



SERVICE NAME: Admission of COVID-19 (Suspect, Probable, or Confirmed) Patients with Primarily Medical Problems

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| Office or Division: | Internal Medicine Tent 2 | | | |
| Classification: | Complex | | | |
| Type of Transaction | G2C | | | |
| Who May Avail: | All patients, 19 years of age and above, non-surgical, non-parturient, non-gynecologic presenting medical problems who fulfill the criteria to be classified as COVID SUSPECT, PROBABLE, or CONFIRMED | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • Official PCR or Rapid Test Result (if applicable) • Patient Information Sheet (PIS) • Admitting Chart Front Sheet • Admitting & Discharge Record • Laboratory and Radiologic Request Forms • CIF form | | Barangay of DOH-approved COVID testing facility Tent 2 Tent 2 Admitting Section/PABX Tent 2 Tent 2 | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Arrive at Tent 2 | Initial brief patient interview. | None | 10 minutes | Tent 2 doctor-on-duty |
| 2. Provide information needed for (PIS) | Fill out PIS and have it checked by the patient. | None | 10 minutes | Tent 2 doctor-on-duty |
| 3. Provide sufficient and truthful interview data. | Patient interview. | None | 15-30 minutes | Tent 2 doctor-on-duty |
| 4. Allow physical examination and diagnostic procedures | Physical examination. Facilitate requests for laboratory and radiographic procedures | P3,000- P10, 000 | 3-4 hours | Tent 2 doctor-on-duty Med Tech on duty Rad Tech on duty |
| 5. Nasopharyngeal/ Oropharyngeal Swab for COVID testing. | Facilitate swabbing and send-out of specimen. | None | 1-2 hours | ENT doctor-on-duty IDS Nurse Tent 2 doctor-on-duty |
| 6. Transfer to room. (If with no available rooms, patient will be admitted at the Tent 3 or Tent 4 temporarily) | Admits patient to designated area according to COVID-19 classification. | None | 3-4 hours | Tent 2 doctor-on-duty Tent 2 nurse-on-duty Institutional Worker |
| TOTAL: | | P10, 000 | 5-6 hours | |



SERVICE NAME: Discharge of confirmed Non-COVID-19 Patients with Primarily Medical Problems from the PUI ward.

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| Office or Division: | Internal Medicine Patient Under Investigation (PUI) Ward | | | |
| Classification: | Complex | | | |
| Type of Transaction | G2C | | | |
| Who May Avail: | All patients admitted at the PUI ward. | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Official PCR result Patient's Chart Clearance Form Discharge Slip | | Pathology Office Nurse's Station (PUI wards) Nurse's Station (PUI wards) Nurse's Station (PUI wards) | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Admission at PUI areas (ward/ICU) | Provide proper medical care | None | 5-6 hours | Ward doctor-on-duty Ward Nurse-on-duty |
| 2. Await swab results | Follow-up and secure swab result if done at Tent 2 | None | 3-5 days | Ward doctor-on-duty |
| 2.1 For Scheduled Swabbing at the ward if: <ul style="list-style-type: none"> a. the patient was not swabbed upon admission due to limited slots per day b. repeat swab due to: inconclusive results or progression of pneumonia | Coordinate with the swabbing team and secure schedule Prepare patient information for CIF | None | 1-2 days | Ward doctor-on-duty ENT doctor-on-duty IDS Nurse |
| 3. Await discharge | Assess if patient fulfills discharge criteria Prepare discharge orders | None | 5-14 days | Ward doctor-on-duty Ward Nurse-on-duty ICS Team |



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| | and take-home prescription. Prepare clearance form Inform ICS team of discharge | | | |
| 4. May go home | Facilitate discharge | None | 14 days | Ward doctor-on-duty Ward Nurse-on-duty Ward IW-on-duty |
| TOTAL: | | 0.00 | 14 days | |

SERVICE NAME: Transfer of Confirmed Non-COVID-19 Patients with Primarily Medical Problems to the IM Noncovid Ward

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| Office or Division: | Internal Medicine Noncovid Ward | | | |
| Classification: | Complex | | | |
| Type of Transaction | G2C | | | |
| Who May Avail: | All patients presenting medical problems who fulfill the criteria to be classified as COVID SUSPECT, PROBABLE, or CONFIRMED | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Official PCR result Patient's Chart | | Pathology Office Nurse's Station (PUI wards) | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Admission at PUI areas (ward or ICU) | Provide proper medical care | None | 5-6 hours | Ward doctor-on-duty Ward Nurse-on-duty |
| 2. Await swab results | Follow-up and secure swab result if done at Tent 2 | None | 2-3 days | Ward doctor-on-duty |
| 2.1 For Scheduled Swabbing at the ward if: a. the patient was not swabbed upon admission due | Coordinate with the swabbing team and secure schedule Prepare patient information for CIF | None | 1-2 days | Ward doctor-on-duty ENT doctor-on-duty IDS Nurse |



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| to limited slots per day b. repeat swab due to: inconclusive results or progression of pneumonia | | | | |
| 3. Await transfer to IM Ward (If with negative PCR results but patient's medical problems is still not resolved) | Assess patient Coordinate with IM-ROD of transfer Prepare transfer notes Inform ICS team | None | 5-14 days | Ward doctor-on-duty Ward Nurse-on-duty ICS Team |
| 4. Transfer to regular IM ward | Facilitate transfer. | None | 5-14 days | Ward (PUI/IM) doctor-on-duty Ward (PUI/IM) Nurse-on-duty Ward IW-on-duty |
| TOTAL: | | 0.00 | 14 days | |



SERVICE NAME: REQUEST FOR ELECTROCARDIOGRAM (ECG)

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| Office or Division: | Internal Medicine | | | |
| Classification: | Complex | | | |
| Type of Transaction | G2C; G2G | | | |
| Who May Avail: | Individuals male and female who need to undergo electrocardiogram (ECG) testing | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • ECG Request • Health Declaration Form • Clearance Form • Discharge Slip • Official Receipt | | Attending Physician ECG Room Billing Section ECG Room Cashier | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Patient arrives at ECG Room | Takes basic information, checks completeness of ECG request | None | 5 minutes | ECG personnel |
| 2. Patient will fill-up Health Declaration Form truthfully | Provide Health Declaration Form to patient and checks its completeness | None | 10 minutes | ECG personnel |
| 3. Patient will proceed with the requested procedure | Performance of ECG | None | 10 minutes | ECG personnel |
| 4. Patient proceeds to billing and cashier for processing of payment | Issues billing statement, clearance form | Php 236.00 | Variable | ECG personnel |
| 5. Patient will return after 3 working days for the ECG reading | ECG tracing will be forward to IM-Cardiology rotator for reading | None | Variable | ECG Personnel IM-Cardiology Rotator IM-Cardiology Consultant |
| 6. Patient returns to ECG section for | Checks correctness of | None | 5 minutes | ECG personnel |



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| claiming of ECG Reading with Official receipt | information, logging of result to the releasing logbook | | | |
| TOTAL: | | Php 236.00 | 30 minutes | |

NAME: Request for Endoscopy Service

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| Office or Division: | Internal Medicine |
| Classification: | Complex |
| Type of Transaction | G2C; G2G |
| Who May Avail: | Individuals needing diagnoses, visualization, and treatment of illness that are related to Gastroenterology and its related fields. |

| Checklist of Requirements | Where to Secure |
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| <ul style="list-style-type: none"> • Endoscopy Request (if applicable) • Health Declaration Form • Patient Information Sheet • Admitting and Discharge Record • Patient's Chart • Clearance Form • Discharge Slip | Attending Physician ER Triage ER Officer Admitting Section Endoscopy Room Billing Section Endoscopy Section |

| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
|--|--------------------------------------|-----------------|-----------------|-------------------------|
| 1. Patient arrives at ER | Initial brief patient interview. | None | 5 minutes | ER Officer-on-duty |
| 2. Patient will fill-up Health Declaration Form truthfully | Provide Health Declaration Form | None | 10 minutes | ER Officer-on-duty |
| 3. Patient will fill-up Patient Information Sheet | Provide Patient Information Sheet | None | 15-30 minutes | ER Officer-on-duty |
| 4. Patient will forward Patient Information Sheet to Admitting Section | Issue Admission and Discharge Record | None | 5 minutes | Admitting Clerk-on-duty |



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| 5. Patient will proceed to Endoscopy Unit for consultation or performance of procedure | Perform comprehensive medical history taking, physical examination, and requested procedure, issues endoscopy result | None | 60 minutes | Endoscopy Nurse-on-duty IM Resident Gastro Rotator Gastroenterology Consultant |
| 6. Patient proceeds to billing and cashier for processing of payment | Issues billing statement, clearance form | P10,000- P15,000 if w/o Philhealth None if with Philhealth | 15-30 minutes | Endoscopy Nurse-in-duty |
| 7. Patient returns to Endoscopy Unit for issuance of discharge slip | Issues discharge slip upon settlement of fees and clearances | None | 10 minutes | Endoscopy Nurse-on-duty |
| TOTAL: | | P15, 000 | 2-3 hours | |

SERVICE NAME: Admission and Discharge of Non-COVID-19 with Medical Problems

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|--|--|---|------------------------|---------------------------|
| Office or Division: | Internal Medicine Emergency Room and IM Ward | | | |
| Classification: | Complex | | | |
| Type of Transaction | G2C, G2G | | | |
| Who May Avail: | Sick individuals needing emergent care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients who are identified with Low index of suspicion for Covid-19 | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • Official PCR or Rapid Test Result (if applicable) • Patient Information Sheet (PIS) • Admitting Chart Front Sheet • Admitting & Discharge Record • Laboratory and Radiologic Request Forms • Clearance Form • Discharge Slip | | Barangay of DOH-approved COVID testing facility Emergency Room Emergency Room Admitting Section/PABX Emergency Room Ward Nurse's Station Ward Nurse's Station Ward Nurse's Station | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |



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| 1. Arrive at Emergency Room | Initial brief patient interview | None | 10 minutes | Emergency Room Officer (ERO) ER doctor-on-duty |
| 2. Provide information needed for (PIS) | Fill out PIS and have it checked by the patient Receives patient chart from Admitting Section | None | 10-15 minutes | ER doctor-on-duty Admitting clerk |
| 3. Provide sufficient and truthful interview data. | Patient interview | None | 15-30 minutes | ER doctor-on-duty |
| 4. Allow physical examination, diagnostic procedures, and initial intervention | Physical examination Facilitate requests for laboratory and radiographic procedures | P3,000-P10,000 | 3-4 hours | ER doctor-on-duty Med Tech on duty Rad Tech on duty |
| 5. Give consent for admission and management 5.1 If patient is not admissible, patient will be discharged with home medications and will be asked to follow up at OPD | Prepares patient for admission Awaits laboratory and other diagnostic results if necessary Interpretation of results, prescription of medications, and home advice Prepares clearance and discharge slip for non-admissible patients | None | 2-3 hours | ER doctor-on-duty ER Nurse on duty |



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| 6. Transfer to room | Admits patient to designated area according to case and severity of patient | None | 1 hour | ER doctor-on-duty ER nurse-on-duty Institutional Worker |
| 7. Admission and management at IM Ward 7.1 If patient developed Hospital Acquired Pneumonia and is tagged Covid-19 Suspect, Probable or Confirmed, patient will be transferred to designated Covid Ward 7.2 Facilitate swabbing (if applicable) | Provide proper medical care Coordinate with the swabbing team and secure schedule Prepare patient information for CIF | P3,000-P20,000 | 5-20 days | Ward resident-on-duty *ENT doctor-on-duty *IDS Nurse |



SERVICE NAME: INTENSIVE CARE UNIT ADMISSION

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| Office or Division: | Internal Medicine | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction | G2C; G2G | | | |
| Who May Avail: | Sick individuals needing critical care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients. | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • Patient Information Sheet • Admission and Discharge Record • Patient's Chart • Discharge Slip • Case Investigation Form (If applicable) | | ER Officer-on-duty Admitting section Medical ICU/Medical Records Cashier Medical ICU | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Patient arrives at ER | 1.0. Screening for possible COVID related symptoms. 1.1. Temperature taking 1.2 Brief medical history taking focused on COVID-19 symptoms 1.3 If Positive for COVID-19 related symptoms, transfer to TENT 2 1.4 If Negative for COVID-19 related symptoms, admit to ER | None | 5 minutes | ER Officer-on-duty Industrial Worker |
| 2. Patient stays in the ER for evaluation and stabilization | Assess vital signs, perform resuscitation, diagnostics and administration of medications | P5,000- P15,000 | 2-3 hours | Internal Medicine Resident-on-duty ER Nurse-on-duty |



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| <p>3. Patient transfers to Medical ICU</p> | <p>1. ER IMROD will inform ICU Consultant and endorse patient to ICU ROD</p> <p>2. ER Nurse-on-duty will endorse patient to ICU Nurse-on-duty</p> | <p>None</p> | <p>30 minutes</p> | <p>Internal Medicine Resident-on-duty</p> <p>ICU Consultant</p> <p>ER Nurse-on-duty</p> <p>Industrial Worker</p> |
| <p>4. Patient arrives at the Medical ICU</p> | <p>Patient transferred to MICU Bed and hooked to necessary apparatus</p> | <p>None</p> | <p>15 minutes</p> | <p>ICU Nurse-on-duty</p> <p>Industrial Worker</p> |
| <p>5. Patient remains the ICU for treatment</p> | <p>Daily assessment of patient's progress, request for further diagnostics, adjustment or change of treatment plan</p> | <p>P10,000 – P30,000</p> | <p>5-10 days</p> | <p>Medical ICU Resident-on-duty</p> <p>Medical ICU Consultant</p> |
| <p>6. Patient's condition improved and stabilized</p> | <p>Reassess the patient's condition if able to trans out to regular ward and inform the ICU Consultant of the assessment</p> | <p>P10,000 – P30,000</p> | <p>5-10 days</p> | <p>ICU Resident-on-Duty</p> <p>Medical ICU Consultant</p> |
| <p>7. Patient is prepared for transfer to regular ward</p> <p>7.1 Patient is assisted and transferred to medical ward</p> | <p>1.0 Endorsement of patient from Medical ICU to Medical ward</p> <p>1.1 ICU ROD endorses patient to Medical ward ROD</p> <p>1.2 ICU NOD endorses patient to Ward NOD</p> | <p>None</p> | <p>45 minutes</p> | <p>ICU Resident-on-duty</p> <p>Medical Ward Resident-on-duty</p> <p>ICU Nurse-on-duty</p> <p>Medical ward Nurse-on-duty</p> <p>Industrial Worker</p> |
| <p>8. Patient will be isolated if new-onset pneumonia</p> | <p>Isolation of patient and evaluation for possible COVID-19</p> | <p>None</p> | <p>1 hour</p> | <p>ICU Resident-on-duty</p> |



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| and symptoms of COVID-19 develops | by X-ray and symptoms. Infectious Disease Consultant will be notified. | | | IDS Consultant on Duty ICU Nurse on Duty |
| 9. Patient will remain in isolation | Facilitation of COVID-19 testing (NPS/OPS) after accomplishing Case Investigation Form and Laboratory Request | None | 1 hour | ICU Resident-on-Duty ENT Resident-on-Duty ICU Nurse-on-Duty IDS Nurse-on-Duty |
| 10. Patient assisted for transfer to PUI Ward | <ol style="list-style-type: none"> 1. Endorse the patient to the PUI Ward Team Leader-on-duty 2. ICU NOD will endorse the patient to the PUI ward Nurse on Duty 3. Transfer patient to PUI Ward | None | 1-2 hours | ICU Resident-on-Duty ICU Nurse-on-Duty PUI Ward Resident on Duty PUI Ward Nurse on Duty Institution Worker |

Outpatient Department Actual Consultation

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| Office or Division: | Internal Medicine Outpatient Department |
| Classification: | Complex |
| Type of Transaction | G2C |
| Who May Avail: | All patients needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients who are identified with Low index of suspicion for Covid-19 |
| Checklist of Requirements | Where to Secure |
| <ul style="list-style-type: none"> • Official PCR or Rapid Test Result (if applicable) • Health Declaration Form • Outpatient Department Pass • Patient Record/Chart | Barangay of DOH-approved COVID testing facility Triage Triage Medical Records Outpatient Department |



| <ul style="list-style-type: none"> Laboratory and Radiologic Request Forms | | | | |
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| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Book an appointment for consult | Calls IM office via landline to book an appointment | None | 5 minutes | IM resident-on-duty |
| 2. Arrive at OPD | Confirm OPD consult reservation | None | 10 minutes | Triage Officer-on-duty |
| 2. Fill out Health Declaration forms | Check completeness of form Secure OPD Pass | None | 10 minutes | Triage Officer-on-duty |
| 3. Provide sufficient and truthful interview data. | Patient interview | None | 15-30 minutes | OPD resident-on-duty |
| 4. Allow physical examination and diagnostic procedures | Physical examination Facilitate requests for laboratory and radiographic procedures Awaits laboratory and other diagnostic results. | P50-P2,000 | 1 hour | OPD resident-on-duty Med Tech on duty Rad Tech on duty OPD nurse-on-duty |
| 5. Patient management and discharge | Interpretation of results, prescription of medications, and home advice | None | 15-30 minutes | OPD resident-on-duty |
| TOTAL: | | P2, 000 | 1-2 hours | |



| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send a feedback | Patient fills up the “Patient Satisfaction Survey Form” prior to discharge and drop it at the Nurse station for each area. |
| How feedbacks are processed | <p>Every Friday, the assigned Nurse on Duty (NOD) will collect and forward all the “Patient Satisfaction Survey Forms” and forward it to the Chief Nurse. The Chief Nurse will compile, consolidate and record the feedbacks and forward it to the Public Relations Office.</p> <p>The Public Relations Office will forward the forms to the section involved for those requiring answers.</p> <p>A response from the involved section from the receipt of the feedback is expected within three (3) working days.</p> <p>The response of the section/department is then relayed to the patient</p> |
| How to file a complaint | The patient approaches the Nurse or the Resident in Charge, and will be asked to file a written complaint. This will be forwarded to the Chief Nurse, Senior House Officer on Duty and ICS Team. A written incident report is then asked to those involved as a response to the complaint letter and will be relayed to the patient. |
| How feedbacks are processed | <p>The Senior House Officer (SHO) on duty will record the complaint and start the investigation. The complaint will be forwarded to the department involved for explanation.</p> <p>The Senior House Officer will write an incident report after the investigation and will submit it to the Director’s Office and ICS Team for appropriate action.</p> <p>The Senior House Officer will relay the feedback/outcome of the complaint to the client.</p> |
| Contact Information of QCGH | <p>Contact Center of QCGH: (02) 863 0800</p> <p>Local Numbers Tent – 614 PUI Ward – 400 PUI ICU – 402</p> |



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| | <p>Covid Positive Ward/ICU – 305 Emergency Room - 111 IM office – 304 Surgery office- 306 Pathology office – 117 Director’s Office – 500 Nurse Supervisor’s Office – 512 Public Relations’s Office - 0</p> |
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SERVICE NAME: Outpatient Department Online Consultation

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|---|--|--|------------------------|--|
| Office or Division: | Internal Medicine Outpatient Department Online Consultation | | | |
| Classification: | Complex | | | |
| Type of Transaction | G2C | | | |
| Who May Avail: | All patients needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • Medcheck Website account • Online Patient Record • Laptop/Ipad/Smartphone with stable internet connection | | Attending Physician Medcheck website account Property & IT Section | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Book an appointment for consult | Calls IM office via landline to book an appointment | None | 5 minutes | IM resident-on-duty |
| 2. Log in to Medcheck link sent or provided via text message or electronic mail | Confirms OPD online consult reservation Creates online patient record via Medcheck website | None | 5 minutes | IM resident-on-duty |
| 3. Give consent for online consultation and provide sufficient and truthful interview data via telemedicine | Patient history taking | None | 15-30 minutes | IM resident-on-duty |
| 4. Intervention and management | Give assessment prescription of medications, and home advice Schedule follow up as necessary | None | 45 minutes | IM resident-on-duty Med Tech on duty Rad Tech on duty OPD nurse-on-duty |
| TOTAL: | | None | At least 1 hour | |



| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send a feedback | <p>Patient fills-up the “OPD Patient Satisfaction Survey Form” prior to discharge in the designated drop box from each department.</p> <p>For Online OPD Consultations, patients may send or leave feedback on the “Comments/Suggestion” Section on the Medcheck Website account.</p> |
| How feedbacks are processed | <p>Every Friday, the assigned OPD Resident will collate and forward the feedback forms to the Consultant OPD Head.</p> <p>The Consultant OPD Head will compile and record all the feedbacks submitted.</p> <p>For Online OPD Consultations, the Level 1 Resident- In- Charge will record and summarize all feedbacks sent thru the “Comment/Suggestion” section via the Medcheck account and will forward it to the Chief Resident and Department Chair.</p> <p>Feedback requiring answers are forwarded to the person/section involved. A response from the involved section from the receipt of the feedback is expected within three (3) working days.</p> <p>The response of the person/section is then relayed to the patient.</p> |
| How to file a complaint | <p>The patient approaches the Nurse or the Resident in Charge, and will be asked to file a written complaint. This will be forwarded to the OPD Consultant Head, Chief Resident, Department Chair and Senior House Officer on Duty. A written incident report is then asked to those involved as a response to the complaint letter and will be relayed to the patient.</p> |
| How feedbacks are processed | <p>The Senior House Officer (SHO) on duty will record the complaint and start the investigation. The complaint will be</p> |



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| | <p>forwarded to the department involved for explanation.</p> <p>The Senior House Officer will write an incident report after the investigation and will submit it to the Director's Office for appropriate action.</p> <p>The Senior House Officer will relay the feedback/outcome of the complaint to the client.</p> |
| <p>Contact Information of QCGH</p> | <p>Contact Center of QCGH: (02) 863 0800</p> <p>Local Numbers Medical ICU - 208 Emergency Room - 111 Tent – 614 PUI Ward – 400 PUI ICU – 402 Covid Positive Ward/ICU – 305 Emergency Room - 111 IM office – 304 Surgery office- 306 Pathology office – 117 Director's Office – 500 Nurse Supervisor's Office – 512 Public Relations's Office - 0</p> |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| <p>How to send a feedback</p> | <p>Patient fills up the "Patient Satisfaction Survey Form" prior to discharge and drop it at the Nurse station for each area.</p> |
| <p>How feedbacks are processed</p> | <p>Every Friday, the assigned Nurse on Duty (NOD) will collect and forward all the "Patient Satisfaction Survey Forms" and</p> |



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| | <p>forward it to the Chief Nurse. The Chief Nurse will compile, consolidate and record the feedbacks and forward it to the Public Relations Office.</p> <p>The Public Relations Office will forward the forms to the section involved for those requiring answers.</p> <p>A response from the involved section from the receipt of the feedback is expected within three (3) working days.</p> <p>The response of the section/department is then relayed to the patient</p> |
| <p>How to file a complaint</p> | <p>The patient approaches the Nurse or the Resident in Charge, and will be asked to file a written complaint. This will be forwarded to the Chief Nurse, Senior House Officer on Duty and ICS Team. A written incident report is then asked to those involved as a response to the complaint letter and will be relayed to the patient.</p> |
| <p>How feedbacks are processed</p> | <p>The Senior House Officer (SHO) on duty will record the complaint and start the investigation. The complaint will be forwarded to the department involved for explanation.</p> <p>The Senior House Officer will write an incident report after the investigation and will submit it to the Director's Office and ICS Team for appropriate action.</p> <p>The Senior House Officer will relay the feedback/outcome of the complaint to the client.</p> |
| <p>Contact Information of QCGH</p> | <p>Contact Center of QCGH: (02) 863 0800</p> <p>Local Numbers Tent – 614 PUI Ward – 400 PUI ICU – 402 Covid Positive Ward/ICU – 305 Emergency Room - 111 IM office – 304 Surgery office- 306 Pathology office – 117 Director's Office – 500 Nurse Supervisor's Office – 512 Public Relations's Office - 0</p> |



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