



## Department of Psychiatry

**SERVICE NAME:** Evaluation and Management of the mentally ill in the outpatient setting  
 Psychological and mental health consults in the Psychiatry Clinic.

<b>Division</b>	Department of Psychiatry, Medical Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who may avail</b>	All patients with psychological concerns/mental disorders			
<b>Checklist of requirements</b>		<b>Where to secure</b>		
Medical Record		Records section		
Personal Protective Equipment (PPE)		Provided by the department through the hospital		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Patients with psychological Concerns / mental disorder arrive / are referred to Psychiatry after Triage Screening	Records delivered to the Department of Psychiatry		Within 5 minutes	Medical Records Section Staff
Go to Psychiatry clinic for consult	Prepare for consult: clean clinic, wear PPE  Issue charge slip  Assessment of the medical condition through intensive history taking and complete	Php40.00	Within 60 minutes	Resident / Consultant  Department of Psychiatry

	physical examination; referral to resident / consultant staff			
Accept prescription and advice from physicians.	Assessment and Management of Patients/ Send patient home		Within 15 minutes	Resident / Consultant  Department of Psychiatry Staff
	<b>Total:</b>	Php40.00	80 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*



## Department of Psychiatry

**SERVICE NAME:** Evaluation and Management of the mentally ill in the outpatient setting  
Psychological and mental health consults in the Psychiatry Online Clinic.

<b>Division</b>	Department of Psychiatry, Medical Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who may avail</b>	All patients with psychological concerns/mental disorders			
<b>Checklist of requirements</b>		<b>Where to secure</b>		
Gadget, Internet connection of patient		Provided by patient from their home		
Gadget, Internet connection of department		Provided by QCGH / Department		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Connect to online Psychiatry clinic, give consent to terms and conditions of online consult	Processing of online consult consent to terms and conditions, issue charge slip, schedule consult	Php 40.00	Within 60 minutes	Resident / Consultant  Department of Psychiatry
Connect with online clinic at the appointed schedule for consult	Assessment of the medical condition through intensive history taking; referral to resident / consultant staff		Within 60 minutes	Resident / Consultant  Department of Psychiatry

Accept prescription and advice from physicians.	Assessment and Management of Patients  Send patient home		Within 15 minutes	Resident / Consultant  Department of Psychiatry Staff
	<b>Total:</b>	P40.00	135 minutes	



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<b>Feedback and Complaints Mechanism</b>		
How to send feedback		Feedback may be given using the Patient Satisfaction Survey given at the end of every onsite consult.
How feedback is processed		<p>The Patient Satisfaction Survey sheets accomplished by patients are summarized monthly.</p> <p>This summary is presented to the entire Department of Psychiatry during its staff meeting, and improvements are implemented accordingly.</p>
How to file a complaint		Complaints may be reported to the Public Relations Officer in the hospital lobby, or by phone (02) 88630800
How complaints are processed		<p>The Public Relations Officer will inform the Department of the complaint via letter.</p> <p>The Department will reply to the feedback if needed within 24 hours.</p>
Contact information of:	CCB	<p>1-6565 accessible via PLDT and Smart landlines nationwide</p> <p>0908-8816565</p> <p><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a>  <a href="https://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></p>

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