



**PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON
(Quezon City General Hospital)**

PhilHealth Accredited Healthcare Provider



SERVICE NAME : SURGERY ONLINE OPD CONSULT

Step	Activity	Procedure	Forms	Maximum Time	Fee	Person Responsible
1	Triage/Registration	A google document will be filled out by patients which will serve as Patient Information Sheet.	Google Document/ Patient Information Sheet	10-15 minutes	N/A	Patient
		A waiver for TeleConsult will be presented. If agreed on terms, will be scheduled for consultation accordingly.				
2	Surgery TeleConsult	A list of patient will be entertained by a Level II Resident-in-Charge.	Google Document/ OPD Chart	10-15 minutes		Resident-in-Charge
		Patients undergo history taking via chat and/or video call. Photos for lesions or mass may be asked.				
		If necessary, may deck to appropriate subspecialty as scheduled (Orthopedics, Urology). Consultants-on-duty will be available for TeleConsult.				
3	Diagnostics	Patients are either given appropriate medications or subjected for further evaluation (Laboratories, Imaging, Examinations like Anoscopy, proctoscopy, Biopsy) with instructions or sent to ER for possible urgent care.	Google Document/ OPD Chart	10-15 minutes		Resident-in-Charge



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SERVICE NAME : CITIZEN'S CHARTER: SURGERY OPD PROCEDURE
(MINOR OR, ANOSCOPY/PROCTOSCOPY, BIOPSY)

Step	Activity	Procedure	Forms	Maximum Time	Fee	Person Responsible
0	Screening	<p>Patients will have to undergo RT-PCR (SARS-CoV-2). Same day Post Examination, patient will have to undertake strict self-quarantine until results come out Negative.</p> <p>Alternative will be Plain Chest CT Scan given that patient is asymptomatic for Flu-like symptoms (cough/colds, dyspnea, fever, sore throat, diarrhea). If no radiologic signs of Covid Infection, may be scheduled for Elective OR.</p>	RT-PCR Result Or Plain Chest CT Scan Official Result	1-14 days		Patient
1	Receiving/Checking of Chart	Patient's chart is retrieved from the files.	OPD Chart	5-10 minutes	50pHp	Nursing Staff
2	Nurses Check Schedule of OPD Minor Surgery Logbook and Issue Charge Slip	Nurse reviews the logbook if the patient is on the schedule and charge slip will be given.	OPD Chart	2-3 minutes		Nursing Staff
3	Present charge slip at cashier	Nurse will issue a charge slip and patient will go to cashier for payment of specified surgery OPD Procedure	Charge Slip	5-10 minutes		Cashier
4	Patients Preparation at OPD Minor OR	Patients will sign consent form and will be prepared for contemplated procedure	OPD Chart	10-15 minutes		Nursing Staff
5	Surgery OPD Procedure	Patient will undergo specific surgery OPD procedure	OPD Chart	20-30 minutes		Resident-in-Charge
6	Counseling and Prescription of Medications	Instructions and disposition of patient by the Resident-in-Charge	OPD Chart Prescription Form	3-5 minutes		Resident-in-Charge



CITIZEN'S CHARTER: SURGERY ELECTIVE PROCEDURE

Step	Activity	Procedure	Forms	Maximum Time	Fee	Person Responsible
0	Screening	<p>Patients will have to undergo RT-PCR (SARS-CoV-2). Same day Post Examination, patient will have to undertake strict self-quarantine until results come out Negative.</p> <p>Alternative will be Plain Chest CT Scan given that patient is asymptomatic for Flu-like symptoms (cough/colds, dyspnea, fever, sore throat, diarrhea). If no radiologic signs of Covid Infection, may be scheduled for Elective OR.</p>	<p>RT-PCR Result Or Plain Chest CT Scan Official Result</p>	1-14 days		Patient
1	Elective OR Schedule Submitted	Schedule is arranged and approved for submission to concerned departments (OR, Anesthesia Office, Surgery Ward, OPD, Blood Bank). Elective OR for Surgery are during Mondays, Tuesdays and Thursdays)	Elective OR Schedule	1 day prior	N/A	Resident-in-Charge
2	Admission	Patients are admitted one day prior to scheduled OR from strict self-isolation post RT-PCR test/Plain Chest CT Scan. Patients are instructed to proceed to ER for admission.	OPD Chart	25-30 minutes		Resident-in-Charge/ Nursing Staff
3	Pre-Op Assessment	Patients are assessed pre-operatively for IM-CP Risk Stratification. Anesthesia evaluation, blood requests, OR materials are prescribed.	Patient's Chart	45-60 minutes		Resident-in-Charge/ Nursing Staff
4	Transport of Patient to OR	Patient is transferred from the ward	Patient's Chart	10-15 minutes		Nursing Staff/IW



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		to the OR suite as scheduled.			
5	Admission at the OR	Patient undergo final pre-operative assessment upon arrival at OR suite.	Patient's Chart	10-15 minutes	Nurses/Anesthesia Resident
6	Transfer to the Operating Room	Designated OR is prepared for the procedure and patient is admitted into the theatre	Patient's Chart/WHO Checklist	10-15 minutes	Nurses
7	Surgical Time Out	Patient undergoes pre-operative care and management. Time-out is carried out prior to performing the procedure	Patient's Chart/WHO Checklist	3-5 minutes	Surgical Team



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SERVICE NAME: EMERGENCY ROOM TRIAGE FOR TRAUMA AND NON-TRAUMA

Step	Activity	Procedure	Forms	Maximum Time	Fee	Person Responsible
0	Triage	Patients will have preliminary screening for COVID 19 signs and symptoms.	RT-PCR Result Or Plain Chest CT Scan Official Result	1-3 minutes	50 – 1,500 pHp	ER Officer
		If shows signs/symptoms (cough/colds, dyspnea, fever, sore throat, diarrhea), patient will be sent to Tent 2 for further evaluation.				
		In cases that a patient came in with Chest Xray or Plain Chest CT Scan with findings of Pneumonia and/or Pleural Effusion, patient will be sent to Tent 2 for further evaluation				
1	Triage/Registration	Patient queues at the triage for decking and registration	Patient's ID Card	15-20 minutes	50 – 1,500 pHp	ERO/Admitting Staff
2	Surgery ER	Patient proceeds to the Surgery ER and is classified as Trauma/Non-Trauma	ER Chart	25-30 minutes		ER Resident
3	Trauma	Primary survey is done and evaluated as surgical or non-surgical. Surgical cases are then directed to the OR. Non-surgical cases are conducted with necessary examination and given appropriate management (Suturing, wound dressing, casting, etc.) <u>ALL</u> Trauma patients will have to undergo Chest Xray. If official Chest Xray revealed Pneumonia and/or Pleural Effusion, patient will be transferred to Tent 2, accordingly.	ER Chart	25-30 minutes		ER Resident/Nursing Staff
4	Non-Trauma	Residents performs thorough evaluation and assessment. If necessary, may deck to appropriate subspecialty/interdepartmental services (OB-Gyn, IM, Pediatrics, ENT). Diagnostics	ER Chart	10-15 minutes		ER Resident



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		and laboratory examinations are conducted, as indicated. <u>ALL</u> Non Trauma patients will have to undergo Chest Xray. If official Chest Xray revealed Pneumonia and/or Pleural Effusion, patient will be transferred to Tent 2, accordingly.				
5	Disposition	Patients are either sent home with instructions/medications or admitted to ward.	ER Chart/ Admitting Charts	10-15 minutes		ER Resident-in- Charge