



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Ophthalmology
CITIZEN'S CHARTER



Eye Center Diagnostic Procedures

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8:00 AM – 4:00 PM without noon break

Who May Avail of the Service

: OPD Clients

Documentary Requirements

: Request form for procedure or referral form
 Consent form
 Payment form

Processing Period

: 7 – 14 days

How to avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
1	a. Presents the request or referral form for Eye Diagnostic Procedure	<ul style="list-style-type: none"> Receives the request or referral form for Eye Diagnostic Procedure 	1 to 3 minutes	<ul style="list-style-type: none"> Eye Center Technician or Staff 	None	a. OPD request (if from QCGH OPD) b. Referral form (if from outside QCGH)
2	a. Listens to / understands the details (i.e., steps, risks, precautions, cost) of each requested procedure and signs patient consent	<ul style="list-style-type: none"> Explains the details (i.e. steps, risks, precautions, cost) of each requested procedure and secures patient consent 	5 to 10 minutes	<ul style="list-style-type: none"> Eye Center Technician (or Resident doctor if needed) 	None	a. Consent Form b. Payment Form



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4	a. Undergoes preparation, procedure proper, and post-procedure protocols	<ul style="list-style-type: none"> • Executes preparation, procedure proper, and post-procedure protocols 	<ul style="list-style-type: none"> a. Autorefracton - 5 to 10 minutes b. Non-contact Tonometry - 5 to 10 minutes c. Biometry - 20 to 30 minutes d. Fluorescein Angiography - 3 to 4 hours e. Ocular Computed Tomography (OCT) - 2 to 3 hours f. Visual Field Exam - 1 to 2 hours g. B-Scan Ultrasound - 30 to 60 minutes h. Fundus Photo - 1 to 2 hours i. Farnsworth Munsell Color Vision Testing - 1 to 2 hours j. Pachymetry - 5 to 10 minutes 	<ul style="list-style-type: none"> • Eye Center Technician and/ or Resident Doctor 	None	None
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			j. Farnsworth Munsell Color Vision Testing after 7-14 working days			
6	a. Fills up Patient Satisfaction Survey form	None	3 to 5 minutes	• Eye Center Technician / PAD	None	Patient's Satisfaction Survey
7	a. Returns to retrieve official interpretation/ reading/result	• Provides official interpretation/ reading/ result	5 to 10 minutes	• Eye Center Technician	None	Official result of Diagnostic Procedure
END OF TRANSACTION						

Major Ophthalmic Surgeries

Schedule of Availability of Service

- Days** : Wednesday and Friday
Hours : 7:30 AM – 3:00 PM
Who May Avail of the Service : Patient Scheduled for Elective Surgery with medical clearance (35 years and older) with pediatric clearance (18 years and younger)
Documentary Requirements : Updated Philhealth Consent for procedure form
Processing Period : 7 – 14 Days
How to avail of the Service



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STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROCESS				
1	a. Patient Data Encoding b. History Taking and Physical Examination c. Slit Lamp Examination d. Screened as a surgical case e. Further Examination Appointment scheduled for referral to cataract service (4-6 weeks after initial examination)	<ul style="list-style-type: none"> ● Receives, logs OPD chart and calls patient in queue. ● Performs interview and documents history, ophthalmologic examination of illness and best corrected visual acuity ● Transfer to different service/s as deemed necessary 	2 to 6 hours	<ul style="list-style-type: none"> ● Nursing attendant ● Medical Clerk ● Post Graduate Intern ● Junior Ophtha Resident ● Senior Ophtha Resident 	None	<ul style="list-style-type: none"> ● OPD chart ● Prescription forms
2	a. Scheduled examination by Assigned Service Consultant b. Slit Lamp Examination	<ul style="list-style-type: none"> ● Referral of ophthalmologic examination and plan to assigned service consultant/s 	30 to 60 minutes	<ul style="list-style-type: none"> ● Junior Ophtha Resident ● Senior Ophtha Resident ● Consultant/s 	None	<ul style="list-style-type: none"> ● OPD chart ● Eye center result form



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	<p>c. Screen for Dry Eye, blepharitis or other signs of infection</p> <p>d. Screen for Capsule and Zonule Abnormality</p> <p>e. Screen for Lacrimal Obstruction and Pterygium</p> <p>f. Screen for Posterior Segment Abnormalities</p> <p>g. Screen for High Intraocular pressure or suspicious looking optic nerves</p>	<ul style="list-style-type: none"> • Conduct several procedures for diagnostics purposes 				
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3	<ul style="list-style-type: none"> a. Prepare patient for Medical Risk Assessment b. Taking of Vital Signs (BP, HR) c. Request for Blood Exams, ECG, Chest X Ray d. Request for A&B Scan / Keratometry / Biometry e. Specular microscopy f. Actual Medical Risk Assessment (2-4 weeks) Pedia clearance (for pediatric surgical cases) 	<ul style="list-style-type: none"> • Request Slips are handed over for Laboratory tests for blood, urine, ECG (>35 yrs old), and Chest X-ray • Biometry for both eyes • B-Scan if needed • Specular Microscopy (>70 yrs old) • Other tests if indicated 	1 to 4 hours	<ul style="list-style-type: none"> • Post Graduate Intern • Ophtha Resident • Ophtha Consultant • Internal Medicine Resident • Pedia Resident 	Refer to Eye Center citizens Charter	<ul style="list-style-type: none"> • OPD chart • Medical Risk Assessment Form • Pedia Clearance form • Laboratory Requests for Blood, Urine, ECG and X Rays • Referral form
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4	<ul style="list-style-type: none"> a. Preparation of surgical materials b. Taking of vital signs c. Visible marking of the eye for surgery d. Dilation of Pupils if necessary and other preparations e. Sending off patient to Operating Room Operating Room nurse receives patient with proper endorsement from ward nurse 	<ul style="list-style-type: none"> ● Vital signs taken ● Eye for surgery is marked using a marker pen ● Instillation of Tropicamide + Phenylephrine Drops ● Transport of patient using stretcher 	2 to 4 Hours	<ul style="list-style-type: none"> ● Ophtha Ward Nurse ● Operating Room Nurse ● Post Graduate Intern ● Junior Resident ● Senior Resident 	None	<ul style="list-style-type: none"> ● OPD chart ● Admitting chart ● Ophtha Ward chart ● Doctors Orders
5	<ul style="list-style-type: none"> a. Surgical materials are re-checked if complete b. Pupil size checked if adequate c. Patient hooked to BP apparatus and O2 Saturation Machine & monitored d. Nurses prepare surgical materials at the OR e. Nurse announces a TIME OUT prior to start of surgery (also known as 	<ul style="list-style-type: none"> ● Residents check Surgical materials at OR ● Nurses hook patient to BP app and O2 saturation monitors ● Resident performs surgery on patient with supervision of consultant/s ● 2 Nurses assist in the operation one 	30 to 120 minutes	<ul style="list-style-type: none"> ● Post Graduate Intern ● Ophtha Resident ● Ophtha Consultant ● Operating Room Nurse Assist ● Operating Room Circulating Nurse 	None	<ul style="list-style-type: none"> ● Ophthalmology Ward chart ● Vital signs form ● Time Out form - WHO Surgical Safety Checklist



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	<p>the WHO Surgical Safety Checklist)</p> <p>f. Ophthalmic Surgery proper</p> <p>g. Ophtha Resident and OR Nurse staff signs out patient</p> <p>h. Residents instruct post-operative care</p> <p>g. Endorse patient to Ophtha Ward or to PACU</p>	<p>scrubs in, another one circulates</p> <ul style="list-style-type: none"> Announcement of power of Intraocular lens and final checking by the surgeon prior to opening of pack 				
6	<p>a. Patient is sent back to Ophtha Ward</p> <p>b. Ophtha resident checks initial Visual Acuity, does slit lamp examination, or initial examinations after surgery</p> <p>c. Ophtha ward nurses hands over post-operative instruction leaflet and prescription</p> <p>h. Patient goes home and follows up the next day or as instructed</p>	<ul style="list-style-type: none"> Patient is checked immediately after surgery Instructions and prescriptions are given 	30 to 60 minutes	<ul style="list-style-type: none"> Ophtha Ward Nurse Post Graduate Intern Junior Resident Senior Resident 	Paid to Cashier section	<ul style="list-style-type: none"> OPD chart Ophthalmology chart Prescription forms Clearance/ Discharge slip



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7	<ul style="list-style-type: none"> a. Visual Acuity Examination b. Intraocular Pressure Check c. Examination of <ul style="list-style-type: none"> i. IOL placement ii. Incision sites iii. Cells and Flare d. Follow up for re-examination after 3 days e. Weekly follow up examinations until 1 month f. Check for refractive errors 1 week and 1 month after surgery <ul style="list-style-type: none"> i. Follow up check every 3 to 6 months, earlier if with unusual symptoms 	<ul style="list-style-type: none"> • Patient is checked regularly after surgery • Instructions and prescriptions are given regularly • Resident relays surgical results to Consultant on deck • Glasses are advised as necessary 	1 to 3 hours	<ul style="list-style-type: none"> • Post Graduate Intern • Ophtha Resident • Ophtha Consultant 	None	<ul style="list-style-type: none"> • OPD chart • Prescription forms
END OF TRANSACTION						

@ TIME OUT: Nurse confirms by announcing loudly the patient's name, age, eye to be operated on, eye surgeons and nurses doing the surgery.



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OPD and Emergency Ophthalmologic Consultation

Schedule of Availability of Service

Days : Mondays – Fridays for OPD
Mondays – Sundays for Emergency consultation

Hours : 8:00 AM – 3:00 PM for OPD
24 Hours for Emergency consultation

Who May Avail of the Service

: Patients with Ophthalmologic Concern

Documentary Requirements

: OPD consultation chart or ER consultation chart

Processing Period

: 6 – 7 hours for OPD
1 – 3 hours for Emergency consultation

How to avail of the Service

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SURVICE PROVIDED				
1	a. Patient goes to Medical records/ ER front desk to: <ul style="list-style-type: none"> i. Retrieve chart (old patient) ii. Apply for new patient chart 	<ul style="list-style-type: none"> • Nurse attendant receives chart (OPD) • Chart is given to ER Officer for triage 	15-60 minutes	<ul style="list-style-type: none"> • OPD Triage Officer • ER Officer • OPD Nursing attendant ER Nurse Staff 	None	<ul style="list-style-type: none"> • OPD chart ER Chart



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2	a. Patient narrates history of illness	<ul style="list-style-type: none"> • Doctor performs interview and documents history of illness 	10-15 minutes	<ul style="list-style-type: none"> • Medical Clerk • Post Graduate Intern • Junior Resident 	None	<ul style="list-style-type: none"> • Ophtha OPD or ER chart
3.	a. Patient undergoes Ophthalmic Examination	<ul style="list-style-type: none"> • Assess and evaluate patient's condition • Do various procedures as needed for diagnostic purposes 	30-45 minutes Basic eye exam 45 to 90 minutes If with Refraction 2-4 hours if with Dilated Fundus Exam	<ul style="list-style-type: none"> • Medical Clerk • Post Graduate Intern • Junior Resident • Senior Resident Consultant 	None	<ul style="list-style-type: none"> • Ophtha OPD or ER chart • Pedia Ophtha Form, RB & ROP form • Orbit/PL form
4	a. Awaits disposition (If further procedures are required, proceed to step 7, otherwise, proceed to step 5)	<ul style="list-style-type: none"> • Gives instructions for disposition 	15 minutes	<ul style="list-style-type: none"> • Resident 	None	
5	a. Listens and understands medications, instructions and follow up schedule is necessary	<ul style="list-style-type: none"> • Sends patient home with prescription and instructions • Schedule patient for follow up evaluation 	15 minutes	<ul style="list-style-type: none"> • Resident 	None	<ul style="list-style-type: none"> • Prescription form
6	a. Fills up Patient Satisfaction Survey form	None	3 to 5 minutes	<ul style="list-style-type: none"> • OPD staff / PAD 	None	<ul style="list-style-type: none"> • Patient's Satisfaction Survey



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FOR PATIENTS REQUIRING ADDITIONAL PROCEDURES OR SURGERY						
7	a. Receives instruction on the need for further Ophthalmic examination or other ancillary procedures	<ul style="list-style-type: none"> • Discusses the indications or reasons for additional tests or procedures 	15 minutes	<ul style="list-style-type: none"> • Resident 	None	<ul style="list-style-type: none"> • Ophtha OPD or ER chart
	b. Undergoes required additional Ophthalmic Diagnostic Procedures at Eye Center and retrieves official result (Proceed to Eye Center 4th Floor, Ophthalmology Department)	<ul style="list-style-type: none"> • Provides requests for necessary Ophthalmic Eye Examinations and receives official result 	3 to 5 working days depending on type of Eye Diagnostic Procedure	<ul style="list-style-type: none"> • Resident • Eye Center Technician • Consultant reader 	Respective Diagnostic Procedure Fees posted at the Eye Center	<ul style="list-style-type: none"> • Request forms for Eye Diagnostic Procedure • Official Eye Center readings
	c. Get schedule for necessary procedure / management or schedule referral to consultant	<ul style="list-style-type: none"> • Schedule patient for further procedure/ management or schedule referral to consultant 	2 to 4 hours	<ul style="list-style-type: none"> • Resident • Consultant 	None	<ul style="list-style-type: none"> • Ophtha OPD or ER chart
	d. Proceeds to i. Pathology ii. Radiology (if needed)	<ul style="list-style-type: none"> • Provides requests for blood or ancillary tests (if needed) 	30 to 45 minutes	<ul style="list-style-type: none"> • Medical technician • Radiology technician 		<ul style="list-style-type: none"> • Ancillary procedure request form (i.e. X-ray, Blood chemistry, CT-scan, etc.
8	Secures Medical Risk Assessment or Medical Clearance (if necessary)	<ul style="list-style-type: none"> • Provide referral form for Medical Risk Assessment (MRA) / Medical Clearance 	As per Internal Medicine	<ul style="list-style-type: none"> • OPD staff • Internal Medicine Resident 	None	<ul style="list-style-type: none"> • OPD chart



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9	Secures Pre-Anesthesia Risk Evaluation (if necessary)	<ul style="list-style-type: none"> • Provide referral form for Anesthesia Evaluation 	As per Anesthesia Department	<ul style="list-style-type: none"> • OPD staff • Anesthesia Resident 	None	
10	Secure final instructions prior to admission or procedure / secure admission consent and surgical procedure consent	<ul style="list-style-type: none"> • Provide final instructions prior to admission or procedure 	10 to 15 minutes	<ul style="list-style-type: none"> • Resident • OPD staff 	None	<ul style="list-style-type: none"> • Consent form for admission / surgical procedure
END OF TRANSACTION						



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Provision on Residency Training Program

Schedule of Availability of Service

Days : Mondays – Fridays for OPD
Mondays – Sundays for Emergency consultation

Hours : 8:00 AM – 3:00 PM for OPD
24 Hours for Emergency consultation

Who May Avail of the Service : Patients with Ophthalmologic Concern

Documentary Requirements : Application form, Endorsement letter, Credentials
Acceptance letter

Processing Period : 3 years

How to avail of the Service

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	a. Application of aspiring resident at HR department	<ul style="list-style-type: none"> Provision of application form and requirements 	2 – 5 days	<ul style="list-style-type: none"> HR division personnel 	None	<ul style="list-style-type: none"> Application form
2	a. Processing of application forms and requirements. Proper endorsement to Hospital Training officer	<ul style="list-style-type: none"> Checking of required form and credentials for evaluation 	10-20 minutes	<ul style="list-style-type: none"> HR division personnel 	None	<ul style="list-style-type: none"> Application form
3	a. Pre-evaluation with the hospital training officer	<ul style="list-style-type: none"> Pre-interview and assessment of applicants 	30 minutes	<ul style="list-style-type: none"> Hospital Training officer 	None	<ul style="list-style-type: none"> Application form



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4	a. Endorsement of the applicant to the respective department head and department training officer	<ul style="list-style-type: none"> • Proper endorsement of applicant to the respective department chair 	30 minutes	<ul style="list-style-type: none"> • PDER Office and Hospital Training Officer • Department Head and training officer 	None	<ul style="list-style-type: none"> • Endorsement Letter • Application form
5	a. Interview and reassessment of the applicant	<ul style="list-style-type: none"> • Checking of required form and credentials for evaluation • Assessment of Applicants credential 	30 minutes- 1 hour	<ul style="list-style-type: none"> • Department Head and training officer 	None	None
6	a. Acceptance and start of pre-residency	<ul style="list-style-type: none"> • Evaluation of applicant's skills, knowledge and attitude as a resident 	15 days - 1 month	<ul style="list-style-type: none"> • Department Head and training officer 	None	<ul style="list-style-type: none"> • Acceptance Letter
7	a. Formal residency training program	<ul style="list-style-type: none"> • Evaluation of applicant's skills, knowledge and attitude as a resident 	3 years	<ul style="list-style-type: none"> • Department Head and training officer 	None	<ul style="list-style-type: none"> • Evaluation sheets
8	a. Completion of requirements for graduation	<ul style="list-style-type: none"> • Evaluation of applicant's skills, knowledge and attitude prior to graduating and completion of requirements 	2 months	<ul style="list-style-type: none"> • Department Head and training officer 	None	<ul style="list-style-type: none"> • Evaluation sheets • Grades • Certificates
END OF TRANSACTION						



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