



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Family and Community Medicine
CITIZEN'S CHARTER



Evaluation and Management of Out-patients (OPD)

Schedule of Availability of Service:

DAYS: MONDAY – FRIDAY (Except Holidays)

HOURS: 8:00 AM – 4:00 PM

Who may avail of the service: All ambulatory individuals aged 19 and above, giving priority, but not limited to Quezon City residents who are seeking medical consultation.

Documentary Requirements: Hospital ID card

Processing Period: 48 to 130 minutes

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROCESS				
1	<p>Once name is called, proceed to Family Medicine Department waiting area and wait for your name to be called (Oras na matawag ang pangalan, pumunta sa Departamento ng Family Medicine, at maghintay sa pagkakataong makapanayan ng doctor)</p>		15mins - 60mins	Department Nurse Resident Physician Affiliated trainees	None	Patient's chart
2	<p>Once the name is called, Proceed to consultation area (Pag natawag na ang pangalan. Pumunta sa lugar ng konsultasyon)</p>	<p>A. Comprehensive history taking and physical examination, taking of vital signs (Kumpletuhin ang pagkuha ng historya, pisikal na eksaminasyon at vital signs)</p> <p>B. Provide and discuss clinical assessment/ Diagnosis (Ipaliwanag ang mga detalye ukol sa karamdaman ng pasyente)</p> <p>C. Disposition and management (Disposisyon at pagbibigay lunas)</p> <p>a. If for sent home, discussion of management, prescription of medications, giving of necessary laboratory requests, giving of habilin, medical certificate/ abstract (Kung papauwiin: bigyan at talakayin sa pasyente ang reseta ng gamot, laboratory request, habilin, medical certificate/ abstract)</p> <p>b. If for referral: assistance and endorsement to the department concerned (kung irerefer, sasamahan at iendorso sa nakalaang departamento)</p>	20mins-30mins 3mins- 5mins 3-5 mins 5-10mins	Resident physician Affiliated Trainees Resident physician/ Affiliated trainees Resident Physician/ Affiliated trainees	None None None	Patient's chart, prescription form, habilin form, medical/abstract forms (if requested), laboratory and imaging request forms, referral form (if necessary)



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3	<p>After consultation, proceed to Cashier and settle necessary charges. Once settled or if none, claim discharge slip and present it to the Family</p> <p>(Matapos ang konsultasyon, magtungo sa Cashier upang magbayad ng kinauukulang bayad. Sa oras na mabayaran, o kung wala man, kunin ang discharge slip at ibigay sa Nurse ng Family Medicine)</p>	<p>Charge the patient through the Hospital Information System</p> <p>Receive Discharge Slip from the patient and mark him MGH in the Hospital Information System</p> <p>(Singilin ang pasyente sa pamamagitan ng Hospital Information System)</p> <p>Tanggapin ang discharge slip mula sa pasyente at itala ito sa Hospital Information System bilang MGH)</p>	5-20mins	Department Nurse	Php	
End of Transaction						

Animal Bite Treatment Center NEW patients

Schedule of Availability of Service:

During OPD hours or if Outpatient services are Available

DAYS: MONDAY – FRIDAY

HOURS: 8am-3pm

At the Emergency Room after OPD hours or if Outpatient services are not available

DAYS: MONDAY – FRIDAY

HOURS: 3PM ONWARDS

DAYS: WEEKENDS / HOLIDAYS

HOURS: 24 hours

Who may avail of the service: All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation relating to animal bite but also to those patients seen in other clinics and institution.

Documentary Requirements: Hospital ID card

Processing Period: 146 to 290 minutes

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROCESS				
During OPD hours or if Outpatient services are Available						
1	<p>Proceeds to Animal Bite Treatment Center, give your card and wait outside the waiting area</p> <p><i>Pumasok sa loob ng Animal Bite Center iabot ang card at bumalik sa waiting area</i></p>	<p>Receives patient's chart; calling of patient's name. Getting VS and Categorization</p> <p>Giving of Queuing number</p> <p><i>Tanggapin ang Chart ng pasyente,</i></p>	5 to 30 minutes	Nurse/ Affiliated trainees	None	Patient's chart



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		<i>Pagtatawag ng pangalan ng pasyente</i>					
2	Proceeds to consultation area of Animal Bite once called	A. Assessment of the wound and wound care	3-5 mins	Resident Physician	None	Patient Chart	
	<i>Pumunta sa lugar ng konsultasyon</i>	B. Comprehensive history taking and physical examination, and taking of Vital signs <i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i>	30 to 60 minutes	Resident Physician / Affiliated trainees	None	Patient' chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)	
		B. Provide and Discuss Clinical assessment and diagnosis <i>Ibigay at ipaliwanag ang tungkol sa sakit</i>	3-5 minutes	Resident Physician/ Affiliated Trainees			
		C. Disposition and Management/Vaccination <i>Disposisyon, pagbibigay lunas at bakuna</i> a. if for sent home: giving of vaccine (with skin test and observation), prescription of medications <i>kung papauwiin: bigyan bakuna, skin test , obserbahan, a bigyan ng reseta ng gamot</i>	60 to 100 minutes		Resident Physician/ Affiliated Trainees		
		c. if for referral: giving of vaccine (with skin test and observation), assistance and endorsement to the department concern for co-management <i>kung irerefer, sasamahan at ieendorso sa nakalaang departamento.</i>	15 to 30 minutes				
			30-60mins				
End of Transaction							



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Animal Bite Treatment Center FOLLOW-UP patients

Schedule of Availability of Service:

During OPD hours or if Outpatient services are Available

DAYS: MONDAY – FRIDAY and NON-HOLIDAYS

HOURS : 8am - 3pm

Who may avail of the service: All ambulatory individuals, giving priority, but not limited to Quezon City residents who were previously seen in QCGH Animal Bite treatment center but also to those patients seen in other clinics and institution seeking follow up vaccination

Documentary Requirements: Hospital ID card/ PEP Card

Processing Period: 32 to 60 minutes

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVIT	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROCESS				
During OPD hours or if Outpatient services are Available						
1	Proceeds to Animal Bite Treatment Center, give your PEP (Post Exposure Prophylaxis) card and wait outside the waiting area <i>Pumasok sa loob ng Animal Bite Center iabot ang PEP card at bumalik sa lugar ng pahintayan</i>	Receives patient's chart; calling of patient's name. Getting VS and Categorization Receives patient's PEP card; calling of patient's name Giving of Queuing number <i>Tanggapin ang PEP card ng pasyente, Pagtatawag ng pangalan ng pasyente</i>	2 to 5 minutes	Nurse/ Affiliated interns	None	Hospital ID
2	Proceeds to consultation area of Animal Bite Treatment <i>Pumunta sa lugar ng konsultasyon</i>	A. Comprehensive history taking and physical examination, and taking of Vital signs <i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i> B. Provide and Discuss Clinical assessment and diagnosis <i>Ibigay at ipaliwanag ang tungkol sa sakit</i>	10 to 15 minutes	Resident Physician / Affiliated trainees Resident Physician/ Affiliated Trainees	None	Patient' chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)



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		<p>C. Disposition and Management/Vaccination</p> <p><i>Disposisyon, pagbibigay lunas at bakuna</i></p> <p>a. if for sent home: giving of vaccine, prescription of medications and update of PEP card</p> <p><i>kung papauwiin: bigyan bakuna, bigyan ng reseta ng gamut at i-update ang PEP card</i></p> <p>b. if for referral: assistance and endorsement to the department concern for co management</p> <p>c. If for Inter-agency Referral: In cases of unavailability of vaccine (RIG). Giving of Intra-agency referral.</p> <p><i>kung irerefer, sasamahan at ieendorso sa nakalaang departamento.</i></p>	<p>5 to 10 minutes</p> <p>15 to 30 minutes</p>	<p>Resident Physician/ Affiliated Trainees</p>		
End of Transaction						



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Community Family Wellness Health Care Program

Schedule of Activities of Services

DAYS: WENESDAY (8:00AM -12PM)

Who may avail of the services: All Ambulatory individuals in Sitio Militar Quezon City Residents who are seeking medical Consultation.

Documentary Requirements: Community Health Card

Processing Period: 63 to 95 minutes

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVIT	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROCESS				
During OPD hours or if Outpatient services are Available						
1	Proceed to Sitio Militar Barangay Outpost Pumunta sa Barangay Outpost ng Sitio Militar	Registration of patients and retrieve patients Notebook, queuing of patient Magrehistro at hintayin tawagin ang pangalan	3-5 mins (3-5 minuto)	Resident Physician, Senior Intern	none	Patient's Notebook, Patient's logbooks
2	Proceed to consultation area Pumunta sa Lugar ng Konsultasyon	a. Medical Consultation : History and Physical Examination, Assessment and management Kumpletuhin and pagkuha ng historya at eksaminasyon b. Enrollment of patients for family home care visit if the criteria is fulfilled. Pagpaparehistro ng pasyente para sa Family home Care Visit	15-30 mins (15-30 minuto)	Resident Physician, Senior Intern	none	Patient chart, prescription form, laboratory / radiologic request forms, consent form for enrollment in the family wellness health care program
End of Transaction						



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