



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



ER Consultation, Admission and Discharge of ORL-HNS Patients

Schedule of Availability of Service

Days : Mondays – Sundays
Hours : 24 hours
Who May Avail of the Service : All ORL-HNS patients requiring ER consult, admission and discharge
Documentary Requirements : Patient ER record, Admitting chart, Signed waiver, PhilHealth form/ID (if available), ER logbook
Processing Period : 300 to 500 mins
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient waits at the ER waiting area	ER Nurse on duty endorses the patient ER chart to ORL-HNS-ROD	5-10 minutes	ER Nurse-on-duty	None	Patient ER record
2	Patient waits at the ER waiting area to be called	ER chart is received by ORL-HNS- ROD	5-10 minutes	ER Nurse-on-duty ORL-HNS resident-on-duty	None	
3	Patient proceeds at ORL-HNS examination area	ORL-HNS- ROD call patient in time for consult	5 minutes	ORL-HNS resident-on-duty	None	
4	Patient seated properly at examination area for taking of vital signs	ORL-HNS- ROD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)	5 minutes	ORL-HNS resident-on-duty	None	
5	<p>Declares his/her history and symptoms and undergoes physical examination</p> <p>Patient waits at the emergency room</p> <p>Patient or patient relative signs consent for admission and management</p> <p>Patient prepares to be swabbed</p>	<p>Junior ORL-HNS ROD with PGI take history of patient, physical examination, assessment, diagnosis and makes request for diagnostic examinations</p> <p>If patient is for admission,</p> <p>5a. ORL-HNS Senior resident refers to Consultant-on-duty</p> <p>5b. ER nurse secure consent for admission and management</p> <p>5c. Senior ORL-HNS ROD accomplishes the admitting chart</p> <p>5d. Swabs patient, prepares the patient for admission</p> <p>5e. ER NOD prepares and carry out orders for the patient</p> <p>5f. Patient is transferred from ER to ORL-HNS ward</p> <p>5g. ER NOD endorses patient to ORL-HNS ward NOD</p> <p>5h. ORL-HNS ward NOD receives the patient</p>	200-400 minutes	<p>ORL-HNS resident-on-duty and consultant-on-duty</p> <p>Pathology medical technologist</p> <p>Radiology resident-on-duty</p> <p>Radiology technician</p> <p>OR nurse-on duty</p> <p>Anesthesia resident-on-duty</p>	<p>Laboratory fee</p> <p>Radiologic fee</p>	Patient ER record



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



	<p>Patient stays at ORL-HNS ward</p> <p>Patient or patient relative signs consent for admission, management and operation</p> <p>Patient prepares to be swabbed</p> <p>Patient declares her history to anesthesia ROD</p> <p>Patient or patient's relative signs consent for anesthesia Patient stays at OR</p> <p>Patient stays at ORL-HNS ward</p>	<p>5i. ORL-HNS ward NOD transfer the patient to ENT unknown asymptomatic ward</p> <ul style="list-style-type: none"> • Patient is transferred to clean ward once RT PCR negative <p>For surgical management,</p> <p>5j. Secure consent for admission, management and operation by ER NOD</p> <p>5k. Senior ORL-HNS ROD accomplishes the admitting chart</p> <p>5l. Swabs patient, prepares the patient for admission</p> <p>5m. ER NOD prepares and carry out orders for the patient</p> <p>5n. ORL-HNS senior ROD explains surgical plans</p> <p>5o. Secures consent for contemplated surgery or procedure.</p> <p>5p. Anesthesia ROD performs pre-operative evaluation</p> <p>5q. Anesthesia ROD secure consent for anesthesia</p> <p>5r. ER NOD transfers the OR</p> <p>5s. ER NOD endorses the patient OR NOD</p> <p>5t. OR NOD receives the patient and checks the endorsed chart for its completeness</p> <p>5u. OR NOD transfers the patient to PACU</p> <p>5v. OR NOD administer IV medications and carry out immediate post-op plan</p> <p>5w. OR nurse transfers patient to ORL-HNS ward</p> <p>5x. OR nurse endorses the patient to ORL-HNS NOD</p> <p>5y. ORL-HNS NOD receives the patient and check chart for completeness</p> <p>5z. Patient is transferred to ORL-HNS unknown asymptomatic ward</p> <p>Patient is transferred to clean ward once RT PCR negative</p>				<p>Signed waiver</p> <p>Patient ER record Admitting Chart</p> <p>Admitting chart Signed waiver</p> <p>Signed waiver</p> <p>Admitting chart</p> <p>Patient ER record Admitting chart Signed waiver</p> <p>Admitting chart</p>
6	Patient waits at emergency room	<p>Junior ORL-HNS resident endorses to senior ORL-HNS resident</p> <ul style="list-style-type: none"> • Performs minor procedure if indicated (Junior ORL-HNS ROD) 	20-30 minutes	ORL-HNS resident-on-duty	OR needs Medications	Patient ER Record



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



		<ul style="list-style-type: none"> Explains major procedure indicated (Senior ORL-HNS ROD) 				
7	Discharged once recovered and advised for follow up	Discharges recovered patients and gives follow-up instructions	20-30 minutes	ORL-HNS Resident-on-duty ER Nurse-on-duty	None	Patient ER Record
8	Patient proceed to ER nurse station for discharge	ER NOD input at HIS as MGH	10 minutes	ER Nurse-on-duty	None	
9	Patient's relative goes to cashier	Patient's relative pays fee to the cashier	15 minutes	Cashier	ER fee Procedure fee OR needs Medication	
10	Patient's relative claims official receipt	Cashier personnel issues official receipt	5 minutes	Cashier	None	
11	Patient and patient's relative receives clearance form to ER NOD	ER NOD issues clearance to patient	5 minutes	ER Nurse-on-duty	None	
12	Patient goes to ER exit	Patient goes to security guard at exit of emergency room	5 minutes	ER security guard	None	ER logbook
END of TRANSACTION						



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



Out-Patient Consultation

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8 am to 5 pm
Who May Avail of the Service : All OPD patients
Documentary Requirements : OPD chart/record, OPD logbook
Processing Period : 215 to 265 minutes
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient waits at ORL-HNS waiting area	OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD Chart/record
2	Patient waits at ORL-HNS waiting area	OPD chart is received by ORL-HNS NOD/ NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
3	Patient waits at ORL-HNS waiting area	ORL-HNS NOD/ NA validates the name of the patient in the HIS	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
4	Patient waits at ORL-HNS waiting area	Patient is lined for consultation	10 minutes	ORL-HNS Nurse-on-duty/ NA	None	
5	Patient waits at ORL-HNS waiting area	Patient waits outside at the ORL-HNS waiting area	120 minutes		None	
6	Patient proceed at ORL-HNS OPD room	ORL-HNS NOD call patients in time for consult	2 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD Chart/record
7	Patient seated properly for taking of vital signs	ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



8	Patient proceeds at the treatment room	ORL-HNS NOD endorses patient to Junior ORL-HNS resident	3 minutes	ORL-HNS Nurse-on-duty/ NA ORL-HNS resident-on-duty	None	
9	Declares his/her history and symptoms and undergoes physical examination	Junior ORL-HNS resident with PGI <ul style="list-style-type: none"> • history taking • physical examination • assessment • diagnosis • request for laboratory • Prescription • Performs minor procedure if indicated • Explains major procedure indicated • Schedule for follow up if required 	20-60 minutes	ORL-HNS resident-on-duty	None	
10	Patient waits at the treatment room	Junior ORL-HNS resident endorses patient to ORL-HNS NOD	3 minutes	ORL-HNS resident-on-duty ORL-HNS NOD	None	
11	Patient proceeds to ORL-HNS NOD area	ORL-HNS NOD charges the patient	2 minutes	ORL-HNS NOD	None	
12	Patient proceeds to OPD cashier	ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)	2 minutes	ORL-HNS NOD	None	OPD Chart/record
13	Patient lined at OPD cashier	Patient goes to <ol style="list-style-type: none"> a. cashier b. MSS (for financial assistance)/ discount 	10-15 minutes	ORL-HNS NOD Cashier	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



14	Patient pays corresponding fee	Patient pays the corresponding fee at the cashier	10-15 minutes	Cashier	OPD Fee	
15	Patient receives OR and clearance form	Cashier issues OR and clearance to the patient	5 minutes	Cashier	None	
16	Patient proceeds to ORL-HNS OPD room	Patient present the OR and clearance ORL-HNS NOD	2 minutes	ORL-HNS NOD	None	
17	Patient waits at ORL-HNS room	ORL-HNS NOD validates and signs the clearance slip and check official receipt	2 minutes	ORL-HNS NOD	None	
18	Patient waits at ORL-HNS room	ORL-HNS NOD tags the name of the patient in the HIS as MGH	2 minutes	ORL-HNS NOD	None	
19	Patient proceeds to exit	Patient presents the clearance to the guard on duty at the exit	2 minutes	OPD security guard		OPD logbook
END of TRANSACTION						



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



Conduction of Endoscopy

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8 am – 5 pm
Who May Avail of the Service : All ENT patients requiring endoscopy
Documentary Requirements : OPD Chart/Record, Consent form, Endoscopy form, Endoscopy logbook
Processing Period :

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient waits at ORL-HNS waiting area	OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD Chart/Record
2	Patient waits at ORL-HNS waiting area	OPD chart is received by ORL-HNS NOD/ NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
3	Patient waits at ORL-HNS waiting area	ORL-HNS NOD/ NA validates the name of the patient in the HIS	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
4	Patient waits at ORL-HNS waiting area	Patient is lined for consultation	10 minutes	ORL-HNS Nurse-on-duty/ NA	None	
5	Patient waits at ORL-HNS waiting area	Patient waits outside at the ORL-HNS waiting area	120 minutes	ORL-HNS Nurse-on-duty/ NA	None	
6	Patient proceed at ORL-HNS OPD room	ORL-HNS NOD call patients in time for consult	2 minutes	ORL-HNS Nurse-on-duty/ NA	None	
7	Patient seated properly for taking of vital signs	ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD Chart/Record
8	Patient proceeds at the treatment room	ORL-HNS NOD endorses patient to Junior ORL-HNS resident	3 minutes	ORL-HNS Nurse-on-duty/ NA ORL-HNS resident-on-duty	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



9	Declares his/her history, undergoes physical examination and review of chart	Junior ORL-HNS resident with PGI <ul style="list-style-type: none"> • history taking • physical examination • assessment • diagnosis • Procedure explained • Endoscopic procedure done 	15-20 minutes	ORL-HNS resident-on-duty	None	
10	Patient waits at the treatment room	Filling out of endoscopy form and checking by consultant-on-duty	15 minutes	ORL-HNS resident-on-duty and consultant-on-duty	None	Consent form, Endoscopy form, Endoscopy logbook
11	Patient listens to the instructions given	Final disposition of patient with instructions and follow-up if	10 minutes	ORL-HNS resident-on-duty	None	
12	Patient waits at the treatment room	Junior ORL-HNS resident endorses patient to ORL-HNS NOD	3 minutes	ORL-HNS resident-on-duty ORL-HNS NOD	None	
13	Patient proceeds to ORL-HNS NOD area	ORL-HNS NOD charges the patient	2 minutes	ORL-HNS NOD	None	OPD Chart/record
14	Patient proceeds to OPD cashier	ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)	2 minutes	ORL-HNS NOD	None	
15	Patient lined at OPD cashier	Patient goes to <ul style="list-style-type: none"> a. cashier b. MSS (for financial assistance)/ discount 	10-15 minutes	ORL-HNS NOD Cashier	None	
16	Patient pays corresponding fee	Patient pays the corresponding fee at the cashier	10-15 minutes	Cashier	OPD fee	
17	Patient receives OR and clearance form	Cashier issues OR and clearance to the patient	5 minutes	Cashier	None	
18	Patient proceeds to ORL-HNS OPD room	Patient present the OR and clearance ORL-HNS NOD	2 minutes	ORL-HNS NOD	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



19	Patient waits at ORL-HNS room	ORL-HNS NOD validates and signs the clearance slip and check official receipt	2 minutes	ORL-HNS NOD	None	
20	Patient waits at ORL-HNS room	ORL-HNS NOD tags the name of the patient in the HIS as MGH	2 minutes	ORL-HNS NOD	None	
21	Patient proceeds to exit	Patient presents the clearance to the guard on duty at the exit	2 minutes	OPD security guard	None	
22	Patient claims results	Release of results after 1 week	5 minutes	ORL-HNS resident-on-duty	None	Endoscopy logbook
END of TRANSACTION						

Conduction of Hearing Tests

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8 am – 5 pm

Who May Avail of the Service : All ENT patients requiring hearing tests

Documentary Requirements : OPD chart, Hearing test request, Hearing test logbook

Processing Period : 255 to 280 mins

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient waits at ORL-HNS waiting area	OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD chart
2	Patient waits at ORL-HNS waiting area	OPD chart is received by ORL-HNS NOD/ NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
3	Patient waits at ORL-HNS waiting area	ORL-HNS NOD/ NA validates the name of the patient in the HIS	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



4	Patient waits at ORL-HNS waiting area	Patient is lined for consultation	10 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD chart
5	Patient waits at ORL-HNS waiting area	Patient waits outside at the ORL-HNS waiting area	120 minutes	ORL-HNS Nurse-on-duty/ NA	None	
6	Patient proceed at ORL-HNS OPD room	ORL-HNS NOD call patients in time for consult	2 minutes	ORL-HNS Nurse-on-duty/ NA	None	
7	Patient seated properly for taking of vital signs	ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
8	Patient proceeds at the treatment room	ORL-HNS NOD endorses patient to Junior ORL-HNS resident	3 minutes	ORL-HNS Nurse-on-duty/ NA ORL-HNS resident-on-duty	None	
9	Declares his/her history, undergoes physical examination and review of chart	Junior ORL-HNS resident with PGI <ul style="list-style-type: none"> • history taking • physical examination • assessment • diagnosis • Procedure explained 	15-20 minutes	ORL-HNS resident audiology rotator	None	
10	Patient waits at the treatment room	Hearing test filled out with instruction of schedule	5 minutes	ORL-HNS resident audiology rotator	None	Hearing test request
11	Patient proceeds to hearing center	Pure tone and speech audiometry and tympanometry	20-30 minutes	ORL-HNS resident audiology rotator	None	
12	Patient waits at the ORL-HNS OPD waiting area	Filling up of audiogram and tympanogram form and checking by audiology consultant	15 minutes	ORL-HNS resident audiology rotator and consultant-on-duty	None	
13	Patient waits at the treatment room	Junior ORL-HNS resident endorses patient to ORL-HNS NOD	3 minutes	ORL-HNS resident-on-duty ORL-HNS NOD	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



14	Patient proceeds to ORL-HNS NOD area	ORL-HNS NOD charges the patient for hearing test	2 minutes	ORL-HNS NOD	None	OPD Chart
15	Patient proceeds to OPD cashier	ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)	2 minutes	ORL-HNS NOD	None	
16	Patient lined at OPD cashier	Patient goes to a. cashier b. MSS (for financial assistance)/ discount	10-15 minutes	ORL-HNS NOD Cashier	None	
17	Patient pays corresponding fee	Patient pays the corresponding fee at the cashier	10-15 minutes	Cashier	OPD fee	
18	Patient receives OR and clearance form	Cashier issues OR and clearance to the patient	5 minutes	Cashier	None	
19	Patient proceeds to ORL-HNS OPD room	Patient present the OR and clearance ORL-HNS NOD	2 minutes	ORL-HNS NOD	None	
20	Patient waits at ORL-HNS room	ORL-HNS NOD validates and signs the clearance slip and check official receipt	2 minutes	ORL-HNS NOD	None	Hearing test logbook
21	Patient waits at ORL-HNS room	ORL-HNS NOD tags the name of the patient in the HIS as MGH	2 minutes	ORL-HNS NOD	None	
22	Patient proceeds to exit	Patient presents the clearance to the guard on duty at the exit	2 minutes	OPD security guard	None	Hearing test logbook
23	Patient claims results	Release of results after 1 week	5 minutes	ORL-HNS resident-on-duty	None	
END of TRANSACTION						



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



Conduction of Fine Needle Aspiration Biopsy

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8 am – 5 pm
Who May Avail of the Service : All ENT patients requiring fine needle aspiration biopsy
Documentary Requirements : OPD/ER Chart, Consent Form, Cytology/Histopathology Form, FNAB logbook, Philhealth form/ID if available
Processing Period : 230 to 245 mins
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient waits at ORL-HNS waiting area	OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD/ER Chart
2	Patient waits at ORL-HNS waiting area	OPD chart is received by ORL-HNS NOD/ NA	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
3	Patient waits at ORL-HNS waiting area	ORL-HNS NOD/ NA validates the name of the patient in the HIS	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
4	Patient waits at ORL-HNS waiting area	Patient is lined for consultation	10 minutes	ORL-HNS Nurse-on-duty/ NA	None	
5	Patient waits at ORL-HNS waiting area	Patient waits outside at the ORL-HNS waiting area	120 minutes		None	
6	Patient proceed at ORL-HNS OPD room	ORL-HNS NOD call patients in time for consult	2 minutes	ORL-HNS Nurse-on-duty/ NA	None	OPD/ER Chart
7	Patient seated properly for taking of vital signs	ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)	5 minutes	ORL-HNS Nurse-on-duty/ NA	None	
8	Patient proceeds at the treatment room	ORL-HNS NOD endorses patient to Junior ORL-HNS resident	3 minutes	ORL-HNS Nurse-on-duty/ NA ORL-HNS resident-on-duty	None	
9	Declares his/her history, undergoes physical	Junior ORL-HNS resident with PGI	15-20 minutes	ORL-HNS resident	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



	examination and review of chart	<ul style="list-style-type: none"> • history taking • physical examination • assessment • diagnosis • Procedure explained • Fine needle aspiration biopsy done 				
10	Patient waits at the treatment room	Filling out of Cytology Histopathology Form checking by senior resident	5 minutes	ORL-HNS resident	None	Consent Form, Cytology/Histopathology Form, FNAB logbook
11	Patient waits at the treatment room	Junior ORL-HNS resident endorses patient to ORL-HNS ROD	3 minutes	ORL-HNS resident-on-duty ORL-HNS NOD	None	
12	Patient proceeds to ORL-HNS NOD area	ORL-HNS NOD charges the patient	2 minutes	ORL-HNS NOD	None	OPD/ER Chart
13	Patient proceeds to OPD cashier	ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)	2 minutes	ORL-HNS NOD	None	
14	Patient lined at OPD cashier	Patient goes to a. cashier b. MSS (for financial assistance)/ discount	10-15 minutes	ORL-HNS NOD Cashier	None	
15	Patient pays corresponding fee	Patient pays the corresponding fee at the cashier	10-15 minutes	Cashier	OPD fee Histopathology fee	
16	Patient receives OR and clearance form	Cashier issues OR and clearance to the patient	5 minutes	Cashier	None	
17	Patient proceeds to ORL-HNS OPD room	Patient present the OR and clearance ORL-HNS NOD	2 minutes	ORL-HNS NOD	None	
18	Patient waits at ORL-HNS room	ORL-HNS NOD validates and signs the clearance slip and check official receipt	2 minutes	ORL-HNS NOD	None	
19	Patient waits at ORL-HNS room	ORL-HNS NOD tags the name of the patient in the HIS as MGH	2 minutes	ORL-HNS NOD	None	
20	Patient proceeds to exit	Patient presents the clearance to the guard on duty at the exit	2 minutes	OPD security guard	None	



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Otorhinolaryngology
Head and Neck Surgery
CITIZEN'S CHARTER



21	Patient submits the specimen and request to Department of pathology	Submission of specimen to Department of Pathology	15 minutes	Pathology resident and medical technologist	None	Cytology/Histopathology Form
22	Patient claims results	Release of results after 2 weeks	5 minutes	Pathology resident and medical technologist	None	FNAB logbook
23	Patient brings result and follow-up at ORL-HNS OPD	Follow up check-up once with final histopathology results	5 minutes	ORL-HNS resident-on-duty	None	
END of TRANSACTION						