ng office aide and pasyente at tsineck ang istatus ng bakuna.</i>	1 min. <i>1 minuto</i>	Office Aide		Vaccination Card
3	Answer truthfully and cooperate with the Dentist on duty. <i>Sumagot ng tapat sa mga tanong ng Dentistang naka duty</i>	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS. <i>Tinitingnan ng Dentistang naka duty ang vital signs, medical history ng pasyente, mag oral exam at i-charge ang pasyente sa HIS</i>	8 min. <i>8 minuto</i>	Dentist on Duty		Patient's record Patient's ID
4	Goes to the cashier to pay the fees. <i>Pumunta sa cashier para magbayad.</i>	Receives payment and gives the receipt to the patient. <i>Tanggapin ang bayad at bigyan ng resibo and pasyente.</i>		Cashier	See schedule of Fees	Receipt
5	Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or guardian will sign the consent form of minor patients. <i>Bumalik na dala ang resibo, isuot ang gown at cap ng pasyente at sagutan ang mga forms. Ang magulang o guardian ang pipirma para sa menor de edad.</i>	Helps the patient wear the patient's gown and cap. Helps the patient in answering the necessary forms. <i>Tulongan ang pasyente na magsuot ng gown at cap ng pasyente. Tulongan di sumagot ng mga forms.</i>	8 min. <i>8 minuto</i>	Dental Aide Office Aide		Patient's record Dental Chart Progress Notes Consent form
6	Follow the Dental Aide to the Dental Operatory. <i>Sundan ang Dental Aide papuntang dental operatory.</i>	Dentist on duty endorses the patient to the Dentist who will perform the procedure. <i>I-bilin ng Dentistang naka duty ang pasyente sa Dentistang gagawa ng paglilinis ng ngipin.</i>	1 min.	Dentist		Patient's record Dental Chart Progress Notes Consent form
7	Cooperate while the Dentist is performing Oral Prophylaxis. Listen to the Dentist for post operative instructions. <i>Sumunod sa Dentista habang nililinis ng ngipin. Makinig sa mga bilin ng Dentista pag katapos ng procedure.</i>	Perform Oral Prophylaxis on the patient. Advises the patient on the condition of his/her teeth and gums. Gives post-operative instructions and writes a prescription for medicines to be taken if needed. <i>Linisan nga ngipin ang pasyente. Magbigay ng payo ukol sa lagay ng kanyang ngipin at gilagid. Magbigay ng reseta sa gamot kung kinakailangan.</i>	45 min.	Dentist		Patient's record Dental Chart Progress Notes Consent form Prescription Med. Certificate
8	Take off patient's gown and cap. <i>Hubarin ang gown at cap ng pasyente.</i>	Helps the patient, receives the patient's gown and put it in a container. Dental Aide signs the patient's clearance slip. <i>Tulongan ang pasyente, kunin ang gown ng pasyente at itabi. Pirmahan ang clearance ng pasyente.</i>	1 min.	Dental Aide		Clearance Slip

END OF TRANSACTION



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TOOTH EXTRACTION/BUNOT NG NGIPIN

Schedule of Availability of Service:

Monday - Friday
 8:00 am - 4:00 pm without noon break

Who may avail of the Service:

Patients at the OPD

What are the Basic Requirements:

Patient's Chart

Duration:

1 hr. 15 min.

How to Avail of the Service:

Step	Patient/Pasyente	Service Process /Taga-bigay ng serbisyo	Duration of Activity	Person in Charge	Fees	Form
1	Wait for your name to be called. <i>Hintayin tawagin ang pangalan.</i>	Outpatient Record is received at the Dental office. <i>Tinanggap and outpatient record sa opisina ng dentista.</i>	1 min. <i>1 minuto</i>	Office Aide		Patient's record
2	Present vaccination card. <i>Ipakita ang vaccination card.</i>	Office Aide calls the patient and checks his/her vaccination status. <i>Tinawag ng office aide and pasyente at tsineck ang istatus ng bakuna.</i>	1 min. <i>1 minuto</i>	Office Aide		Vaccination Card
3	Answer truthfully and cooperate with the Dentist on duty. <i>Sumagot ng tapat sa mga tanong ng Dentistang naka duty</i>	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS. <i>Tinitingnan ng Dentistang naka duty ang vital signs, medical history ng pasyente, mag oral exam at i-charge ang pasyente sa HIS</i>	8 min. <i>8 minuto</i>	Dentist on Duty		Patient's record Patient's ID
4	Goes to the cashier to pay the fees. <i>Pumunta sa cashier para magbayad.</i>	Receives payment and gives the receipt to the patient. <i>Tanggapin ang bayad at bigyan ng resibo and pasyente.</i>		Cashier	See schedule of Fees	Receipt
5	Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or guardian will sign the consent form of minor patients. <i>Bumalik na dala ang resibo, isuot ang gown at cap ng pasyente at sagutan ang mga forms. Ang magulang o guardian ang pipirma para sa menor de edad.</i>	Helps the patient wear the patient's gown and cap. Helps the patient in answering the necessary forms. <i>Tulongan ang pasyente na magsuot ng gown at cap ng pasyente. Tulongan di sumagot ng mga forms.</i>	8 min. <i>8 minuto</i>	Dental Aide Office Aide		Patient's record Dental Chart Progress Notes Consent form
6	Follow the Dental Aide to the Dental Operatory. <i>Sundan ang Dental Aide papuntang dental operatory.</i>	Dentist on duty endorses the patient to the Dentist who will perform the procedure. <i>I-bilin ng Dentistang naka duty ang pasyente sa Dentistang gagawa ng pag bunot ng ngipin sa pasyente.</i>	1 min.	Dentist		Patient's record Dental Chart Progress Notes Consent form
7	Cooperate while the Dentist is performing Oral Prophylaxis. Listen to the Dentist for post operative instructions. <i>Sumunod sa Dentista habang nililinis ng ngipin. Makinig sa mga bilin ng Dentista pag katapos ng procedure.</i>	Perform Tooth Extraction on the patient. Gives post-operative instructions and writes a prescription for medicines to be taken if needed. <i>Bunutan ng ngipin ang pasyente. Magbilin ng mga bawal gawin at ng reseta sa gamot kung kinakailangan.</i>	45 min.	Dentist		Patient's record Dental Chart Progress Notes Consent form Prescription Med. Certificate
8	Take off patient's gown and cap. <i>Hubarin ang gown at cap ng pasyente.</i>	Helps the patient, receives the patient's gown and put it in a container. Dental Aide signs the patient's clearance slip. <i>Tulongan ang pasyente, kunin ang gown ng pasyente at itabi. Pirmahan ang clearance ng pasyente.</i>	1 min.	Dental Aide		Clearance Slip

END OF TRANSACTION

*Simple extractions may sometime turn to complicated extractions due to circumstances beyond the control of the Dentist. *Ang simpleng bunot ay minsan nagiging kumplikado bunot sa dulot ng mga pangyayaring hindi kontrolado ng Dentista.*
 *Some cases may require more than one cartridge of anesthesia. An additional fee of 44 PHP is charged per cartridge. *Ang ibang kaso ay minsan nangangailangan ng higit sa isang anesthesia. 44 pesos ang dagdag na bayad kada cartridge.*



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TOOTH RESTORATION/PASTA NG NGIPIN

Schedule of Availability of Service:

Monday - Friday
 8:00 am - 4:00 pm without noon break

Who may avail of the Service:

Patients at the OPD

What are the Basic Requirements:

Patient's Chart

Duration:

1 hr. 15 min.

How to Avail of the Service:

Step	Patient/Pasyente	Service Process /Taga-bigay ng serbisyo	Duration of Activity	Person in Charge	Fees	Form
1	Wait for your name to be called. <i>Hintayin tawagin ang pangalan.</i>	Outpatient Record is received at the Dental office. <i>Tinanggap and outpatient record sa opisina ng dentista.</i>	1 min. <i>1 minuto</i>	Office Aide		Patient's record
2	Present vaccination card. <i>Ipakita ang vaccination card.</i>	Office Aide calls the patient and checks his/her vaccination status. <i>Tinawag ng office aide and pasyente at tsineck ang istatus ng bakuna.</i>	1 min. <i>1 minuto</i>	Office Aide		Vaccination Card
3	Answer truthfully and cooperate with the Dentist on duty. <i>Sumagot ng tapat sa mga tanong ng Dentistang naka duty.</i>	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS. <i>Tinitingnan ng Dentistang naka duty ang vital signs, medical history ng pasyente, mag oral exam at i-charge ang pasyente sa HIS</i>	8 min. <i>8 minuto</i>	Dentist on Duty		Patient's record Patient's ID
4	Goes to the cashier to pay the fees. <i>Pumunta sa cashier para magbayad.</i>	Receives payment and gives the receipt to the patient. <i>Tanggapin ang bayad at bigyan ng resibo and pasyente.</i>		Cashier	See schedule of Fees	Receipt
5	Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or guardian will sign the consent form of minor patients. <i>Bumalik na dala ang resibo, isuot ang gown at cap ng pasyente at sagutan ang mga forms. Ang magulang o guardian ang pipirma para sa menor de edad.</i>	Helps the patient wear the patient's gown and cap. Helps the patient in answering the necessary forms. <i>Tulungan ang pasyente na magsuot ng gown at cap ng pasyente. Tulungan di sumagot ng mga forms.</i>	8 min. <i>8 minuto</i>	Dental Aide Office Aide		Patient's record Dental Chart Progress Notes Consent form
6	Follow the Dental Aide to the Dental Operatory. <i>Sundan ang Dental Aide papuntang dental operatory.</i>	Dentist on duty endorses the patient to the Dentist who will perform the procedure. <i>I-bilin ng Dentistang naka duty ang pasyente sa Dentistang gagawa ng pag bunot ng ngipin.</i>	1 min. <i>1 minuto</i>	Dentist		Patient's record Dental Chart Progress Notes Consent form
7	Cooperate while the Dentist is performing Oral Prophylaxis. Listen to the Dentist for post operative instructions. <i>Sumunod sa Dentista habang nililinisang ng ngipin. Makinig sa mga bilin ng Dentista pag katapos ng procedure.</i>	Perform Tooth Restoration on the patient. Gives post-operative instructions and writes a prescription for medicines to be taken if needed. <i>Pastahan ang ngipin ng pasyente. Magbilin ng mga bawal gawin at ng reseta sa gamot kung kinakailangan.</i>	45 min. <i>45 minuto</i>	Dentist		Patient's record Dental Chart Progress Notes Consent form Prescription Med. Certificate
8	Take off patient's gown and cap. <i>Hubarin ang gown at cap ng pasyente.</i>	Helps the patient, receives the patient's gown and put it in a container. Dental Aide signs the patient's clearance slip. <i>Tulungan ang pasyente, kunin ang gown ng pasyente at itabi. Pirmahan ang clearance ng pasyente.</i>	1 min. <i>1 minuto</i>	Dental Aide		Clearance Slip

END OF TRANSACTION



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REFERRAL OF PATIENTS/REFERRAL NG PASYENTE

Schedule of Availability of Service:

Monday - Friday
 8:00 am - 4:00 pm without noon break

Who may avail of the Service:

Patients at the OPD

What are the Basic Requirements:

Patient's Chart

Duration:

30 min.

How to Avail of the Service:

Step	Patient	Service Process	Duration of Activity	Person in Charge	Fees	Form
1	Wait for your name to be called. <i>Hintayin na tawagin ang pangalan.</i>	Outpatient Record is received at the Dental office. <i>Tinanggap and outpatient record sa opisina ng dentista.</i>	1 min. <i>1 minuto</i>	Office Aide		Patient's record
2	Present vaccination card. <i>Ipakita ang vaccination card.</i>	Office Aide calls the patient and checks his/her vaccination status. <i>Tinawag ng office aide and pasyente at tsineck ang istatus ng bakuna.</i>	1 min. <i>1 minuto</i>	Office Aide		Vaccination Card
3	Answer truthfully and cooperate with the Dentist on duty. <i>Sumagot ng tapat sa mga tanong ng Dentistang naka duty.</i>	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS. <i>Tinitingnan ng Dentistang naka duty ang vital signs, medical history ng pasyente, mag oral exam at i-charge ang pasyente sa HIS.</i>	8 min. <i>8 minuto</i>	Dentist on Duty		Patient's record Patient's ID
4	Wait for the Dental Aide to accompany his/her for referral to other medical department. <i>Antayin ang Dental Aide para samahan ang pasyente sa ibang medical department.</i>	Dentist on duty fills-up the progress notes and referral logbook and hands it over to the dental aide for referral. <i>Sinusulatan ng Dentistang naka duty ang progress notes at referral logbook bago ibigay ito sa Dental aide para mai-refer.</i>	5 min. <i>8 minuto</i>	Dentist on Duty		Patient's record Progress notes Referral Logbook
5	Goes with the dental aide to the referral medical department. Sumama sa dental aide papunta sa pinag-referran na medical department.	Dental aide accompanies the patient to the referral department, hands over the patient's record to the nurse on duty and have his/her sign on the referral logbook. <i>Sinamahan ng dental aide ang pasyente papunta sa pinag-referran na medical department, ibinigay sa nars na naka duty ang record ng pasyente at pinapirma ito sa referral logbook.</i>	15 min. <i>8 minuto</i>	Dental Aide		Patient's record Progress notes Referral Logbook
END OF TRANSACTION						

SCHEDULE OF FEES FOR EACH TREATMENT PROCEDURE AND OTHER MISCELLANEOUS FEES

PROCEDURE	FEES(PhP)
Oral Prophylaxis	200
Tooth Extraction	150.00 per tooth
Tooth Restoration	175.00 per tooth
Anesthesia	44.00 per cartridge, 3.00 per spray of topical anesthesia
Oral Examination/Consultation	40.00