

RADIOLOGY DEPARTMENT: X-RAY

Office or Division:	
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	OPD Patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p align="center">Appointment schedule</p> <p align="center">Health declaration card</p> <p align="center">Consent form</p> <p align="center">Transaction slip</p> <p align="center">Official receipt</p>	<p align="center">Facebook page of QCGH radiology department or Reception Area</p> <p align="center">Triage or Reception area</p> <p align="center">Xray section</p> <p align="center">Xray section</p> <p align="center">Cash clerk</p>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT For walk-in patients, present Request Form for evaluation.</p> <p>Patient must fill up a Health Declaration card form</p>	<p>Review the appointment schedule and health declaration card.</p> <p>Residents/staff make an appointment schedule and gives instructions for preparation prior to procedure</p>		<p align="center">10-15 mins.</p> <p align="center">10-20 mins.</p>	<p align="center">Residents/ staff</p> <p align="center">Residents/ staff</p>
<p>2. Proceed to X-ray section</p>	<p>Give consent form</p>		<p align="center">2 mins.</p> <p align="center">10 mins.</p>	<p align="center">Staff</p> <p align="center">Residents</p>

	<p>Do clinical history and check for other modalities done</p> <p>Prepares transactions slip</p>	<p>Fees depend on body part; range 250 – 900php</p>	<p>2 mins.</p>	<p>Clerk</p>
<p>3. Pays to cashier</p>	<p>Receives payment/ and issue official receipt</p>			<p>Cashier</p>
<p>4. Present official receipt</p>	<p>Check and record official receipt</p>		<p>2-3 mins</p>	<p>Clerk</p>
<p>5. Proceed to Exposure room</p>	<p>Performs the x-ray routine procedure</p> <p>Checks the x-ray image</p> <p>Inform patient of the date of official result release</p>		<p>15-30 mins.</p> <p>3-5 mins.</p> <p>1 min.</p>	<p>Resident/ staff</p> <p>Residents</p> <p>Staff</p>
TOTAL:			<p>55-88 mins.</p>	

RADIOLOGY DEPARTMENT: ULTRASOUND

Office or Division:	RADIOLOGY DEPARTMENT: ULTRASOUND			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p align="center">Appointment schedule</p> <p align="center">Health declaration card</p> <p>Rapid COVID test result for patient having respiratory symptoms</p> <p align="center">Consent form</p> <p align="center">Transaction slip</p> <p align="center">Official receipt</p>		<p align="center">Facebook page of QCGH radiology department or Reception Area</p> <p align="center">Triage or Reception Area</p> <p align="center">Attending physician</p> <p align="center">Ultrasound section</p> <p align="center">Ultrasound section</p> <p align="center">Cash clerk</p>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT. For walk-in patients, present Request Form for evaluation.</p> <p>Patient must fill up a Health Declaration card form</p>	<p>Review the appointment schedule and health declaration card.</p> <p>Residents/staff make an appointment schedule and gives instructions for preparation prior to procedure.</p>		<p align="center">10-15 mins.</p> <p align="center">10-20 mins.</p>	<p align="center">Residents/ staff</p> <p align="center">Residents/ staff</p>

2. Proceed to Ultrasound section	Give consent form		2 mins.	Staff
	Do clinical history and check for other modalities done		10 mins.	Residents
	Prepares transactions slip	Fees depend on body part; range 800 – 5,000php	2 mins.	Clerk
3. Pays to cashier	Recieves payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to the Ultrasound room	Performs the ultrasound procedure		15-30 mins.	Resident/ staff
	Checks the ultrasound image		3-5 mins.	Residents
	Inform patient of the date of official result release		1 min.	Staff
TOTAL:			55-88 mins.	

RADIOLOGY DEPARTMENT: CT-SCAN

Office or Division:	
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	OPD Patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p align="center">Appointment schedule</p> <p align="center">Health declaration card</p> <p align="center">Rapid COVID test result for patient having respiratory symptoms</p> <p align="center">Consent form</p> <p align="center">Transaction slip</p> <p align="center">Official receipt</p>	<p align="center">Facebook page of QCGH radiology department or Reception area.</p> <p align="center">Triage or Reception area</p> <p align="center">Attending physician</p> <p align="center">CT scan section</p> <p align="center">CT scan section</p> <p align="center">Cash clerk</p>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT. For walk-in patients, present Request Form for evaluation.</p>	<p>Review the appointment schedule and health declaration card.</p>		10-15 mins.	Residents/ staff
<p>Patient must fill up a Health Declaration card form</p>	<p>Resident / staff makes an appointment schedule and gives instructions for preparation prior to procedure and check laboratory results</p>		10-20 mins.	Residents/ staff

2. Proceed to CT scan section	Give consent form and Pre-procedural check list		2 mins.	Staff
	Checks the laboratory results, does clinical history and checks for other modalities done		10 mins.	Residents
	Prepares transactions slip	Fees per body part; range from 4, 000-10,000php	2 mins.	Clerk
3. Pays to cashier	Receives payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to the CT scan area	Performs the CT scan procedure		15-120 mins.	Staff
	Checks the CT scan image		3-5 mins.	Residents
6. Proceed to the waiting area	Checks/observes the patient for any adverse reaction		30 mins.	Residents
	Informs patient of the date of the release of the official result		1 min.	Staff
TOTAL:			85-208 mins.	

Office or Division:	RADIOLOGY DEPARTMENT: CT-SCAN			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Appointment schedule</p> <p>Health declaration card</p> <p>Rapid COVID test result for patient having respiratory symptoms</p> <p>Consent form</p> <p>Transaction slip</p> <p>Official receipt</p>		<p>Facebook page of QCGH radiology department or Reception area.</p> <p>Triage or Reception area</p> <p>Attending physician</p> <p>CT scan section</p> <p>CT scan section</p> <p>Cash clerk</p>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT. For walk-in patients, present Request Form for evaluation.</p> <p>Patient must fill up a Health</p>	<p>Review the appointment schedule and health declaration card.</p> <p>Resident / staff makes an appointment schedule and gives instructions for</p>		<p>10-15 mins.</p> <p>10-20 mins.</p>	<p>Residents/ staff</p> <p>Residents/ staff</p>

Declaration card form	preparation prior to procedure and check laboratory results			
2. Proceed to CT scan section	Give consent form and Pre-procedural check list		2 mins.	Staff
	Checks the laboratory results, does clinical history and checks for other modalities done		10 mins.	Residents
	Prepares transactions slip	Fees per body part; range from 4,000-10,000php	2 mins.	Clerk
3. Pays to cashier	Receives payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to the CT scan area	Performs the CT scan procedure		15-120 mins.	Staff
	Checks the CT scan image		3-5 mins.	Residents
6. Proceed to the waiting area	Checks/observes the patient for any adverse reaction		30 mins.	Residents
	Informs patient of the date of the release of the official result		1 min.	Staff
TOTAL:			85-208 mins.	

Office or Division:	RADIOLOGY DEPARTMENT: MRI			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Appointment schedule</p> <p>Health declaration card</p> <p>Rapid COVID test result for patient having respiratory symptoms</p> <p>Consent form</p> <p>Transaction slip</p> <p>Official receipt</p>		<p>Facebook page of QCGH radiology department or Reception Area</p> <p>Triage or Reception Area</p> <p>Attending physician</p> <p>MRI section</p> <p>MRI section</p> <p>Cash clerk</p>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT. For walk-in patients, present Request Form for evaluation.</p> <p>Patient must fill up a Health Declaration card form</p>	<p>Review the appointment schedule and health declaration card.</p> <p>Resident / staff makes an appointment schedule and gives instructions for preparation prior to procedure and check laboratory results</p>		<p>10-15 mins.</p> <p>10-20 mins.</p>	<p>Residents/ staff</p> <p>Residents/ staff</p>

2. Proceed to MRI section	Give consent form		2 mins.	Staff
	Do clinical history and check for other modalities done		10 mins.	Residents
	Prepares transactions slip	Fees depend on body part; range 4,375 – 13,125php	2 mins.	Clerk
3. Pays to cashier	Recieves payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to the CT scan area	Performs the MRI scan procedure		15-45 mins.	Staff
	Checks the MRI image		3-5 mins.	Residents
	Informs patient of the date of the release of the official result		1 min.	Staff
TOTAL:			55-103 mins.	

Office or Division:	RADIOLOGY DEPARTMENT: MRI			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Appointment schedule</p> <p>Health declaration card</p> <p>Rapid COVID test result for patient having respiratory symptoms</p> <p>Consent form</p> <p>Transaction slip</p> <p>Official receipt</p>		<p>Facebook page of QCGH radiology department or Reception area</p> <p>Triage or Reception area</p> <p>Attending physician</p> <p>MRI section</p> <p>MRI section</p> <p>Cash clerk</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT For walk-in patients, present Request Form for evaluation.	Review the appointment schedule and health declaration card.		10-15 mins.	Residents/ staff
Patient must fill up a Health	Resident / staff makes an appointment schedule and gives instructions for		10-20 mins.	Residents/ staff

Declaration card form	preparation prior to procedure and check laboratory results			
2. Proceed to MRI section	Give consent form		2 mins.	Staff
	Do clinical history and check for other modalities done		10 mins.	Residents
	Prepares transactions slip	Fees depends on body part; range 8,750 – 17,500php	2 mins.	Clerk
3. Pays to cashier	Recieves payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to the MRI area	Performs the MRI scan procedure		15-45 mins.	Staff
	Checks the MRI image		3-5 mins.	Residents
6. Proceed to the waiting area	Checks/observes the patient for any adverse reaction		60 mins.	Residents
	Informs patient of the date of the release of the official result		2 mins.	Staff
TOTAL:			116-164 mins.	

Office or Division:	RADIOLOGY DEPARTMENT: MRI			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Appointment schedule</p> <p>Health declaration card</p> <p>Rapid COVID test result for patient having respiratory symptoms</p> <p>Consent form</p> <p>Transaction slip</p> <p>Official receipt</p>		<p>Facebook page of QCGH radiology department or Reception area</p> <p>Triage or Reception area</p> <p>Attending physician</p> <p>MRI section</p> <p>MRI section</p> <p>Cash clerk</p>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT For walk-in patients, present Request Form for evaluation.	Review the appointment schedule and health declaration card.		10-15 mins.	Residents/ staff
Patient must fill up a Health Declaration card form	Resident / staff makes an appointment schedule and gives instructions for preparation prior to procedure and check laboratory results		10-20 mins.	Residents/ staff

2. Proceed to MRI section	Give consent form		2 mins.	Staff
	Do clinical history and check for other modalities done		10 mins.	Residents
	Prepares transactions slip	Fees depends on body part; range 8,750 – 17,500php	2 mins.	Clerk
3. Pays to cashier	Recieves payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to the MRI area	Performs the MRI scan procedure		15-45 mins.	Staff
	Checks the MRI image		3-5 mins.	Residents
6. Proceed to the waiting area	Checks/observes the patient for any adverse reaction		60 mins.	Residents
	Informs patient of the date of the release of the official result		2 mins.	Staff
TOTAL:			116-164 mins.	

Office or Division:	RADIOLOGY DEPARTMENT: MAMMOGRAPHY			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment schedule Health declaration card Consent form Transaction slip Official receipt		Facebook page of QCGH radiology department or Reception Area Triage or Reception area Mammogram section Mammogram section Cash clerk		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT For walk-in patients, present Request Form for evaluation. Patient must fill up a Health Declaration card form	Review the appointment schedule and health declaration card. Residents/staff make an appointment schedule and gives instructions for preparation prior to procedure		10-15 mins. 10-20 mins.	Residents/ staff Residents/ staff

2. Proceed to Mammogram section	Give consent form		2 mins.	Staff
	Do clinical history and check for other modalities done		10 mins.	Residents
	Prepares transactions slip	Fees depend on procedure requested; range 1,680 – 12,00php	2 mins.	Clerk
3. Pays to cashier	Recieves payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to Mammogram room	Performs the Mammography procedure		15-30 mins.	Resident/ staff
	Checks the mammogram image		3-5 mins.	Residents
	Inform patient of the date of official result release		1 min.	Staff
TOTAL:			55-88 mins.	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>Acquire the patient satisfaction form. Accomplish the form. Submit in the designated drop box.</p>
How feedbacks are processed	<p>Every first Friday of the month, the Chief Radiologic Technologist opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned radiologic staff are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the department is then relayed to the patient.</p>
How to file a complaint	<p>The complainant shall proceed to the Patient Care Assistance Officer or Complaint Desk.</p> <p>The PCAO shall interview the complainant and request for written complaint.</p>
How complaints are processed	<p>The PCAO shall receive the written complaint.</p> <p>The PCAO 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 PCAO will give the feedback to the client.</p>

	For inquiries and follow-up you may contact 88630800.
Contact information of CCB, PCC, ARTA	88630800.