



DIETARY DEPARTMENT

SERVICE NAME: REQUEST FOR PROVISION OF MEALS TO IN-PATIENT

Office or Division:	DIETARY DEPARTMENT			
Classification:	Complex			
Type of Transaction:	G2C			
Who May Avail:	Admitted Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Diet List • Diet Tags • Diet Census • Diet Census Logbook • Daily Soiled Tray Collection Monitoring Sheet 		<ul style="list-style-type: none"> • Hospital Information System (HIS) from Nursing Service in various wards • Dietitian-on-duty • Dietitian-on-duty • Dietitian-on-duty • Food Service Worker 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Nursing Service to call diet of patients in isolation wards (Itatawag ng nars ang diyeta ng pasyente sa mga nakahiwalay na lugar)	Receives and acknowledge Diet (Pagtanggap at pagkilala ng diyeta galing sa ward)	None (Wala)	20 minutes (20 minuto)	Dietitian-On-Duty (Diyetisyan)
	Checks Completeness and Correctness (Tingnan kung kumpleto at tama ang naitala)	None (Wala)	5 minutes (5 minuto)	Dietitian-On-Duty (Diyetisyan)
	Prepares Diet Census and Diet Tags (Ihanda ang Kabuuang Talaan ng Diyeta at Tarheta)	None (Wala)	1 hour (1 oras)	Dietitian-On-Duty (Diyetisyan)
	Prepares and cooks dishes (Paghahanda at pagluluto ng pagkain)	P50.00 per tray to be charged in hospital bill (P50.00 kada tray na kasama sa babayaran sa ospital)	1 hour (1 oras)	Cook (Tagaluto)
			30 minutes (30 minuto)	Dietitian-On-Duty Cook (Diyetisyan, Tagaluto)

<p>Patient receives food during delivery (Pagtanggap ng hinatid na rasyon)</p>	<p>Dish Out of meals to individual disposable containers (Paglalagay ng pagkain sa "disposable" na lalagyan)</p> <p>Distributes meal trays to different wards. For isolation cases, a drop-off point is provided. Nurses collect food from drop-off and distributes trays to patients (Paghahatid ng disposable na lalagyan ng pagkain sa drop-off. Kukuhaing nurse and mga pagkain at ipapamahagi)</p>	<p>None (Wala)</p> <p>None (Wala)</p>	<p>30 minutes (30 minuto)</p>	<p>Dietitian-On-Duty Food Service Worker Nurse (Diyetisyan, Kawani na tagahatid ng Pagkain, Nars)</p>
<p>TOTAL</p>	<p>P 50.00 kada rasyon</p>		<p>2 hours 25 min</p>	



DIETARY DEPARTMENT

SERVICE NAME: REQUEST FOR DIETARY/NUTRITION COUNSELING

Office or Division:	DIETARY DEPARTMENT			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	PATIENT/WATCHER OPD PATIENT AND IN PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Dietary Referral Slip (Slip ng referral) Leaflet-Dietary Food Guide (Talaan ng Gabay sa Wastong Pagkain) Nutrition Counseling Logbook 		<ul style="list-style-type: none"> Nurse/Doctor on duty Dietitian on Duty (Dietisyan) Dietitian on Duty (Dietisyan) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Dietary Department Referral Slip following Infectious disease transmission prevention (Ipakita ang slip ng referral alinsunod sa nakatakdang batas sa pag iwas ng hawaan)	Patient/Watcher entering the premise for diet counseling should: -wear face mask -follow social distancing -have temperature below 37.5 C. A thermal scanner is should be available at the entrance (Ang mga pasyente o bantay na papasok sa departamento ay kailangang: -magsuot ng face mask -Sumunod sa tamang layo sa isa't-isa -may temperaturang 37.5 pababa. Ang thermal scanner ay kailangan	None (Wala)	5 minutes (5 minuto)	Dietitian on Duty (Diyetisyan)

<p>Participate in discussion during dietary counseling using specialized covered booth (Sumali sa diskusyon habang pinapayuhan ayon sa diyeta na gamit ang nakabalot na pwesto)</p>	<p>nakalagak sa pasukan)</p>	<p>None (Wala)</p>	<p>3 minutes (3 minuto)</p>	<p>Dietitian on Duty (Diyetisyan)</p>
	<p>Receives and checks completeness of Referral Slip (Tanggapin at suriin ang slip ng referral) Issuance of computed dietary plan and discussion (Pagbigay ng kalkuladong plano ng diyeta)</p>	<p>None (Wala)</p>	<p>3 minutes (3 minuto)</p>	<p>Dietitian on Duty (Diyetisyan)</p>
	<p>Instruct food intake/ preparation. (Ituro ang tamang gabay/dami ng wastong pagkain)</p>	<p>None (Wala)</p>	<p>20 minutes (20 minuto)</p>	<p>Dietitian on Duty (Diyetisyan)</p>
	<p>Provide contact number for eventual clarification. (Ibigay ang numero ng maaring tawagan kung may katanungan)</p>	<p>None (Wala)</p>	<p>3 minutes (3 minuto)</p>	<p>Dietitian on Duty (Diyetisyan)</p>
	<p>TOTAL</p>		<p>34 minutes</p>	



DIETARY DEPARTMENT

SERVICE NAME: REQUEST FOR PROCUREMENT OF FOOD SUPPLIES

Office or Division:	DIETARY DEPARTMENT			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Food Service Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Cycle Menu, • Market Order Form (Talaan ng bibilhin), • Market Order Numbering Logbook (Libro ng pagnunumero ng Talaan ng bibilhin) • Production Logbook (Libro ng produksyon) • Census Logbook (Libro ng Kabuuang Talaan ng diyeta) • Cash Advance Request (Kahilingan na makakuha ng perang pambayad) • Grocery List (Talaan ng bibilhin Listahan ng ipamimili sa grocery) • Request and Issue Slip (Talaan ng kahilingan at ibinigay na kagamitan) • Inventory Ledger (Libro ng imbentaryo) 		<ul style="list-style-type: none"> • Administrative Dietitian • Administrative Dietitian • Administrative Dietitian • Food service Worker • Dietician-on-duty • Department Head • Administrative Dietitian • Food service Worker • Food service Worker • Food service Worker 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
All Dietary Department personnel on-duty should: -wear face mask -follow social distancing -have temperature below 37.5 C. A thermal scanner is should be available at the entrance (Ang mga tauhan na papasok sa departamento ay kailangang:	Monitoring of temperature, social distancing and wearing of face mask. (Pagsubaybay ng temperature, tamang distansiya at pagsuot ng face mask)	None (Wala)	5 minutes (5 minuto)	Dietitian-On-Duty (Diyetisyan)

<p>-magsuot ng face mask -Sumunod sa tamang layo sa isa't-isa -may temperaturang 37.5 pababa. Ang thermal scanner ay kailangan nakalagak sa pasukan)</p>	<p>Receives list of actual stocks and request of needed supplies (Tanggapin ang listahan ng imbak at listahan ng pangangailangan.)</p>	<p>None (Wala)</p>	<p>5 minutes (5 minuto)</p>	<p>Dietitian-On-Duty (Diyetisyan)</p>
<p>Food Service Worker to submit list of actual stocks and requests of needed supplies. (Pagpasa ng Food Service Worker ng listahan ng imbak at listahan ng pangangailangan.)</p>	<p>Checks Completeness and Correctness (Tingnan kung kumpleto at tama ang laman)</p>	<p>None (Wala)</p>	<p>5 minutes (5 minuto)</p>	<p>Dietitian-On-Duty (Diyetisyan)</p>
	<p>Prepares Market Order (Paggawa ng Talaan ng bibilhin)</p>	<p>None (Wala)</p>	<p>45 minutes (45 minuto)</p>	<p>Dietitian-On-Duty (Diyetisyan)</p>
	<p>Approval of Market Order by the Assistant Director for Professional Services (Pagpapahintulot ng Pangalawang Direktor para Serbisyong Propesyunal sa Talaan ng bibilhin)</p>	<p>None (Wala)</p>	<p>Varies (Magkakaiba)</p>	<p>Administrative Dietitian (Diyetisyan pang administratibo)</p>
	<p>Budget Request and approval (Kahilingan at pagpapahintulot ng budyet)</p>	<p>None (Wala)</p>	<p>Varies (Magkakaiba)</p>	<p>Dietitian-On-Duty (Diyetisyan)</p>
	<p>Purchasing of Supplies (Pamimili ng pangangailangan)</p>	<p>Varies (Magkakaiba)</p>	<p>Varies (Magkakaiba)</p>	<p>Dietitian-On-Duty (Diyetisyan)</p>
	<p>Checking and receiving of supplies</p>	<p>None</p>	<p>45 minutes (45 minuto)</p>	<p>Dietitian-On-Duty (Diyetisyan)</p>

<p>Food Service Worker receives food supplies (Tatanggapin ng Tagapaghanda ng pagkain ang kagamitan sa pagluluto)</p>	<p>(Pagsusuri ng pinamili)</p> <p>Dietitian/ Storeroom Clerk issues supplies</p>	<p>(Wala)</p> <p>None (Wala)</p>	<p>45 minutes (45 minuto)</p>	<p>Administrative Dietitian (Diyetisyan pang administratibo)</p> <p>Dietitian-On-Duty (Diyetisyan) Internal Control Unit</p> <p>Dietitian-On-Duty (Diyetisyan) Storeroom Clerk (Tagapamahala ng bodega)</p>
<p style="text-align: center;">TOTAL</p>			<p style="text-align: center;">2 hours & 30 mins</p>	



Republika ng Pilipinas
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DIETARY DEPARTMENT

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback

For in-patient:

- Twice a month, the department conducts Patient Satisfactory Survey.
- Nurses/Doctors also verbally give feedbacks from admitted patients

For OPD/ER patients and watchers:

- Suggestion box is available in Nutrition Counseling Area

How feedbacks are processed

Complaints from Patient Satisfactory Survey:

- A Registered Nutritionist-Dietitian consolidates the responses from all wards.
- A percentage score is given for responses for each area of concern.
- Other concerns are listed and tackled during monthly meeting.

Written Complaints:

- Written complaints are handled by the head of the department,
- Within 48 hours all personnel concerned are interviewed and investigated.
- A written response from all concerned employees are consolidated and a final report will be submitted by Dietitian-on-duty.
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<p>How to file a complaint</p>	<p>For In-patient:</p> <ul style="list-style-type: none"> • They can write their complaint in the Patient Satisfaction Survey Form • The concern client can also file written complaint addressed to the department head <p>For OPD/ER patients</p> <ul style="list-style-type: none"> • The concerned watcher/patient can approach any administrative dietitian-on-duty.
<p>How complaints are processed</p>	<p>The Complaints Officer or the Head of the Department/ Assistant Head receives the complaints and evaluates them.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant personnel for their explanation.</p> <p>The Dietitian-on-duty during the time of incident will finalize the report and will submit it to the head of the department for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p>
<p>Contact information CCB, PCC, ARTA</p>	<p>For inquiries, comments and suggestions call the following number:</p> <p>Administrative Section of Dietary Department, Quezon City General Hospital at (02)-88630888 (Direct line) (02)-88630800 loc. 603</p> <p>Presidential Complaints Center (PCC) +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621</p> <p>Contact Center ng Bayan (CCB) 0908-8816565</p>