



# QUEZON CITY GOVERNMENT Quezon City General Hospital Nursing Service CITIZEN'S CHARTER



## Nursing Service Core Processes

<b>Schedule of Availability of Service</b>	:	
<b>Days</b>	:	Monday – Sunday
<b>Hours</b>	:	24 hours without noon break (8 hours per shift- 6-2/ 2-10/ 10-6)
<b>Who May Avail of the Service</b>	:	Patients admitted in Quezon City General Hospital
<b>Documentary Requirements</b>	:	Hospital Card Patient wrist tag Government issued/valid ID's
<b>Processing Period</b>	:	Within 8 hours of duty
<b>How to Avail of the Service</b>		

Step	Applicant/ Client	Service Process	Duration of Activity	Person In Charge	Fees	Form
1	<p><b>1.1 Presents the wrist tag and clearly state the name.</b></p> <p><i>( Ipakita ang pagkakilanlan 'wrist tag' at bangitin ng maliwanag ang pangalan)</i></p> <p>1.2 Ask for any concerns about the medicines administered</p> <p><i>( Magtanong ng nais na malaman ukol sa gamot na natanggap)</i></p>	<p><b>1.Administration of medicines</b> ( Pagbibigay ng gamot)</p> <p><b>1.1 Verify and transcribes doctor's order.</b> <i>(I-verify at itala sa talaan ang gamot ayon sa 'order' ng doctor)</i></p> <p><b>1.2 Identify the patient properly.</b> <i>(Tanungin ang pagkakilanlan ng pasyente)</i></p> <p><b>1.3 Prepares the materials needed &amp; administers the medicines prescribed.</b></p>	<p>3-5 minutes</p> <p>3-5 minutes</p> <p>5-15 minutes</p>	<p>Nurse on duty</p> <p>Nurse on duty</p> <p>Nurse on duty</p>	<p>P30.00 per route (excluded medicines)</p>	<p>Doctor's order</p> <p>Medication sheet</p> <p>Medication card</p> <p>Medication logbook</p> <p>Nurse's Notes</p>



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	<p>1.3 Report for any reaction related to medicines administered</p> <p>( Sabihin ang anumang reaksiyon na naramdaman sa nars na nakaduty)</p>	<p>( Ihanda ang mga kailangan at ibigay ang gamot sa pasyente ng tama)</p> <p><b>1.4 Observe the patient for any drug adverse reaction.</b> ( Obserbahan ang pasyente sa anumang reaksiyon na dulot ng gamot na naiturok)</p> <p><b>1.5 Documents &amp; evaluates</b> ( Itala sa talaan at suriin ang pasyente)</p>	<p>15-60 minutes</p> <p>5-15 minutes</p>	<p>Nurse on duty</p> <p>Nurse on duty</p>		<p>TPR</p>
<b>2</b>	<p><b>2.1 Participates during handover</b> (Makilahok sa pagpasa ng responsibilidad ng pag-aalaga)</p> <p>2.2 Asks for concerns in relation to handover. ( Magtanong sa nars kung tungkol kung may nais na malaman)</p>	<p><b>2.Bedside Handover</b> (Pagpapasa ng responsibilidad ng pangangalaga ng pasyente)</p> <p><b>2.1 Updates the kardex</b> (Punan o baguhin ang kardex)</p> <p><b>2.2 Handovers or transfers of care</b> ( Ipasa ang responsibilidad ng pag-aalaga)</p> <p><b>2.3 Routine nursing care</b> (Gawin ang karaniwang-gawain ng pangangalaga)</p>	<p>5-15 minutes</p> <p>5-10 minutes (per patient)</p> <p>5-10 minutes (per patient)</p>	<p>Incoming &amp; Outgoing</p> <p>Nurse on duty</p> <p>Nursing Attendant</p>	<p>None</p>	<p>Kardex,</p> <p>Endorsement sheet</p> <p>Inpatient -chart</p> <p>Inpatient census logbook</p> <p>V/S monitoring sheet</p>



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3	<p><b>Complies with the request and other procedures as ordered by the doctor.</b></p> <p><i>( Sundin ang mga nireseta at ibang pang pamamaraan ng gamutan ayon sa doctor)</i></p>	<p><b>3. Carry-out Doctor's Order</b> <i>(Isakatuparan ang mga Doctor's order)</i></p>				Doctor's Order
		<p><b>3.1 Receives and verify written doctor's order.</b> <i>( I-verify ang order ng doctor)</i></p>	5-10 minutes (per chart)	Nurse on duty (NOD)	None	Prescription request
		<p><b>3.1 Carried-out the written orders of doctor such as:</b> <i>( Isagawa ang mga nakatala na order ng doctor)</i></p>	10-30 minutes	NOD		Diagnostic Request
		<p><b>3.1.1 Diagnostic Procedures</b> <i>( Pamamaraan pang-diagnostic)</i></p>	Within 1 hour	NOD Nursing Attendant		Nurse's Notes
		<p><b>3.1. 2 Medicines</b> <i>(Gamot)</i></p>	Within 1 hour	NOD		Patient's Chart
		<p><b>3.1.3 Admission &amp; Discharge of patient</b> <i>( Pagtanggap at Pagpapauwi ng pasyente)</i></p>	1- 2 hours	NOD Nursing Attendant		
		<p><b>3.1.4 Diet prescribed</b> <i>(Tamang pagkain na ipinayo )</i></p>				
	<p><b>3.1.5 Other procedures related to treatment</b> <i>(Iba pang pamamaraan ayon sa gamutan)</i></p>	5-15 minutes	NOD Nursing Attendant			
			NOD			



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			Within 1 hour	Nursing Attendant		
<b>4</b>	<p><b>Submits any diagnostic results that were done outside of the hospital</b></p> <p><i>(Ibigay sa nars ang mga resulta.)</i></p>	<p><b>4. Nursing Documentation</b>  <i>(Naitala ukol sa pangangalaga ng pasyente)</i></p> <p><b>4.1 Checks and completes nurse's notes and other nursing flow sheets.</b>  <i>(Suriin at kumpletuhin ang lahat ng talaan ng pangangalaga)</i></p>	1- 2 hours	Nurse on duty  Nursing Attendant	None	<p>Nurse's Notes</p> <p>I &amp; O Record</p> <p>TPR</p> <p>IVF Sheet</p> <p>Discharge Plan</p> <p>Patient's identifier</p> <p>Related Logbooks</p>
<b>END OF TRANSACTION</b>						