



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Dietetic Department
CITIZEN'S CHARTER



Preparation and Provision of Meals to Admitted Patients

Schedule of Availability of Service

Days : Mondays – Sundays
Hours : 5:00 AM to 7:30 PM
Who May Avail of the Service : ADMITTED PATIENTS WITH PRESCRIBED DIETS
Documentary Requirements : Request and Issue Slip, Menu Cycle, Standardized Recipes, Diet Census Form, Diet List, Diet Tags, Daily Wards Tray Distribution and Collection Form

Processing Period : 3 Hours

How to avail of the Service :

STEP	APPLICANT / CLIENT	SERVICE PROCESS		DURATION OF ACTIVITY	PERSON IN CHARGE		FEES	FORM
1	Nursing Service to post diet using the Hospital Information System (HIS) <i>(Pagpaskil ng diyeta ng pasyente gamit ang Hospital Information System)</i>	Acknowledge Diet List <i>(Pagkilala ng diyeta galing sa ward)</i>	Checks Issued Supplies and Prepares Ingredients <i>(Pagsuri ng mga Panustos ng Pagkain at Paghanda ng mga Rekado)</i>	1 Hour and 30 Minutes <i>(1 Oras at 30 Minuto)</i>	Dietitian-On-Duty <i>(Diyetisyan)</i>	Cook <i>(Taga-Luto)</i>	None <i>(Wala)</i>	Request and Issue Slip <i>(Talaan ng mga Hiniling at Binigay na Suplay)</i>
		Prints complete Diet Lists from various hospital wards <i>(I-Print and Kabuuang Talaan ng Diyeta)</i>	Prepares and Cooks Dishes <i>(Paghahanda at Pagluluto ng Pagkain)</i>		Dietitian-On-Duty <i>(Diyetisyan)</i>	Cook <i>(Taga-Luto)</i>		None <i>(Wala)</i>
		Checks Completeness and Correctness						



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		<i>(Tignan Kung Kumpleto at Tama ang Laman)</i>						
2		Prepares Diet Census <i>(Ihanda and Kabuuang Talaan ng Diyeta)</i> Prints, Cuts, and Sorts Diet Tags <i>(Ihanda, I-Print at Pagsamasamahin and mga Tarheta ng Diyeta)</i>			Dietitian-On-Duty <i>(Diyetisyan)</i>	None <i>(Wala)</i>	Diet Census <i>(Kabuuang Talaan ng Diyeta)</i> Diet Tags <i>(Tarheta ng Diyeta)</i>	
3		Dish Out of Meals to Individual Food Trays/Containers <i>(Paglagay ng Pagkain sa mga Tray)</i>	30 Minutes <i>(30 Minuto)</i>		Dietitian-On-Duty <i>(Diyetisyan)</i> Cook <i>(Taga-Luto)</i> Food Service Worker <i>(Manggagawa sa Serbisyo ng Pagkain)</i>	None <i>(Wala)</i>	Diet List <i>(Talaan ng Diyeta)</i> Diet Census <i>(Kabuuang Talaan ng Diyeta)</i> Diet Tags <i>(Tarheta ng Diyeta)</i>	
4	Patient Receives Food During Distribution <i>(Pagtanggap ng Hinatid na Rasyon na Pagkain)</i>	Distributes Food Trays to Different Wards. For Isolation Cases, a drop off point is provided. <i>(Paghahatid ng Tray ng Pagkain sa Ward. Para sa mga Pasyenteng Nakahiwalay, may Itinakdang Lagayan ng Pagkain)</i>	30 Minutes <i>(30 Minuto)</i>		Food Service Worker <i>(Manggagawa sa Serbisyo ng Pagkain)</i>	P 100.00 – P 150.00 per tray to be charged to hospital bill <i>(P 100.00 – P 150.00 kada tray na isasama sa kabuuang babayaran sa ospital)</i>	Diet List <i>(Talaan ng Diyeta)</i> Diet Tags <i>(Tarheta ng Diyeta)</i>	



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		Posts Meals as Served using HIS (Hospital Information System) <i>(Ipaskil na "served" or naibigay ang rasyon sa pasyente sa pamamagitan ng HIS)</i>		Dietitian-On-Duty <i>(Diyetisyan)</i>		Daily Wards Tray Distribution and Collection Monitoring Form <i>(Talaan ng Pagbibigay at Pagkokolekta ng Trays)</i>
5	Patient Returns Used Food Tray <i>(Pagbabalik ng Pasyente ng Ginamit na Tray)</i>	Collects and Records Used Food Trays from Patients. Disposable Containers are not collected. <i>(Pagkolekta ng Nagamit na Tray ng Pasyente. Hindi na Kokolektahin and "disposable" na lalagyan).</i>	30 Minutes <i>(30 Minuto)</i>	Dietitian-On-Duty <i>(Diyetisyan)</i> Food Service Worker <i>(Manggagawa sa Serbisyo ng Pagkain)</i>		Daily Wards Tray Distribution and Collection Monitoring Form <i>(Talaan ng Pagbibigay at Pagkokolekta ng Trays)</i>
END of TRANSACTION						



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Provision of Nutrition Counseling

Schedule of Availability of Service

Days : Mondays – Sundays
Hours : 8:00 AM to 5:00 PM
Who May Avail of the Service : Patient/Watcher OPD and In Patients
Documentary Requirements : Referral Slip, Nutrition Counseling Leaflets, Nutrition Clinic Logbook
Processing Period : 30 minutes
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Present Referral Slip to the Dietitian <i>(Ipakita and slip ng referral sa Diyetisyan)</i>	Receives Referral Slip <i>(Tanggapin ang slip ng referral)</i> Checks completeness and Correctness <i>(Suriin kung tama at kumpleto)</i>	2 Minutes <i>(2 Minuto)</i>	Dietitian-On-Duty <i>(Diyetisyan)</i>	None <i>(Wala)</i>	Referral Slip Nutrition Counseling Leaflet <i>(Materyales para sa Panuto ng Diyeta)</i>
2	Participate in discussion during nutrition counseling <i>(Sumali sa diskusyon habang pinapayuhan ayon sa diyeta)</i>	Issuance of computed diet plan <i>(Pagbigay ng calculating plano ng diyeta)</i> Instruct food intake / preparation. <i>(Ituro ang tamang gabay/dami ng wastong pagkain)</i>	5 Minutes <i>(5 Minuto)</i> 20 Minutes <i>(20 Minuto)</i>			
3		Ask for questions and remind that the contact number is provided on the leaflets for eventual clarification.	2 Minutes <i>(2 Minuto)</i>			



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		<i>(Itanong kung may nais linawin at ibigay ang numero ng maaring tawagan kung may katanungan).</i>				
4		Documents the patient's information in the Nutrition Counseling logbook; along with the patient/companion's signature <i>(Itala and impormasyon ng diyeta ng pasyente at pirma ng pasyente or bantay ng pasyente sa Libro ng Nutrisyon Klinik)</i>	1 Minute <i>(1 Minuto)</i>			Referral Slip Nutrition Clinic Logbook <i>(Libro ng Nutrisyon Klinik)</i>
END of TRANSACTION						



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