



Department of Ophthalmology

SERVICE NAME: Eye diagnostic procedures

Office or Division:	Ophthalmology – Eye Center			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Quezon City residents and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral / request form		Requesting physician		
Procedure fee		Client or patient		
Official results		Eye Center technician / staff		
Health declaration form		Triage officers/Eye Center Technician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Walk In: Presents the request or referral form for Eye Diagnostic Procedure, signs health declaration form</p> <p>1.2 Tele-consult: Sends message to Official QCGH Ophthalmology FB page for Tele-appointment, signs digital health declaration form</p>	<p>1.1. Walk In: Receives the request or referral form for Eye Diagnostic Procedure, asks patient to sign health declaration form</p> <p>1.2. Tele-consult: receives and request for digital queueing, asks patient to digitally sign health declaration form</p>	None	1 to 3 minutes	<p>1.1 Eye Center Technician or Staff</p> <p>1.2 Ophthalmology residents</p>
<p>2. Listens to / understands the details (i.e. steps, risks,</p>	<p>2. Explains the details (i.e. steps, risks,</p>	None	5 to 10 minutes	<p>2.1 Eye Center Technician / Staff</p>

<p>precautions, cost) of each requested procedure and signs patient consent</p>	<p>precautions, cost) of each requested procedure and secures patient consent</p>			<p>2.2 Resident doctor if warranted</p>
<p>1.1 Pays corresponding procedure fee at hospital cashier 1.2 Presents official receipt to Eye Center technician</p>	<p>3. Receives official receipt for logging and returns it to the patient</p>	<p>3.1 <i>Autorefract ion –</i> PHP 100.00 3.2 <i>Non-contact Tonometry –</i> PHP 100.00 3.3 <i>Biometry –</i> PHP 500.00 3.4 <i>Fluorescein Angiography –</i> PHP 2,000.00 (plus Reader's fee: PHP 300.00) 3.5 <i>Optical Coherence Tomography (OCT) –</i> PHP 1,000.00 (plus Reader's fee: PHP 300.00) 3.6 <i>Visual Field Exam –</i> PHP 1,200.00 (plus</p>	<p>7 to 10 minutes</p>	<p>Eye Center Technician or Staff</p>

		<p>Reader's fee: PHP 300.00)</p> <p>3.7 <i>B-Scan Ultrasound</i> – PHP 1,000.00 (plus Reader's fee: PHP 500.00)</p> <p>3.8 <i>Fundus Photo</i> – PHP 600.00</p> <p>3.9 <i>Farnsworth Munsell Color Vision Testing</i> – PHP 500.00 (plus Reader's fee: 200.00)</p> <p>3.10 <i>Pachymetry</i> – PHP 100.00</p>		
4. Undergoes preparation, procedure proper, and post-procedure protocols	4. Executes preparation, procedure proper, and post-procedure protocols	None	<p>4.1 <i>Autorefractio</i> <i>n</i> – 5 to 10 minutes</p> <p>4.2 <i>Non-contact Tonometry</i> – 5 to 10 minutes</p> <p>4.3 <i>Biometry</i> – 20 to 30 minutes</p> <p>4.4 <i>Fluorescein Angiography</i> –</p>	Eye Center Technician or Staff

			<p>3 to 4 hours</p> <p>4.5 Optical Coherence Tomography (OCT) – 2 to 3 hours</p> <p>4.6 Visual Field Exam – 1 to 2 hours</p> <p>4.7 B-Scan Ultrasound – 30 to 60 minutes</p> <p>4.8 Fundus Photo – 1 to 2 hours</p> <p>4.9 Farnsworth Munsell Color Vision Testing – 1 to 2 hours</p> <p>4.10 Pachymetry – 5 to 10 minutes</p>	
<p>5.1 Walk In: Receives official results (for Eye exams not requiring official interpretations)</p> <p>Or</p> <p>Receives schedule for pickup of official interpretation or reading if results still unavailable</p> <p>5.2 Telemedicine: Receives the official result via official Ophthalmology FB page as scheduled</p>	<p>5.1 Walk In: Provides official results (for Eye exams not requiring official interpretations)</p> <p>5.2 Telemedicine: Sends the official result via Official Ophthalmology FB page as scheduled</p>	None	<p>5.1 Autorefractio n – 5 minutes</p> <p>5.2 Non-contact Tonometry – 5 minutes</p> <p>5.3 Biometry – 5 minutes</p> <p>5.4 Pachymetry – 5 minutes</p> <p>5.5 Fluorescein Angiography – after 3 - 5 working days</p>	Eye Center Technician or Staff

			<p>5.6 <i>Optical Coherence Tomography (OCT) – after 3 - 5 working days</i></p> <p>5.7 <i>Visual Field Exam – after 3 - 5 working days</i></p> <p>5.8 <i>B-Scan Ultrasound – after 3 - 5 working days</i></p> <p>5.9 <i>Fundus Photo – after 3 - 5 working days</i></p> <p>5.10 <i>Farnsworth Munsell Color Vision Testing – after 3 - 5 working days</i></p>	
<p>6.1 Walk-In Fills up Patient Satisfaction Survey form</p> <p>6.2 Telemedicine: fills up the Soft copy of Patient Satisfaction Form</p>	<p>6.1 Walk-In Hands out Patient Satisfaction Survey form</p> <p>6.2 Telemedicine: sends out the Soft copy of Patient Satisfaction Form</p>	None	3 to 5 minutes	Eye Center Technician or Staff
<p>7.1 Walk-In: Returns to retrieve official interpretation/ reading/ result</p>	<p>7.1 Walk-In: Gives official printed interpretation/ reading/ result</p>	None	5 to 10 minutes	Eye Center Technician or Staff

7.2 Telemedicine: Receives the official interpretation/ reading/ result via Ophthalmology FB page	7.2 Telemedicine: Gives the soft copy of official interpretation/ reading/ result via Ophthalmology FB page			
TOTAL		<i>PHP100 to 2,000</i>	3-5 working days	



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PhilHealth Accredited Healthcare Provider



SERVICE NAME: Tele-consultation for Out-Patients

Office or Division:	Ophthalmology – Out Patient Department			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Quezon City residents and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral form		Requesting physician		
OPD/ER fee for New patients		OPD/ER Cashier		
Prescription/ lab request/ referral/ leaflets		Resident Physician/Consultant on deck		
Health declaration form		OPD Triage officers/ ER Officers/ Resident Physician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends message for Tele-Consultation to Official QCGH Ophthalmology Facebook page, via phone call, Viber or other digital means	1. Receives message request from patient for tele-consultation	None	1- 5 minutes	Ophthalmology Resident
2. Patient narrates signs and symptoms asked by the doctor online or via phone call	2. Ophthalmology resident screens patient concerns and classifies the condition according to urgency as follows: a. Emergent b. Urgent c. Routine	None	10 - 30 minutes	2.1 Ophthalmology Residents 2.2 Ophthalmology Interns
3.1 Emergent: Patient is asked to proceed to Emergency room immediately	3.1 Emergent: Advise patient to proceed to Emergency	None	5 - 10 minutes	3.1 Ophthalmology Residents

<p>3.2 Urgent: Patient is instructed to go to OPD within 24 hours</p> <p>3.3 Routine: Asked to proceed with Tele-consultation</p>	<p>room immediately</p> <p>3.2 Urgent: Instruct patient to go to OPD within 24 hours</p> <p>3.3 Routine: Activate Tele-consultation</p>			<p>3.2 Ophthalmology Consultant on deck</p>
<p>4.1 Emergent: patient is seen at the ER immediately and follows the instructions</p> <p>4.2 Urgent: Patient is seen at the OPD within 24 hours</p> <p>4.3 Routine: Fills up google form for new patient chart, signs health declaration Google forms.</p>	<p>4.1 Emergent: resident doctors follow ER workflow/Chart er</p> <p>4.2 Urgent: resident doctors follow OPD workflow/Chart er</p> <p>4.3 Routine: sends out to patient google form for new patient chart, and health declaration Google forms.</p>	<p>4.1 Emergent: ER fee- PHP 100</p> <p>4.2 Urgent: New Patients PHP 40</p> <p>4.3 Routine: None</p>	<p>15 - 30 minutes</p>	<p>4.1 Ophthalmology Residents</p> <p>4.2 Ophthalmology Consultant on deck</p>
<p>5.1 Routine: Patient agrees to Tele-consult limitations and follows instructions</p> <p>5.2 Patient describes signs and symptoms in detail, includes medications, allergies to medications, previous surgeries etc.</p>	<p>5.1 Routine: Begin tele-consult using patient's preferred platform (Facebook, Viber, Zoom, Phone Call, facetime etc.)</p>	<p>None</p>	<p>15 - 60 minutes</p>	<p>5.1 Ophthalmology Residents</p> <p>5.2 Ophthalmology Consultant on deck</p>

	5.2 Asks patient details necessary for proper diagnosis and treatment			
6.1 Routine: patient listens to resident doctor's explanation of diagnosis 6.2 Patient receives the electronically signed prescription/s, leaflet guide/s, laboratory request/s, or referral form/s	6.1 Routine: Resident Doctor makes a diagnosis, explains it to the patient 6.2 Resident Doctor issues a signed electronic prescription/s, leaflet guide/s, laboratory request/s, or referral form/s	None	10 - 15 minutes	6.1 Ophthalmology Residents 6.2 Ophthalmology Consultant on deck
TOTAL		PHP 40- new patients ER - PHP100	3 - 5 working days	



Department of Ophthalmology

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Patients/clients can complain/suggest through the following:</p> <ol style="list-style-type: none">1. Patient satisfaction surveys2. Email to the department chairman through the department e-mail3. QCGH Public assistance desk officer at the lobby, and finally4. Through 8888 hotline
<p>How feedbacks are processed</p>	<p>Every 1st department meeting of the month, feedbacks are compiled and is announced in the Business meeting.</p> <p>Feedbacks that require answers are processed by the doing thorough investigation as follows:</p> <ol style="list-style-type: none">1. The patient is called directly to address the concern if his contact details are in the survey form, otherwise discussed in the regular assessment and analysis of surveys2. The email is studied and the people concerned are probed to shed light on the matter and produce a concrete explanation of what transpired3. The public assistance officer in the lobby contacts us and we address the problem by conversing with the persons involved in a civil manner4. The cases in 8888 hotline is studied by confronting the people concerned in the incidents to be able to clearly explain what happened and what brought about the complaint/s.

	<p>Upon proper evaluation, the department creates a report after the investigation and submits a written reply/report to the person or agency concerned</p>
<p>How to file a complaint</p>	<p>Patients/clients can file a complaint through the following media:</p> <ol style="list-style-type: none"> 1. Patient satisfaction surveys 2. Email to the department chairman through the official department e-mail 3. QCGH Public assistance desk officer at the lobby, and finally 4. Through 8888 hotline
<p>How complaints are processed</p>	<p>Every 1st department meeting of the month, complaints are compiled and is announced in the Business meeting.</p> <p>Complaints that require answers are processed by the doing thorough investigation as follows:</p> <ol style="list-style-type: none"> 1. the patient is called directly to address the concern if his contact details are in the survey form, otherwise discussed in the regular assessment and analysis of surveys 2. The email is studied and the people concerned are probed to shed light on the matter and produce a concrete explanation of what transpired 3. The public assistance officer in the lobby contacts us and we address the problem by conversing with the persons involved in a civil manner 4. The cases in 8888 hotline is studied by confronting the people concerned in the incidents to be able to clearly explain what happened and what brought about the complaint/s. <p>Upon proper evaluation, the department creates a report after the investigation and submits a written reply/report to the person or agency concerned</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Department email, 8888, department survey form ophthalmologyqcghmc@yahoo.com.ph</p>

