



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Infection Prevention and Control Committee**  
**CITIZEN'S CHARTER**



**SURVEILLANCE OF HEALTHCARE- ASSOCIATED INFECTION**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 6am to 10pm  
**Who May Avail of the Service** : Patient and HealthCare Workers  
**Documentary Requirements** : Patient Chart

**Processing Period** : 1 to 3 days  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient	Collect data on infections that occur in patients, including the type of infection, the location in the body and causative organism	2 hours	Infection Prevention and Control Nurse	None	<i>Patient Chart</i>
2		Analyzing data to identify trends and patterns in the incidence and prevalence of HAI.	8 hours		Healthcare-associated Infections Form	
3		Reporting the data to Medical Records	2 hours		None	Monthly Infection rate report
<b>END of TRANSACTION</b>						



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**MONITORING OF HAND HYGIENE COMPLIANCE**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 6am to 10pm  
**Who May Avail of the Service** : HealthCare Workers  
**Documentary Requirements** : Hand Hygiene Observation Form

**Processing Period** : 1 to 4 hours

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	<i>Healthcare Workers</i>	1. Observing Hand hygiene practices	30 mins	Infection Prevention and Control Nurse	None	Hand Washing Observation Form
2		2. Collection data on compliance rate using Observation Hand washing	1 hour		None	Hand Washing Observation Form
3		3. Analyzing hand hygiene compliance data can help IPCC identify trends, Areas for improvement and the effectiveness of interventions.	1 hour		None	Monthly Infection rate report
4		4. IPC Nurse provide feedback to healthcare workers on their hand hygiene compliance, including both positive feedback and constructive criticism to encouraged continuous improvement.	1 hour	Infection Prevention and Control Nurse	None	Hand Washing Observation Form
<b>END of TRANSACTION</b>						



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**CONDUCTING BASIC INFECTION PREVENTION AND CONTROL ORIENTATION FOR NEWLY HIRED HEALTHCARE WORKERS**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 8am to 10am  
**Who May Avail of the Service** : Newly Hired Healthcare Workers  
**Documentary Requirements** : Orientation Program

**Processing Period** : 2 hours

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Newly hired Healthcare Workers	Schedule the orientation.	30 minutes	Infection Prevention and Control Nurse	None	
2		Identify the participants: the orientation should be attended by all newly hired healthcare workers, including clinical and non-clinical staff	30 minutes		None	List of Attendees
3		Prepare the materials that cover the basics of infection prevention and control practices, including hand hygiene, standard precautions, personal protective equipment, isolation precautions and environmental cleaning.	2 hours		None	Power point Presentation
4		Conduct the orientation.	2 hours	Infection Prevention and Control Nurse	None	
<b>END of TRANSACTION</b>						