



DENTAL DEPARTMENT

SERVICE NAME: DENTAL CHECK-UP/CONSULTATION

Office or Division:	Dental Department			
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		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Charge Slip		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Receives the patient's medical record, writes his/her name on the log book, calls the patient and hands the record to the Dentist on duty.	None	5 min.	Dental Aide
2. Wear the disposable headcap, shoe cover and patient's gown given by the Dental Aide.	Helps the patient wear the headcap, shoe cover and patient's gown.	None	5 min.	Dental Aide
3. Fill up the patient's ME chart and signs the patient's consent form	Receives the patient	None	5 min.	Dentist
4. Tell the Dentist on duty your dental problem, answer the questions asked by the Dentist.	Takes a Medical and Dental history of the patient, ask for the	None	20 min.	Dentist

	patient's concerns, examines the patient and formulate a treatment plan. Refers patient to other Medical department clearance prior to any Dental procedures, if needed.			
5. Coordinate with the Dental Aide for your appointment.	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 min.	Dentist
6. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 min.	Dental Aide
7. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	None		Cashier
TOTAL:		None	45 min.	



Republika ng Pilipinas
Lungsod Quezon
PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON
(Quezon City General Hospital)
Seminary Road, EDSA, Quezon City
Tel. No. (02) 863-0800
PhilHealth Accredited Healthcare Provider



SERVICE NAME: 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		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Charge Slip		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's temperature, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 minutes	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
4. Follow the Dental Aide to the Dental Operatory	Lead the patient to the Operatory and hand over the Patient's file to the Dentist	None	5 minutes	Dental Aide

5. Cooperate while the Dentist is performing Oral Prophylaxis.	Perform Oral Prophylaxis on the patient.	None	45 minutes	Dentist
6. Listen to the Dentist for post-operative instructions.	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	5 minutes	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 minutes	Dental Aide
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 minutes	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	None		Cashier
TOTAL:		None	1hr. 20 min.	



Republika ng Pilipinas
Lungsod Quezon
PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON
(Quezon City General Hospital)
Seminary Road, EDSA, Quezon City
Tel. No. (02) 863-0800
PhilHealth Accredited Healthcare Provider



SERVICE NAME: TOOTH EXTRACTION

Office or Division:	Dental			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who May Avail:	All Patients at the Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Charge Slip		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's temperature, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 minutes	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
4. Follow the Dental Aide to	Lead the patient to the Operatory and hand over the	None	5 minutes	Dental Aide

the Dental Operatory	Patient's file to the Dentist			
5. Cooperate while the Dentist is performing Tooth Extraction.	Perform Tooth Extraction on the patient.	None	45 minutes*	Dentist
6. Listen to the Dentist for post operative instructions.	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	5 minutes	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 minutes	Dental Aide
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 minutes	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	None		Cashier



SERVICE NAME: TOOTH RESTORATION

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		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Charge Slip		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's temperature, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 minutes	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the headcap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
4. Follow the Dental Aide to	Lead the patient to the Operatory and hand over	None	5 minutes	Dental Aide

the Dental Operator	the Patient's file to the Dentist			
5. Cooperate while the Dentist is performing Tooth Restoration.	Perform Tooth Restoration on the patient.	None	40 minutes	Dentist
6. Listen to the Dentist for post-operative instructions.	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	5 minutes	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 minutes	Dental Aide
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 minutes	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	None		Cashier

TOTAL:	None	1hr. 15 min.	
---------------	------	---------------------	--



Republika ng Pilipinas
 Lungsod Quezon
PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON
 (Quezon City General Hospital)
 Seminary Road, EDSA, Quezon City
 Tel. No. (02) 863-0800
PhilHealth Accredited Healthcare Provider



DENTAL DEPARTMENT

FEEDBACK AND COMPLAINTS MECHANISM

How to send a 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: qcghmisystem@gmail.com</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. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of Complainant - Contact no. of Complainant - Name of person's being complained - Incident - Evidence
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: 8-863-08-00 local 122</p>
	QCGH: www.qcgh.org

Contact information of	qcghmisystem@gmail.com 8-863-08-00 PCC: 8888 CCB: 0908-881-6565(SMS)
------------------------	---