



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Physical Medicine and Rehabilitation Section
CITIZEN'S CHARTER



Consultation, Prescription of Physical Therapy Management Requiring Rehabilitation Medicine Service

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8 hours No break
Who May Avail of the Service : OPD & Admitted Patient
Documentary Requirements : Medical Record
 Request for Consultation
 Patient Schedule Slip
 Consultation Form
 Statement of Account
 Official Receipt
 Clearance Slip
 Schedule for Initial Consultation Sheet

Processing Period : 47 minutes

How to avail of the Service

STEP	APPLICANT / PATIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Referring personnel, patient and companion (<i>Kawaning nagdadala ng referral form, pasyente at kasama ng pasyente</i>) Presents referral form and receives Patient Schedule Slip for out-patients (<i>Ipakita ang referral form tanggapin ang Patient Schedule Slip</i>)	(Referring Personnel) (<i>Kawaning magdadala ng referral form</i>) Receiving of Complete Referral form and or medical chart (<i>tanggapin ang kompletong referral form or Medical chart</i>)	5 minutes (5 minuto)	PT Staff Officer in Charge	None (<i>Wala</i>)	Request for Consultation Form Patient schedule slip Schedule for Initial Consultation Sheet
2	Admitted Patients: Waits in ward to be consulted. (<i>Maghintay sa ward para makonsulta.</i>) OPD: Waits and receives schedules for consultation round and text confirmation. (<i>Maghintay makatanggap ng schedule para sa pagsusuri ng doctor</i>)	Scheduling of Consultation and Rounds	5 minutes (5 minuto)	Chief PT/ PT In-charge	None (<i>Wala</i>)	Request for Consultation Form Schedule for Initial Consultation Sheet Form
3	Admitted Patients: Waits in ward. Discloses Information with regards to condition. Maghintay sa ward at magbigay ng sapat na impormasyon ayon sa karamdaman upang masuri ng tama OPD:	Consultation, evaluation and Prescription of Physical Therapy program	30 minutes (30 minuto)	Consultant Chief Physical Therapist Physical Therapy Staff In charge	None (<i>Wala</i>)	Doctor's Notes Consultation Sheet Form Patient Schedule Slip form



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	Present patient schedule slip and text confirmation. Waits in queue to be consulted evaluated and prescribed Physical Therapy program <i>(ipakita ang Patient schedule slip at magintay na matawag upang makonsulta)</i>	(Pagsusuri at pagbibigay ng angkop na Physical Therapy program)				
4	Receives directly at the billing section. <i>(Tanggapin ang Statement of Account diretso sa billing section)</i>	Charge patient after consultation thru Hospital Information System. <i>(Gawan ng Statement of Account sa pamamagitan ng Hospital Information System)</i>	2 minutes <i>(2 minuto)</i>	Chief Physical Therapist Physical Therapy Staff In charge	PF (In patient) Initial consult 200.00 Follow up consult: Service ward: 100.00 Payward: 1,800.00 PF (Out patient) Initial consult: 100.00	Statement of Account
5.	Returns Official Receipt and Clearance Slip <i>(Ibalik ang official Receipt)</i>	Show clearance and Original Receipt and clearance slip <i>(Ipakita ang Original Receipt Number at Clearance)</i>	5 minutes <i>(5 minuto)</i>	Chief Physical Therapist Physical Therapy Staff In charge	None <i>(Wala)</i>	Original Receipt Clearance Slip
END of TRANSACTION						



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Provision of Physical Therapy Service to requiring patients.

Schedule of Availability of Service

- Days** : Mondays – Fridays
Hours : 8 hours No Noon break
Who May Avail of the Service : OPD & Admitted Patients
Documentary Requirements : Patient Schedule Slip
 Statement of Account
 Official Receipt
 PT Notes Form
 Doctor's Notes
Processing Period : 2 hours and 20 minutes
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Admitted Patients: Waits in ward for schedule of Physical Therapy Session <i>(Maghintay sa ward sa naitalagang oras at araw ng Physical Therapy session)</i> OPD: Patient presents Patient Schedule Slip and text confirmation <i>(Ipakita ang Patient Schedule Slip at ang text confirmation)</i>	Admitted Patients: Physical Therapy Staff calls the ward and confirms if the patient is still admitted. OPD: Receives patient schedule slip and confirms schedule <i>(Tanggapin ang patient schedule slip at kompirmahin ang schedule ng pasyente.)</i>	5 minutes (5 minuto)	PT Staff In charge	None (Wala)	Request for Consultation Patient Schedule Slip
2	Waits prior to taking of vital sign <i>(Maghintay upang makuhaan ng Vital Signs)</i>	Checks vital signs <i>(Kunin ang Vital signs)</i>	20 minutes (20 minuto)	PT staff in charge	None (Wala)	Doctor's Note PT Notes
3	Receives Statement of Account directly to the Billing Section <i>(Tanggapin ang bill galing sa Billing Section)</i>	Issues Statement of Account <i>(Pagbibigay ng Statement of Account)</i> Admitted Patient: Issues Statement of Account directly to Billing Section thru Hospital Information System after Physical Therapy session OPD	5 minutes (5 Minuto)	PT staff in charge	Basic PT : 300.00 ++ additional charges for	Statement of Account



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		Issues Statement of Account directly to Billing Section thru Hospital Information System before Physical Therapy session for Outpatient) <i>(Kunin ang Statement of Account sa Billing Section bago ang simula ng Physical Therapy Session)</i>			every modalities per area	
4	Returns Official Receipt <i>(Ibalik ang Official Receipt)</i>	Records <i>Official Receipt</i> number on Daily OPD Attendance Sheet <i>(Kopyahin ang Official Receipt Number sa duplicate ng charge slip)</i>	5 minutes (5 Minuto)	PT staff in charge	None (Wala)	Original Receipt Clearance Slip Daily OPD Attendance Sheet Form
5	Receives treatment based on Rehabilitation Program <i>(Tatanggap ng kaukulang lunas base sa ibinigay na Rehabilitation Program)</i>	Starts rehabilitation program and gives schedule for next session <i>(Magsimulang ibigay ang Rehabilitation Program at bigyan ng schedule ang pasyente para sa kanyang susunod na Physical Therapy Session)</i>	1 hour and 30 minutes (1 oras at 30 minuto)	PT staff in charge	None (Wala)	Doctor's Notes Pt Notes Consultation Form Request for Consultation Form
6	Admitted patients: Rests prior to taking vital signs and receives ward instructions <i>(Magpahinga bago kuhanan ng Vital signs at tumanggap ng mga ehersisyo na gagawin sa ward)</i> OPD: Rests prior to taking vital signs and receives Home Instruction Program <i>(Magpahinga bago kuhanan ng Vital signs at tumanggap ng mga ehersisyo na gagawin sa bahay)</i>	Writes Initial Evaluation/ Initial PT notes/ PT Notes (Sumulat ng Initial Evaluation/ Initial PT Notes)	15 minutes (15 minuto)	PT staff in charge	None (Wala)	Evaluation Form PT notes Doctor's Notes
END of TRANSACTION						