



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



**Pediatric Emergency Room**

**Schedule of Availability of Service**

- Days** : Mondays – Sundays  
**Hours** : 24 hours without noon break  
**Who May Avail of the Service** : All Pediatric patients who needs emergency care  
**Documentary Requirements** : Patient Information Sheet  
ER logbook  
Discharge Slip  
Official Receipt  
Clearance Form  
**Processing Period** : 94 minutes

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Queues at the Triage Area for initial evaluation by the Emergency Room Officer and fills up Patient Information Sheet	Emergency Room Officer will inform the Pediatric Resident on Duty	10-15 minutes (10-15 minuto)	<i>Emergency Room Officer</i>	<i>None (Wala)</i>	Patient Information Sheet
2	Proceeds to Pediatric waiting area and log the patient's name in the ER logbook and wait until name is called	Pediatric Resident on Duty will call the name of the patient and do the initial evaluation, vital signs, and anthropometrics to be done	25-40 minutes (40-50 minuto)	<i>Emergency Room Pediatric Resident on Duty</i>		ER logbook
3	Pediatric Resident on Duty will do thorough examination and request for laboratory procedures	The Pediatric Resident on Duty will do thorough history, physical examination, and request for any necessary laboratory procedures	20 minutes (20 minuto)			None
4	Pediatric Resident on Duty will make final disposition and discharge orders	The Pediatric Resident will give final disposition and discharge order	5 minutes (5 minuto)			
5	Patients for discharge will be given prescription medications, home instructions, and follow up OPD schedule	The ER Pediatric Resident on Duty will fill out prescription pad and home instruction forms	5 minutes (5 minuto)			
6	Nurse on duty will tage the patient as discharge on HIS	The nurse will give discharge slip	1 minute (1 minuto)	<i>Emergency Room Nurse on Duty</i>		Discharge Slip



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7	Settles ER fees at the Cashier	Cashier will give official receipt	5 minutes (5 minuto)	Cashier	P 40.00	Official Receipt
8	Present Official Receipt to Emergency Room Nurse on Duty	Clearance form will be given by the ER Nurse of Duty once Official Receipt has been validated	1-3 minutes (1-3 minuto)	Emergency Room Nurse on Duty	None (Wala)	Clearance Form
<b>END of TRANSACTION</b>						

**Pediatrics Outpatient Department**

**Schedule of Availability of Service**

**Days** : Mondays – Friday  
**Hours** : 8AM - 5PM  
**Who May Avail of the Service** : Old and new Pediatric OPD patients  
**Documentary Requirements** :  
**Processing Period** : 51 minutes  
**How to avail of the Service** :

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Fill up the information needed and wait for the security guard on duty to call assigned number and take the temperature before entry at the OPD and ensure that the minimum health standard is followed	Security guard will take temperature before entry	3 minutes (3 minuto)	Security Guard	None (Wala)	Patient Information Sheet
2	Acknowledges and understands the OPD guidelines a. NO MASK, No entry b. Observe physical distancing c. Sanitize hand using alcohol d. One companion per patient	Explains the new OPD guidelines	5 minutes (5 minuto)			



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3	Triage officer on duty call for triaging and assess if with COVID symptoms, and if fit for OPD consult	<i>Verifies the data</i>	2 minutes (2 minuto)	<i>Triage Officer</i>		Official receipt (Opisyal na resibo)
4	<i>Proceed to Pediatric OPD waiting area and await to be called</i>	Nurse will call the patient	15 minutes (15 minuto)	<i>Outpatient Department Pediatric Nurse on Duty</i>		None (Wala)
5	The outpatient department Pediatric Resident on Duty will attend to the patient	<i>Outpatient department Pediatric Resident on Duty will do thorough history and physical examination and request for laboratory tests and procedures as needed</i>	15 minutes (15 minuto)	<i>Outpatient department Pediatric Resident on Duty</i>		None (Wala)
6	Pediatric Resident on Duty will make final disposition, and instructions either for admission or discharge. And follow up schedule	<i>The Pediatric Resident on Duty will give final disposition and instruction</i>	5 minutes (5 minuto)	<i>Outpatient department Pediatric Resident on Duty</i>		None (Wala)
7	Nurse on duty will tag the patient as discharged on HIS	<i>Nurse on Duty will give the discharge slip</i>	1 minute (1 minuto)	<i>Nurse on Duty</i>		None (Wala)
8	Settle OPD fee with the cashier	<i>Official Receipt is given</i>	5 minutes (5 minuto)	<i>Cashier</i>	<i>P40.00 or P20.00</i>	Official Receipt.
<b>END of TRANSACTION</b>						



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