



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Geriatric Medicine
CITIZEN'S CHARTER



CONSULTATION AND MANAGEMENT OF GERIATRIC PATIENT AT THE OPD

Schedule of Availability of Service

Days : Mondays – Friday

Hours : 8:00 am – 5:00 pm

Who May Avail of the Service : Individual needing comprehensive assessment, male, and female to more than 60 years of age, non – surgical, non – gynecological patients.

Documentary Requirements : Medical Records

Processing Period : Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Arrives at DGM-OPD (pagdating ng pasyente sa DGM OPD)	NA endorses the patient chart to the designated nurse / NA at DEPARTMENT OF GERIATRIC MEDICINE OPD chart is received by the nurse / NA Nurse / NA validates the name of the patient in the HIS	20 mins	Nursing Attendant	None	OPD Chart
2	Wait there name to be called (paghihintay ng pasyente sa tapat ng DGM OPD)	OPD is lined for consultation Patient waits outside at the DEPARTMENT OF GERIATRIC MEDICINE waiting are	15 mins	Nursing Attendant	None	OPD Chart
3	Vital Signs taking and Consent for Comprehensive Geriatric Assessment (pagbibigay ng pahintulot para sa pagkuha ng mga datos para sa CGA)	Nurse takes and record the vital signs of patient (BP, HR, RR, Temp) Comprehensive Geriatric Assessment Nurse endorses patient to the Fellow – in – Training on duty	1 hour and 30 minutes	CGA Nurse	None	OPD Chart Comprehensive Geriatric Assessment Form/s
4	Gives History and consent for Physical Examination and for Intervention and management	Fellow – in – Training receives and attends to the patient	1 hour and 30 minutes	Fellow – in – Training	None	OPD Chart



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	(pagbibigay ng pahintulot para sa Physical Examination at sa pagbibigay ng lunas)	<ol style="list-style-type: none"> 1. History taking 2. Physical exam 3. Assessment 4. Diagnosis 5. Request for lab, imaging 6. Prescription of medicines 7. Schedules for follow-up (if require) 8. Discharge patient <p>Fellow – in – Training endorses patient to the nurse / NA</p>				<p>Official Result of Geriatric Assessment</p> <p>Laboratory/Imaging Requests</p> <p>Prescription Papers</p>
5	Instructed to proceed at the cashier and MSS for payment and clearance (Binigyan ng kaalaman para sa susunod na gagawin)	<p>Nurse charges the patient (service fee)</p> <p>Nurse instructs patient to pay at the cashier (HIS generated)</p>	3 minutes	Nurse / CGA Nurse	None	
6	Get the statement of account and proceed to cashier for paying the corresponding fee (pagpunta ng pasyente sa cashier para magbayad/kumuha ng clearance)	<p>Patient goes to;</p> <ol style="list-style-type: none"> a. Cashier b. MSS (for financial assistance / discount) <p>Patient pays the corresponding fee</p> <p>Cashier issues OR and clearance to the patient</p>	1 hour	Cashier Staff MSS Staff	None	<p>Statement of Account Form</p> <p>Official Receipt/ Clearance</p>
7	Presents the clearance to DGM Nurse on Duty and Security Personel (pagpapakita ng clearance na galing sa cashier)	<p>Patient presents the OR and clearance to the Geriatric Nurse</p> <p>Nurse tags the name of the patient in the HIS (MGH)</p> <p>Patient presents clearance slip to the guard on duty at the exit</p>	10 minutes	Nurse/ CGA Nurse Security Guards	None	<p>Official Receipt/ Clearance</p> <p>Clearance Slip</p>



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END of TRANSACTION



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CONDUCTING ELDERLY DAY CARE

Schedule of Availability of Service

Days : Wednesday
Hours : 9:00 am – 12:00
Who May Avail of the Service : Individual male or female 60 years of age above, who are enrolled to Elderly Day Care
Documentary Requirements : Senior/ QC ID, Registration Form
Processing Period : Variable, depending on the total number of participants who are registered to the Day Care observation required of the Clinical Practice Guideline
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Enrolled Elderly (pagpaparehistro sa listahan ng mga dumalo sa araw ng programa)	DGM Staff ask the participant to Register	35 mins (35 minuto)	DGM Staff	None	Registration Form
2	Exercise (Stretching Activity)	PT Staff conduct exercise	30 mins (30 minuto)	PT Staff	None	None
3	Breaktime (pagpapahinga matapos ang warm-up, sabay na rin ang meryienda, vital signs monitoring) Lecture/Layforum	DGM Staff, PT Staff monitor patients Vital Signs after the activity, and snack was also served Lecture/ Layforum intended or suitable for their age was discussed by DGM Doctor or DGM Staff	45 mins (45 minuto)	DGM Staff PT Staff DGM Doctor	None	None
4	End of Day Care (pagtatapos ng programa)	DGM Staff close the program properly	5 mins (5 minuto)	DGM Staff	None	None
END of TRANSACTION						



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