



FAMILY AND COMMUNITY DEPARTMENT

SERVICE NAME: OUT-PATIENT CONSULTATION

Office or Division:	DEPARTMENT OF FAMILY AND COMMUNITY MEDICINE			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	All ambulatory individuals aged 19 and above, giving priority to Quezon City residents but not limited to, who are seeking medical consultation			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital ID card Health Declaration Form Appointment Slip			Hospital Medical Records OPD Main Entrance OPD Main Entrance	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Appointment via Phone	Appointment Schedule Patient 19 years of age and above, will message the Department's phone number with the following details: Name: Age: Address: Contact number: Patient will be requested to call/text to answer succeeding questions of Resident Physician	NONE	Monday-Friday 8:00 AM-12:00 NN	FM Resident

	<p>assigned</p> <p>Succeeding information needed through Question and Answer based on the Health Declaration Form.</p>			
<p>2 QCGH OPD Entrance</p>	<p>Consent/ Waiver</p> <p>>Patient will sign the answered Health Declaration Form and Waiver.</p> <p>>Vital Signs</p>	NONE	<p>2-5 Minutes</p> <p>2-5 Minutes</p>	<p>OPD Nurse</p> <p>OPD Nurse</p>
<p>3 QCGH Consultation Area</p>	<p>Consultation</p> <p>3.1 History taking and complete physical examination</p> <p>3.2 Assessment and Management of the medical condition of the patient.</p>	NONE	<p>5-10 minutes</p> <p>5-10 minutes</p>	<p>FM Resident</p> <p>FM Resident</p>
TOTAL:		NONE	14-20 minutes	



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



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FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<p>Every after consult the OPD nurse will give the patient the customer service satisfaction survey form the field up by the patient as necessary. A drop box will be provided at the near the OPD Nurse for the feedbacks.</p>
<p>How feedbacks are processed</p>	<p>Every Friday of the week, the Public Relations Officer will open the box and records all feedback submitted.</p>
<p>How to file a complaint</p>	<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 number of Complainant - Name of person/s being complained - Incident - Evidence
<p>How complaints are processed</p>	<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: 8-863-0800 local 122</p>
Contact information of CCB, PCC, ARTA	