

# DENTAL DEPARTMENT

## CITIZENS CHARTER

### ORAL PROPHYLAXIS

Office or Division:	Dental			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who May Avail:	Patients at the Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Outpatient Record		Medical Record Section		
Dental Record		Dental Department		
Patient's Consent Form		Dental Department		
Vaccination card		Health center/Vaccination center		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Outpatient Record is received at the Dental office.	None	1 min.	Dentist on duty
2. Present vaccination card	Dentist on duty calls the patient and checks his/her vaccination status.	None	1 min.	Dentist on duty
3. Answer truthfully and cooperate with the Dentist on duty	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS.	None	8 min	Dentist on duty
4. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier

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	Helps the patient wear the patient's gown and cap. Helps the patient in answering the necessary forms	None	8 min.	Dental Aide
6. Follow the Dental Aide to the Dental Operatory	Dentist on duty endorses the patient to the Dentist who will perform the procedure	None	1 min.	Dentist on duty Dental Aide
7. Cooperate while the Dentist is performing Oral Prophylaxis. Listen to the Dentist for post operative instructions.	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.	None	45 min.	Dentist
8. Take off patients gown and cap	Helps the patient, receives the patient's gown and put it in a container.	None	1 min.	Dental Aide
TOTAL:		See Schedule of Fees	1hr. 5 min.	

*\* Medically compromised patients need to be referred to an appropriate medical department for management and clearance prior to any dental procedure.*

## TOOTH EXTRACTION

Office or Division:	Dental			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
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CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Outpatient Record		Medical Record Section		
Dental Record		Dental Department		
Patient's Consent Form		Dental Department		
Vaccination card		Health center/Vaccination center		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Outpatient Record is received at the Dental office.	None	1 min.	Dentist on duty
2. Present vaccination card	Dentist on duty calls the patient and checks his/her vaccination status.	None	1 min.	Dentist on duty
3. Answer truthfully and cooperate with the Dentist on duty	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS.	None	8 min	Dentist on duty
4. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
5. Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or	Helps the patient wear the patient's gown and cap. Helps the patient in	None	8 min.	Dental Aide

guardian will sign the consent form of minor patients	answering the necessary forms			
6. Follow the Dental Aide to the Dental Operatory	Dentist on duty endorses the patient to the Dentist who will perform the procedure	None	1 min.	Dentist on duty Dental Aide
7. Cooperate while the Dentist is performing Tooth Extraction. Listen to the Dentist for post operative instructions.	Perform Tooth Extraction on the patient. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	55 min.	Dentist
8. Take off patients gown and cap	Helps the patient, receives the patient's gown and put it in a container.	None	1 min.	Dental Aide
TOTAL:		See Schedule of Fees	1hr. 15 min.	

*\*Simple extractions may sometime turn to complicated extractions due to circumstances beyond the control of the Dentist.*

*\*Some cases may require more than one cartridge of anesthesia. An additional fee of 44 PhP is charged per cartridge.*

## TOOTH RESTORATION

Office or Division:	Dental			
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Type of Transaction:	G2C, G2G			
Who May Avail:	Patients at the Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Outpatient Record		Medical Record Section		
Dental Record		Dental Department		
Patient's Consent Form		Dental Department		
Vaccination Card		Health center/Vaccination center		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Outpatient Record is received at the Dental office.	None	1 min.	Dentist on duty
2. Present vaccination card	Dentist on duty calls the patient and checks his/her vaccination status.	None	1 min.	Dentist on duty
3. Answer truthfully and cooperate with the Dentist on duty	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS.	None	8 min	Dentist on duty
4. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
5. Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or	Helps the patient wear the patient's gown and cap. Helps the patient in	None	8 min.	Dental Aide

guardian will sign the consent form of minor patients	answering the necessary forms			
6. Follow the Dental Aide to the Dental Operatory	Dentist on duty endorses the patient to the Dentist who will perform the procedure	None	1 min.	Dentist on duty Dental Aide
7. Cooperate while the Dentist is performing Tooth Restoration. Listen to the Dentist for post operative instructions.	Perform Tooth Restoration on the patient. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	55 min.	Dentist
8. Take off patients gown and cap	Helps the patient, receives the patient's gown and put it in a container.	None	1 min.	Dental Aide
TOTAL:		See Schedule of Fees	1hr. 15 min.	

## SCHEDULE OF FEES FOR EACH TREATMENT PROCEDURE AND OTHER MISCELLANEOUS FEES

PROCEDURE	FEES(PhP)
Oral Prophylaxis	50-100
Tooth Extraction	50.00 per tooth
Tooth Restoration	150.00 per tooth
Anesthesia	44.00 per cartridge
Oral examination	20.00



**PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON**  
**(Quezon City General Hospital)**  
*PhilHealth Accredited Healthcare Provider*



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated suggestion box in front of the Dental Department.</p> <p>Feedbacks can also be filed via electronic mail: <a href="mailto:qcghmisystem@gmail.com">qcghmisystem@gmail.com</a></p>
How feedbacks are processed	<p>Every Friday, the Public Relations Officer opens the suggestion box, complies and records all feedbacks.</p> <p>All feedbacks and answers of the concerned offices are forwarded to the Hospital Director and is then relayed to the citizen.</p>
How to file a complaint	<p>The complainant shall proceed to the Public Assistance Desk.</p> <p>The Public Assistance Desk Officer (PADO) shall interview the complainant and request for a written complaint.</p> <p>Complaints can also be filed via electronic mail.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of Complainant</li> <li>- Contact no. of Complainant</li> <li>- Name of person's being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul>
How complaints are processed	<p>The PADO shall receive the written complaint and will forward the complaint to the Hospital Director.</p> <p>The Hospital Director calls the attention of the concerned Division Head</p> <p>The Division Head will initiate investigation and will submit a report to the Hospital Director.</p> <p>The PADO will give the feedback to the client.</p> <p>For inquiries and follow-up, you may contact:</p> <p>8-863-08-00 local 122</p>
Contact information of	<p>QCGH: <a href="http://www.qcgh.org">www.qcgh.org</a></p> <p><a href="mailto:qcghmisystem@gmail.com">qcghmisystem@gmail.com</a></p> <p>8-863-08-00</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565(SMS)</p>