



**QUEZON CITY GOVERNMENT
QUEZON CITY GENERAL HOSPITAL
OBSTETRICS AND GYNECOLOGY DEPARTMENT
CITIZEN'S CHARTER**



MANAGEMENT FOR OB-GYN PATIENTS AT THE EMERGENCY ROOM

Schedule of Availability of Service

Days: Mondays - Sundays

Hours: 24 hours

Who May Avail of the Service: OB-GYN ER Patients

Documentary requirements: Medical Records

Duration: Variable

How to avail the service:

STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	Proceed to Obstetrics and Gynecology Emergency Room desk	Receives Emergency room chart from Admitting section	2-3 minutes	Senior Interns/ ER Resident	None	Patient's Chart
2	Assessment and Evaluation: Proceed to Interview and Physical Examination	Interview patient's history, examine patient to assess if the patient needs urgent care, surgical or non-surgical. Requests necessary laboratories and imaging studies If in labor, patient is transferred to Labor room/ Delivery room. If for medical management, patient is transferred to OB Ward.	30 minutes – 1 hour	Senior Interns/Resident on Duty	None	Patient's Chart Diagnostics and Laboratory Requests Prescription Papers
4	Documentation	Documents	10 minutes	Senior Intern/	None	Patient's Chart



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		<p>Admitting orders of admitted patient is carried out by ER nurse on duty.</p> <p>Charts of patients for discharge are for clearance and will be given to medical records</p> <p>Log and record all patient's chart seen at the ER properly</p>		ER Nurse on Duty		Laboratory and Diagnostics Results
5	Admission of the patient	<p>Patient admits to respective wards depending on the case (High Bed, Low Bed, Onco Room, ISO Room, Antenatal Ward). Accompanies and endorse the patient to ward</p>	15-30 minutes	ER Nurse on Duty	None	<p>Patient's Chart</p> <p>Laboratory and Diagnostics Results</p>
6	Arrival of Patient at the ward	<p>Receives patient at the ward by the ward nurse on duty</p> <p>Patient is reassess by the OB resident on duty once arrived at the ward</p>	30 min- 1 hour	ER Nurse on Duty/Ward Nurse on Duty/Resident on Duty	None	<p>Patient's Chart</p> <p>Laboratory and Diagnostics Results</p>
END OF TRANSACTION						



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MANAGEMENT OF OBSTETRICAL AND GYNECOLOGIC CASES AT OUTPATIENT DEPARTMENT

Schedule of Availability of Service

Days: Mondays - Fridays

Hours: 8am- 5pm

Who May Avail of the Service: OB-GYN OPD Patients

Documentary requirements: Medical Records

Duration: Variable

How to avail the service:

STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	Proceed to Obstetrics and Gynecology waiting area and wait for the name to be called a. From Triage b. Referral from other department	Receives chart from Records	1-2 hours	Nursing Aid/Nurse	None	Patient's Chart
2	Evaluation: Proceed to Vital Signs Area	Records Vital Signs	3 – 5 minutes	Nurse/Junior and Senior Interns/OPD Residents	None	Patient's Chart



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3	Screening and Assessment: Proceed to consultation area for interview and physical examination	History taking and examining patient to assess if the patient is high risk or low risk. Requesting necessary laboratories and imaging studies Referring High risk patients to subspecialty clinics (High Risk Clinic, Infectious, REI, Menopause, Minimally Invasive Surgery, Onco, Teen clinic) Referring urgent patients to ER if warranted	15 – 20 minutes	Junior Interns/Senior Interns/OPD residents	None	Patient's Chart Laboratories and Diagnostics Request
4	Additional procedures	Pregnant patients for Papsmear Pregnant patients for Fetomaternal Monitoring using the Cardiotocography Machine if warranted Gynecologic patients for Papsmear and/or Endometrial Biopsy	20 – 30 minutes	Junior Interns/Senior Interns/OPD residents	None	Patient's Chart Histopathologic Request Cytologic Request
5	Disposition	Sends patients home with disposition and follow up schedule.	3-5 minutes	OPD residents	None	Patient's Chart

END OF TRANSACTION



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