



**QUEZON CITY GOVERNMENT
Quezon City General Hospital
OUT PATIENT DEPARTMENT
CITIZEN'S CHARTER**



TRIAGING PROCESS (OLD PATIENT)

Schedule of Availability of Service

Days : Mondays – Friday
Hours : 8 hours without noon break
Who May Avail of the Service : OPD Clients
Documentary Requirements : Patient Hospital ID Card, Patient Chart, Medical Records Logbook, Routing slip

Processing Period : 81-135 minutes

How to avail of the Service :

STEPS	APPLICANT /CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
1	<p>Get a number at Security Guard and wait for your number to be called then proceed to Triage Area.</p> <p>(Kumuha ng numero sa Security Guard at hinatayin tawagin ang numero.</p> <p>Kapag tinawag na ang numero mag punta sa Triage area)</p>	<p>Give out queuing number and instruct patients to wait and listen attentively.</p> <p>(Magpamigay ng number sa mga pasyente, at paliwanagan ang pasyente na pakingan ang pagtawag ng numero nila)</p>	3-5 minutes	OPD Guard	None	Queuing number
2	<p>Triage physician will assess patient and assign to respective clinic (Specific priority patients' vital signs will be evaluated)</p> <p>(Kakausapin ng doctor sa Triage at sasabihin ng doctor saan klinika pupunta)</p> <p>(May mga priority patient ang kukukunan ng vital signs)</p>	<p>Assess patient and categorize as to General / Priority and assign the patients to respective department.</p> <p>(Kakausapin ng doctor kung ano ang dinaramdam ng pasyente at sasabihan kung saan klinika pupunta.)</p>	15-20 minutes	<p>Triage Physician</p> <p>Triage Nurse</p>	None	<p>Hospital ID card</p> <p>Routing slip</p>



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3	<p>Old Hospital ID will be collected at the Triage area and will be sent to Medical Records</p> <p>(Iwan ang hospital ID sa Triage area upang madala sa Medical Records)</p>	<p>Collect the old Hospital ID Card and bring it to the Medical Records Section</p> <p>(Ang lumang hospital ID Card ay kukulektahin at dadalhin sa Medical Records)</p>	10-25 minutes	<p>Triage Nurse</p> <p>Medical Records</p>	None	Hospital ID Card
4	<p>The medical records personnel will log the old Hospital ID information and retrieve the patient chart.</p> <p>(Sa medical Records mag log ng impormasyon mula sa lumang hospital ID card at kukunin ang chart ng pasyente)</p>	<p>Encode patient's information in the Hospital ID into the hospital Information System (HIS), then patients' chart will be retrieved from the medical records files.</p> <p>(Ang impormasyon na nakatala sa Hospital ID ay i-encode sa Hospital Information System. Mataapos ma itala, ang chart ng pasyente ay kukunin sa loob ng medical records)</p>	23-25 minutes	Medical Records	None	Hospital ID card
5	<p>Retrieved chart and hospital ID card will be logged in the medical records logbook and sent to respective department.</p> <p>(Ang mga nakuhang chart ng pasyente at hospital ID card ay itala sa medical records logbook at dadalhin sa kinauukulang klinika.)</p>	<p>Patient's medical chart and hospital ID will be logged at the medical records logbook then forwarded to the respective department clinic.</p> <p>(Itatala sa medical records logbook at dadalhin sa kinauukulang departamento ang chart at hospital ID ng pasyente)</p>	30-60minutes	<p>Medical Records</p> <p>Nurse/ Nurse Attendant</p>	None	<p>Patient chart</p> <p>Hospital ID card</p> <p>Medical records logbook</p>
End of Transaction						



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TRIAGING PROCESS (NEW PATIENT)

Schedule of Availability of Service

Days : Mondays – Friday
Hours : 8 hours without noon break
Who May Avail of the Service : OPD Clients
Documentary Requirements : Patient Hospital ID Card, Patient Chart, Routing slip, Medical Record Logbook

Processing Period : 43-85 minutes

How to avail of the Service :

STEP	APPLICANT /CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
1	<p>Get a number at Security Guard and new Hospital ID Card. Fill up the Hospital ID card and wait for your number to be called then proceed to Triage Area.</p> <p>(Kumuha ng numero at Hospital ID card sa Security Guard. Sagutan ang Hospital ID card at hinatayin tawagin ang numero.</p> <p>Kapag tinawag na ang numero mag punta sa Triage area)</p>	<p>Give out a queuing number and hospital ID card.</p> <p>Instruct patients to fill-up the Hospital ID Card, wait and listen attentively.</p> <p>(Magpamigay ng numero at hospital ID sa mga pasyente)</p>	3-5 minutes	OPD Guard	None	Patient Hospital ID card



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2	<p>Triage nurse will assess patient vital signs.</p> <p>(Priority patients' vital signs will be evaluated)</p> <p>(Kukunin ng Triage Nurse ang vital signs ng pasyente. Mga priority patient ang kukukunan ng vital signs.)</p>	<p>Triage nurse will get the patients vital signs of priority, pregnant and certain patients needing to access their vital signs)</p> <p>(Kukunin ng Triage Nurse ang vital signs ng pasyente na priority, buntis, at pasyenteng may sakit na maaring mabago ang vital signs)</p>	15-20 minutes	Triage Nurse	None	Routing Slip
3	<p>The Triage physician will assess the patient, collect the new patient Hospital ID card and will be sent to Medical Records by the triage nurse.</p> <p>(Titignan ng Triage Physician and pasyente at kukunin ang hospital ID card ng pasyente upang madala sa Medical Records)</p>	<p>Triage physicians assess patient and collects the new Hospital ID Card.</p> <p>Bring the Patient Hospital ID Card to the Medical Records Section by the triage nurse.</p> <p>(Susuriin ang pasyente at kukunin ang hospital ID card ng pasyente)</p> <p>(Dadalhin sa Medical Records ang patient hospital ID Card ng nurse sa triage)</p>	10-25 minutes	Triage physician Triage Nurse	None	Patient Hospital ID Card



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4	<p>Medical Records will log the information from the new Hospital ID Card</p> <p>(Ang medical records ay mag tatala ng impormasyon na nakasaad sa hospital ID card at sila ay maglalabas ng patient chart)</p>	<p>Encode the information from the patient hospital ID card in the hospital Information System (HIS) and generate a patient chart.</p> <p>(Ang impormasyon na nakatala sa Hospital ID ay i-encode sa Hospital Information System. Mataapos ma itala, ang medical records ay mag lalabas ng bagong chart para sa pasyente).</p>	15-20 minutes	Medical Records	None	<p>Patient Hospital ID card</p> <p>Patient Chart</p>
5	<p>Generated patient chart will be logged in the medical records logbook. The patient hospital ID and generated chart will be sent to the respective department.</p> <p>(Ang bagong chart ng pasyente ay itatala sa medical records logbook, kasama ng patient hospital ID ito ay dadalhin sa kinaaukulang klinika.)</p>	<p>Medical Records personnel logs the patient's chart and distribute it to the respective department clinic with the patient hospital ID .</p> <p>(I-log ng Medical records ang chart at dadalhin sa kinaaukulang departamento ang chart ng pasyente kasama ang hospital ID card nito)</p>	10-15 minutes	<p>Medical Records</p> <p>Nurse/ Nurse Attendant</p>	None	<p>Patient chart</p> <p>Patient Hospital ID card</p> <p>Medical Record Logbook</p>

End of Transaction



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CONSULTATION PROCESS

Schedule of Availability of Service

Days : Mondays – Friday
Hours : 8 hours without noon break
Who May Avail of the Service : OPD Clients
Documentary Requirements : Patient Chart, Consultation Logbook, Prescription Form, Laboratory Request Forms

Processing Period : 34 mins 50 secs - 95 minutes

How to avail of the Service :

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	<p>Nurse/ Nurse attendant receives patient chart, log the patient information in the consultation logbook, validates in HIS, and takes the patients vital signs.</p> <p>(Ang nurse/ nurse attendant ay tatanggapin ang patient chart, i-log ang patient information sa consultation logbook, i-validate sa HIS, at kukunin ang vital signs ng pasyente)</p>	<p>Receive the patient chart from the Medical Records, log the patient information in the consultation logbook, validate in HIS, and check for the patient's vital signs.</p> <p>(Tanggapin ang chart ng pasyente mula sa medical records, i-log ang information at i-verify sa HIS. Kunin ang vital signs ng pasyente).</p>	4mins 50 secs-5 mins	Nurse / Nurse attendant	<p>New patients (Php 100.00)</p> <p>Follow-up consult – (Php 50.00)</p> <p>*Plus additional charges for other procedures done.</p>	<p>Patient Chart</p> <p>Consultation logbook</p>



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2	<p>The physician on duty will assess and manage the patient.</p> <p>(Kausapin, mag physical exam at magbibigay ng laboratory request at/o kaya ay gamut ang doctor na tumigin)</p>	<p>Perform a comprehensive history taking and physical examination. Give medications and laboratory request as needed. Advice follow-up.</p> <p>(Kausapin ang pasyente sa kanyang mga nararamdaman at mag physical exam. Bigyan ng laboratory test kung kailangan at gamot).</p>	30-90 minutes	Physician on duty	<p>Patient chart</p> <p>Laboratory request forms</p> <p>Prescription form</p>
END of TRANSACTION					



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REFERRAL SYSTEM

Schedule of Availability of Service

- Days** : Mondays – Friday
Hours : 8 hours without noon break
Who May Avail of the Service : OPD Clients
Documentary Requirements : Consultation Logbook, Referral Logbook, Patient Chart, Inter-agency referral form
- Processing Period** : 54-95 minutes
How to avail of the Service :

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Physician assessed the patient thoroughly. (Ang pasyente ay titiganan ng doctor ng maigi at mag physical examination)	Evaluate the patient comprehensively and then perform a complete physical examination, record in the patient chart. (Suriin ng maigi ang pasyente at gawin ang kumpletong physical examination. Isulat lahat ng findings sa chart ng pasyente).	15- 30 minutes	Physician on duty at OPD Physician on duty at OPD Nurse/ Nurse attendant Physician on duty at OPD	None	Patient chart
2	After a thorough history and physical examination, the patient needs a referral to other specialty.	Check on the availability of the specialty service/s in our institution.	4-5 mins		None	Patient chart



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	<p>Unavailability of specialty needed for the patient management; the patient will be referred via inter-agency referral.</p> <p>(Pagkatapos ng doctor gawin ang pagsusuri, ang pasyente ay nangangailangan ng ibang specialista).</p> <p>(Kapag walang espesyalista na kailangan sa gamutan ng pasyente, and pasyente ay i-rerefer sa hospital na mayroon nito).</p>	<p>In case that the specialty needed for the patient's management is unavailable; the physician will instruct the patient and provide an inter-agency referral.</p> <p>(Mangyaring suriin kung mayroong spesyalista sa hospital kung saan ipakukunsulta ang pasyente)</p> <p>(Halimbawang walang spesyalista na kailangan sa gamutan ng pasyente; ang doctor ay magbibigay ng referral form sa pasyente at gabay kung saan ito pupunta).</p>				Inter-agency referral form
3	Resident physician prepares chart of the patient and accompanies patient to the respective department and	Accompany the patient in the department that is needed for their management.	20-30 minutes		None	<p>Patient chart</p> <p>Referral logbook</p>



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	<p>endorsed to physician on duty.</p> <p>The patient chart will be logged in the department referral logbook.</p> <p>(Kumpletuhin ang chart ng pasyente at dadalhin sa departamento at i-endorse sa doctor na naka duty, itala ang chart ng pasyente sa logbook na para referral)</p>	<p>Let the accepting physician to sign at the referral logbook upon acceptance of the patient)</p> <p>(Samahan ang pasyente sa departamento na gagamot sa pasyente)</p> <p>(ipa-sign ang doctor na tatanggap ng referral sa referral logbook)</p>				
4	<p>Nurse/ Nurse attendant accepts the patient chart and records it and informs the patient to wait for their turn for consult.</p> <p>(Ang nurse/ nurse attendant ay tatanggapin ang chart ng pasyente at itatala ito. Sabihan ang pasyente na maghintay na tawagin sila para ma konsulta)</p>	<p>Log the patients' chart and advise to patiently wait for their turn to be called and to be managed.</p> <p>(Itala ang pasyente sa referral logbook at payuhan maghintay silang tawagin upang makonsulta)</p>	15- 30 minutes	<p>Physician on duty at OPD</p> <p>Nurse / Nurse Attendant</p>	None	<p>Patient chart</p> <p>Consultation logbook</p>
END of TRANSACTION						



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CONDUCT OF PAYMENT

Schedule of Availability of Service

Days : Mondays – Friday
Hours : 8 hours without noon break
Who May Avail of the Service : OPD Clients
Documentary Requirements : Statement of Account, Official Receipt, Clearance slip

Processing Period : 57 - 135minutes

How to avail of the Service :

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION of ACTIVITY	PERSON IN CHARGE	FEEs	FORM
1	<p>Nurse / Nurse attendant charges the patient through HIS and instructs to go to Billing and secure their statement of account, then pay their bills to the Cashier. If the patient needs a discount, the nurse instructs the patient to go to:</p> <p>a. Billing area b. Medical Social Service Table (Ang nurse/ nurse attendant ay i-charge ang patient sa HIS at sasabihan na magpunta sa biling at sa cashier at magbayad, kung kailangan magpa discount sila ay dumaan sa Billing section at Medical Social service para makakuha ng diskuwento).</p>	<p>The Nurse charges the patient through HIS and advise the patient to pay at the cashier.</p> <p>(I-charge ng Nurse ang pasyente sa HIS, at sabihang magbayad sa Kahera)</p>	13-25 mins	<p>Nurse / Nurse attendant</p> <p>Billing Section</p> <p>Medical Social Service section</p> <p>Cash section</p>	<p>P40 for consultation</p> <p>Charged fees depends on the procedure/s done to the patient at consult.</p>	Statement of Account



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2	<p>Patients proceed to the Billing section to secure a statement of account and goes to the Medical social service for a discount if needed. They may also directly go to the Cashier area and pay their bill.</p> <p>(Ang pasyente ay magpunta sa Billing para sa listahan ng bayarin, pagkatapos ay dumaan sa Medical Social service para mabigyan ng diskwento kung kinakailangan. Kung di naman, maaaring dumeretso sa kahera at magbayad kagad).</p>	<p>Billing gives statement of account to patient and advise to proceed to the Medical Social service if needed a discount or may directly pay their bill at the Cashier.</p> <p>(Bibigay ng Billing ng listahan ng bayarin at sabihan na magpunta sa Medical Social Service kung kailangan. Sabihan din ang pasyente, kung di kailangan ng diskwento, ay maaaring dumeretso na sa kahera at magbayad)</p>	30-90 minutes	Cashier		<p>Statement of Account</p> <p>Official Receipt</p> <p>Clearance slip</p>
3	<p>Patient goes back to Nurse/ Nurse Attendant and have their clearance form signed and cleared.</p> <p>Clearance will be checked by the security Guard.</p>	<p>The Nurse/ nurse attendant will sign the clearance form. Advised to show clearance to the Security Guard at the OPD exit to be allowed to exit the OPD Complex.</p> <p>(Ang nurse/ nurse attendant ay pipirmahan ang clearance form. Sasabihang sa labasang pinto titignan ng security guard ang</p>	10-15 minutes	<p>Nurse/ Nurse attendant</p> <p>Security Guard</p>		<p>Official Receipt</p> <p>Clearance slip</p>



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	(Magbalik sa Nurse/ Nurse attendant para ma clear, ipakita ang clearance sa guard bago lumabas ng complex)	clearance form upang payagang lumabas ng OPD complex)				
4	Patient presents the clearance slip to the security guard at the OPD exit. (Ipakita ng pasyente ang clearance slip sa security guard sa labasan pinto sa OPD)	The security guard checks the clearance slip before allowing patient to exit the OPD complex. (Titignan ng security guard ang clearance slip ng pasyente bago payagan lumabas ng OPD complex).	4-5mins	Security guard	none	Clearance slip
END of TRANSACTION						