



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Internal Medicine
CITIZEN'S CHARTER



PATIENT ADMISSION

Schedule of Availability of Service

Days : Monday – Sunday (ER)

Hours : 24 hours / day (ER)

Who may avail the Service. : Sick Individuals needing ambulatory care, male and female more than 19 years old, non-surgical, non-gynecologic patients

What are the Basic Requirements : Medical Records

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

How to Avail of the Service:

STEP	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Process				
1	Consent for admission <i>(Pagbigay ng pahintulot upang ma-admit)</i>	Receives patient chart <ul style="list-style-type: none"> From ER From OPD <i>(Pagtanggap ng chart ng pasyente)</i> <ul style="list-style-type: none"> Mula sa ER Mula sa OPD 	10-15 mins	Resident Physician	None	ER /OPD Chart
2	Consent for intervention and management <i>(Pagbigay ng pahintulot upang mabigyan ng lunas)</i>	Prepares patient for admission <ul style="list-style-type: none"> History and physical examination Laboratory/diagnostic exams Prescription of medications <i>(Paghahanda ng pasyente para ma-admit)</i> <ul style="list-style-type: none"> Interview sa pasyente at pisikal na pag-eksamen 	2 hours	Resident Physician	Variable	Laboratory/Imaging requests/ consent forms Prescription papers/ justification letters



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		<ul style="list-style-type: none"> • <i>Eksaminasyong pang-laboratoryo at iba pang dayagnostiko</i> • <i>Pagreseta ng gamot</i> 				
3	Undergoes Rapid Antigen Test for PUI patients <i>(Pag-pagawa ng Rapid Antigen Test para sa PUI patients)</i>	<i>Prepares request for the RAT test</i> <i>(Pagsulat ng request para sa RAT)</i>	5 mins	Resident Physician Nurse in Charge (swabber on duty)	None	RAT Request
4	Admission of the patient <i>(Pag-admit ng pasyente)</i>	Admits patients, endorsement of patient to the receiving medical doctor and carrying-out of doctor's orders. <i>(Pag-admit sa pasyente, pagendorso sa kapwa doctor and paggawa ng mga order ng doctor)</i>	3 hours	Resident Physician ER nurse-on-duty	None	Admitting Chart and laboratory results
5	Transfer of the patient to respective wards <i>(Pag-lipat ng pasyente sa ward)</i>	Accompanies patient to the ward and endorsement of patient to ward nurse on duty <i>(Paghatid sa pasyente sa ward at pag-endorso ng pasyente sa ward nurse)</i>	30 mins	ER nurse-on-duty	None	Patient's chart
6	Arrival and Admission of the patient at the ward <i>(Pagdaating at pagadmit ng pasyente sa ward)</i>	Patient is received at the ward by the ward nurse on duty and medical resident on duty.	15-30 mins	Ward nurse-on-duty Ward medical resident-on-duty	None	Patient's chart

END of TRANSACTION



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REQUEST FOR ELECTROCARDIOGRAM (ECG)

Schedule of Availability of Service

Days : Monday – Sunday (ER), Monday – Friday (OPD)

Hours : 24 hours / day (ER), 7am-4pm (OPD)

Who may avail the Service : Individuals needing ambulatory care, male and female more than 19 years old, non-surgical, non-gynecologic patients who need to undergo electrocardiogram (ECG) testing.

What are the Basic Requirements : ECG Request

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

How to Avail of the Service

STEP	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Process				
1	Consult at the OPD, ER, or is currently admitted at the wards. <i>(Pagconsulta sa OPD, ER, o pagkaadmit sa ward)</i>	Provides ECG request	2 mins	Attending Physician	None	ECG Request
2	ROUTINE: Receives request and proceeds to ECG unit. <i>(Pagtanggap ng request at pagtungo sa ECG unit)</i> STAT: Awaits for ECG to be performed at bedside. <i>(Paghintay na magawa ang ECG sa kinalagyan)</i>	ROUTINE: Receives request, documents, information, schedules procedure. <i>(Pagtanggap ng request, pagtala ng impormasyon, pag-schedule ng proseso)</i> STAT: Receives request, documents information, proceeds to bedside.	15 mins	ECG Personnel	None	ECG Request



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		<i>(Pagtanggap ng request, pagtala ng impormasyon, pagtungo sa kinalagayan ng pasyente)</i>				
3	Payment of fees <i>(Pagbayad ng kaakibat na bayarin)</i>	Awaits official receipt. <i>(Paghintay sa opisyal na resibo)</i>	Variable	Patient/Cashier	None	ECG Request
4	Undergoes ECG procedure. <i>(Pagsailalim sa ECG)</i>	Performs ECG on patient <i>(Pagsasagawa ng ECG sa pasyente)</i>	15 mins	ECG Personnel	None	ECG Request
5	Awaits Results <i>(Paghintay sa resulta)</i>	Interprets ECG and releases result <i>(Pagbabasa ng ECG at pagbigay ng resulta)</i>	3 working days (routine) 24 hours (stat)	Resident Physician ECG Personnel	None	ECG Request
END of TRANSACTION						



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REQUEST FOR ENDOSCOPIC PROCEDURES

Schedule of Availability of Service

Days : Monday – Friday

Hours : 8am-4pm (OPD)

Who may avail the Service : Individuals needing diagnoses, visualization, and treatment of illness that are related to Gastroenterology and its related fields.

What are the Basic Requirements : Patient's Chart

Duration : Variable

How to Avail of the Service:

STEP	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Process				
1	Avails of Gastroenterologic service of QCGH <i>(Pagpakonsulta sa Gastroenterology Service)</i>	Receives referral for possible endoscopic procedure and assesses the need for endoscopic procedure. <i>(Pagtanggap ng referral at pagsuri sa pasyente)</i>	1 hour	IM GI Rotator	None	Patient's Chart Referral Form
2	Awaits confirmation of procedure and schedule <i>(Paghintay ng schedule)</i>	Confirms the need for endoscopy and schedule <i>(Pagkumpirma at pag schedule ng endoscopy)</i>	30 mins	IM GI Consultant	None	Patient's Chart
3	Proceeds to endoscopy unit after confirmation of schedule <i>(Pagtungo sa Endoscopy Unit matapos mabigyan ng schedule)</i>	Reserves schedule for patient and gives instructions prior to the procedure.	15 mins	Endoscopy Nurse IM GI Rotator	None	Patient's Chart



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		<i>(Pagtakda ng araw para sa pasyente at pagbigay ng mga tagubilin bago ang endoscopy)</i>				
4	Arrives on schedule date of procedure <i>(Pagdating sa takdang araw)</i>	Performs the procedure, fill-up endoscopy result <i>(Pagsagawa ng endoscopy at pagbigay ng result)</i>	45 mins	IM GI Consultant IM GI Rotator Anesthesiologist	Variable	Patient's Chart Endoscopy Result Form Anesthesia Record
5	Receives initial results. <i>(Pagtanggap ng paunang resulta)</i>	Explains findings to the patient and possible management <i>(Pag expleka sa pasyente ng resulta at pag manage nito)</i>	15 mins	IM GI Consultant	None	Patient's Chart Endoscopy Result Form
6	Proceeds to billing and cashier for processing of payment <i>(Pagtungo sa kahera para sa bayad)</i>	Fill up the charge slip, gives clearance form after payment	20 mins	Endoscopy Nurse	Variable	Charge Slip
7	Proceeds back to Endoscopy Unit for final disposition <i>(Pagbalik sa Endoscopy Unit para sa mga tagubilin)</i>	Gives final endoscopy result and signs clearance form. <i>(Pagbigay ng opisyal na resulta sa pasyente at paglagda sa clearance form)</i>	10 mins	IM GI Consultant/Rotator Endoscopy Nurse	None	Endoscopy Result Form Patient's Chart
END of TRANSACTION						



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AMBULATORY CARE (ER/OPD)

Schedule of Availability of Service

Days : Monday – Sunday (ER), Monday – Friday (OPD)

Hours : 24 hours/ day (ER), 8am-5pm (OPD)

Who may avail the Service : Sick individuals needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients.

What are the Basic Requirements : Medical Records

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

How to Avail of the Service

STEP	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Process				
1	Arrives at the IM-OP/ER section <i>(Pagdating ng pasyente sa IM OPD/ER)</i>	Receives patient chart <ul style="list-style-type: none"> From Triage (OPD) From ERO (ER) <i>(Pagtanggap ng chart ng pasyente)</i> <ul style="list-style-type: none"> Mula sa Triage (OPD) Mula sa ERO (ER) 	30 mins to 1 hour	Junior Intern/ Resident Physician	None	ER/OPD Chart
2	Gives history and consents for physical exam <i>(Pagbigay ng salaysay at pahintulot para sa physical examination)</i>	Interviews patient and carries out physical examination <i>(Pag-interview at pagsuri sa pasyente)</i>	30-45 mins (OPD) 5-15 mins (ER)	Junior Intern/ Post-Graduate Intern (ER) Resident Physician	None	ER/OPD Chart
3	Consent for intervention and management <i>(Pagbigay ng pahintulot upang mabigyang lunas)</i>	Prepares laboratory/diagnostic exam request <i>(Pagsulat ng request para sa eksaminasyon pang-laboratoryo at iba pang dayagnostiko)</i>	15 mins	Resident Physician	None	Laboratory/Imaging Requests Prescription Papers



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4	Undergoes Rapid Antigen Test for PUI patients <i>(Undergoes Rapid Antigen Test for PUI patients)</i>	<i>Prepares request for the RAT test</i> <i>(Pagsulat ng request para sa RAT)</i>	5 mins	Resident Physician Nurse in Charge (swabber on duty)	None	RAT Request
5	Undergoes laboratory and other diagnostic examination <i>(Pag-pagawa ng mga kailangang eksaminasyon)</i>	Awaits laboratory and other diagnostic results.	1-3 hours (labs and initial reading of imaging)	Laboratory/Radiology Tech in Charge	Variable	Laboratory and Radiologic Request
6	Consult at OPD/ER/ with laboratory/radiologic results <i>(Muling pagkonsulta sa OPD/ER dala ang mga resulta ng mga pinagawang eksaminasyon)</i>	Interpretation of results, prescription of medications, and home advice <i>(Pagsuri ng mga resulta, pagreseta ng gamut at pagbigay ng tagubilin)</i>	30 mins	Resident Physician	None	Patient's Chart Laboratory Results Imaging Results
END of TRANSACTION						