

DEPARTMENT OF ANESTHESIOLOGY

PARES (Pre-Anesthetic Risk Stratification and Evaluation)

Outpatient pre-operative assessment prior to elective procedures.

| Office or Division: | | Department of Anesthesiology | | |
|--|---|------------------------------|-------------------------------------|--|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may Avail: | | All Hospital Patients | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Hospital card <i>(ospital kard)</i> | | | Triage | |
| Patient's chart <i>(chart ng pasyente)</i> | | | Triage | |
| Patient and Physician landline phone or cellphone | | | Physician and patient | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Consultation with primary service <i>(Pagkonsulta sa pangunahing nagseserbisyo)</i> | NA | None (Wala) | Two hours <i>(dalawang oras)</i> | Patient <i>(pasyente)</i> Nurse <i>(nars)</i> Residents <i>(residente)</i> |
| 2. Referral to Anesthesiology Department for scheduling of Teleconsultation Preoperative Evaluation <i>(Pagrefer sa departamento ng anesthesia para sa Teleconsultation ng pre-operative pagsusuri)</i> | Scheduling of teleconsultation at a timeslot on Fridays at 1 to 4PM <i>(Pagbibigay ng oras ng appointment para pagsusuri sa Biyernes 1 to 4PM)</i> | None (Wala) | 45 minutes <i>(45 minuto)</i> | Patient <i>(pasyente)</i> Nurse <i>(nars)</i> Residents <i>(residente)</i> |
| 3. Pre-operative teleconsultation with anesthesiologist | Giving PARES clearance for elective procedure or additional orders for optimization | None (Wala) | 15 minutes <i>(15 minuto)</i> | Patient <i>(pasyente)</i> Anesthesiologist <i>(anestetista)</i> |

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| <i>(Pre-operative na telekonsulta ng anestetista)</i> | (Pagbibigay clearance sa PARES para sa elective na operasyon o hihingi ng iba pang laboratoryo o clearance) | | | |
| 4. Transfer back to main service <i>(Ibabalik sa pangunahing nagseserbisyo)</i> | Providing chart back to main service <i>(Pagbabalik ang chart sa pangunahing nagseserbisyo)</i> | None (Wala) | 1 hour <i>(isang oras)</i> | Nurse <i>(nars)</i> Primary service <i>(pangunahing nagseserbisyo)</i> resident <i>(residente)</i> Operating room staff <i>(staff ng operating room)</i> Anesthesiologist <i>(anestetista)</i> |
| | TOTAL: | None (Wala) | 4 hours | |

Anesthesia for Elective procedures

Including pre-operative assessment prior to elective procedure.

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| Office or Division: | | Department of Anesthesiology | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may Avail: | | All Hospital Patients | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Hospital card <i>(ospital kard)</i> Patient's chart <i>(chart ng pasyente)</i> Pre-operative evaluation form <i>(pre-operative form)</i> Patient's consent for procedure and anesthesia <i>(pahintulot ng pasyent para sa operasyon at anesthesia)</i> Medications and Materials | | | Patient Admitting Section Patient's chart Anesthesiologist Pharmacy and Central Supply | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

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| <p>1. Proposal of Procedure (pag propose ng operasyon)</p> | <p>To accept elective proposal (pagtatanggap ng elective proposal)</p> | <p>None (Wala)</p> | <p>Two hours (<i>dalawang oras</i>)</p> | <p>Primary service (<i>pangunahing nagseserbisyo</i>) Nurse (<i>nars</i>) Anesthesiologist (<i>anestetista</i>)</p> |
| <p>2. Pre-Operative Visit of Anesthesiologist at the ward (<i>Pre-operative visit ng anestetista sa ward</i>)</p> | <ul style="list-style-type: none"> - Wearing of Personal Protective Equipment - Review history, chart and labs - Interview with patient - Explanation of Anesthetic plan - Giving of prescription - Preparation of material and blood products necessary - Reminders - Optimization of patient if necessary <p>(<i>Pagsuot ng PPE, pagreview ng history, chart at laboratoryo ng pasyente, paginterview sa pasyente, pagpapaliwanan ng isasagawang anesthesia sa pasyente,</i>)</p> | <p>Depends on which medications and equipment are unavailable at the pharmacy and central supplies room <i>(Depend kung anong walang gamot at gamit sa parmasya at CSR)</i></p> | <p>45 minutes (<i>45 minuto</i>)</p> | <p>Patient (<i>pasyente</i>) Anesthesiologist (<i>anestetista</i>)</p> |

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| | <i>pagbibigay ng mga kailangang reseta, paghanda ng dugo at ibang kailangan na gamit, mga paalala at pag-optimize ng pasyente kung kinakailangan)</i> | | | |
| 3. Taking of patient to Operating Room Lobby <i>(Pagpasok ng pasyente sa operating room lobby)</i> | Receiving Patient at OR lobby <i>(Pagtatanggap ng pasyente sa OR lobby)</i> | None (wala) | 1 hour (1 oras) | Patient <i>(pasyente)</i> Nurse <i>(nars)</i> Operating room staff <i>(staff ng operating room)</i> Anesthesiologist <i>(anestetista)</i> |
| | TOTAL: | Depends on Pharmacy and CSR availability | 3 hours and 45 minutes | |

Anesthesia for Emergency procedures

Including pre-operative assessment prior to emergency procedure.

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| Office or Division: | Department of Anesthesiology |
| Classification: | Simple |
| Type of Transaction: | G2G |
| Who may Avail: | All Hospital Patients |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Hospital card <i>(ospital kard)</i> | Patient |
| Patient's chart <i>(chart ng pasyente)</i> | Admitting Section |
| Emergency Proposal <i>(emergency proposal)</i> | Main service |
| Pre-operative evaluation form <i>(pre-operative form)</i> | Anesthesiologist |
| Patient's consent for procedure and anesthesia | Anesthesiologist |

| <i>(pahintulot ng pasyent para sa operasyon at anesthesia)</i> Medications and Materials | | | Pharmacy and Central Supply | |
|--|---|---|-------------------------------------|---|
| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Consultation with primary service - Admission <i>(Konsultasyon sa panagunahing nagseserbisyo – pag-admit)</i> | NA | None (Wala) | Two hours <i>(dalawang oras)</i> | Patient <i>(pasyente)</i> Nurse <i>(nars)</i> Residents <i>(residente)</i> |
| 2. Referral to Anesthesia department <i>(Pagrefer sa deprtamento ng anesthesia)</i> | Receive emergency proposal <i>(Pagtanggap sa emergency proposal)</i> | None (Wala) | 30 minutes <i>(30 minuto)</i> | Patient <i>(pasyente)</i> Nurse <i>(nars)</i> Residents <i>(residente)</i> Operating room staff <i>(staff ng operating room)</i> |
| 3. Pre-Operative Visit of Anesthesiologist at the ward <i>(Pre-operative visit ng anestetista sa ward)</i> | <ul style="list-style-type: none"> - Wearing of Personal Protective Equipment - Review history, chart and labs - Interview with patient - Explanation of Anesthetic plan - Giving of prescription - Preparation of material and blood products necessary - Reminders - Optimization of patient if necessary | Depends on which medications and equipment are unavailable at the pharmacy and central supplies room <i>(Dependekung anong walang gamot at gamit sa parmasya at CSR)</i> | 45 minutes <i>(45 minuto)</i> | Patient <i>(pasyente)</i> Anesthesiologist <i>(anestetista)</i> |

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| | <i>(Pagsuot ng PPE, pagreview ng history, chart at labortatoryo ng pasyente, paginterview sa pasyente, pagpapaliwanan ng isasagawang anesthesia sa pasyente, pagbibigay ng mga kailangang reseta, paghanda ng dugo at ibang kailangan na gamit, mga paalala at pag-optimize ng pasyente kung kinakailangan)</i> | | | |
| 4. Taking of patient to Operating Room Lobby <i>(Pagpasok ng pasyente sa operating room lobby)</i> | Receiving Patient at OR lobby (Pagtatanggap ng patiente sa OR lobby) | None (wala) | 1 hour (1 oras) | Patient <i>(pasyente)</i> Nurse <i>(nars)</i> Operating room staff <i>(staff ng operating room)</i> Anesthesiologist <i>(anestetista)</i> |
| | TOTAL: | Depends on Pharmacy and CSR availability | 5 hours and 15 minutes | |

Anesthesiology Residency Training

For applicants who are interested in completing the 3 year training program at Quezon City General Hospital

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| Office or Division: | Department of Anesthesiology |
| Classification: | Simple |

| Type of Transaction: | | G2G | | |
|--|--|---------------------------------|--|--|
| Who may Avail: | | Graduates in Doctor of Medicine | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Personal requirements Entrance exam, Evaluation sheets Letter from training office to department Letter from department to training office Oral exams, practical exams, in-service exams, cases Interesting case Approved research proposal Research paper Certificate of completion | | | Applicant Training Officer PDER Chairman Training Officer and/or Consultants, PBA First Year Resident Second Year Resident Third Year Resident Training Office | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of personal requirements | Schedule personal interview with applicant | None | 30 minutes | Applicant, training office, department |
| 2. Taking of written and oral exams | Provide Training Office with Pre-residency exams | None | 1 hour | Applicant, training office, department |
| 3. Endorsement of qualified applicant to department | Receive endorsement from Training Office | None | 30 minutes | Training office, department |
| 4. Pre-residency | Assess performance of applicant | None | 2 months | Applicant, department |
| 5. Acceptance into residency training program | Provide recommendation letter for applicant's acceptance | None | 1 day | Training office, department |
| 6. Completion of competency level for first year | Train and assess performance of first year resident | None | 1 year | Resident, department |

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| 7. Completion of competency level for second year | Train and assess performance of second year resident | None | 1 year | Resident, department |
| 8. Completion of competency level for third year | Train and assess performance of third year resident | None | 1 year | Resident, department |
| 9. Graduation from residency training | Acknowledge and provide chairman's signature in the certificate | None | 1 hour | Resident, department, training office |
| | TOTAL: | None | 3 years and 2 months | |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send a feedback | <p>To submit a feedback form and/or Patient Satisfaction survey to the Department of Anesthesiology or the Information Desk of the Quezon City General Hospital.</p> <p>For any specific concerns, the landline of the Anesthesiology department is 8630800 loc 202.</p> |
| How feedbacks are processed | <p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> |

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| <p>How to file a complaint</p> | <p>To submit a feedback form or formal complaint to the Information Desk of the Quezon City General Hospital.</p> <p>For any specific concerns, the landline of the Quezon City General Hospital is 8630800.</p> |
| <p>How complaints are processed</p> | <p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> |
| <p>Contact information of CCB, PCC, ARTA</p> | |