



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



Consultation and Management of the mentally ill in the outpatient setting

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8:00 am – 4:00 pm without noon break
Who May Avail of the Service : All patients 18 years old and above with psychological concerns/ mental disorder
Documentary Requirements : Patient Chart, ID & Receipt

Processing Period : 75 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Coordinate with Psychiatry Clinic for appointment schedule (<i>Makipag-ugnayan sa Psychiatry Clinic para mabigyan ng iskedyul</i>)	Schedule consult (<i>Magtakda ng araw ng konsulta</i>) Give instructions for consult (<i>Magbigay ng mga tagubilin para sa konsulta</i>)	Within 2 minutes (sa loob ng 2 minutos)	Rotator / Consultant Department of Psychiatry Staff	None (wala)	Appointment Slip IF new patient: New Patient Appointment Schedule Slip IF old patient: Follow up Schedule Slip
2	Patients with psychological concerns / mental disorder arrive / are referred to Psychiatry after Triage Screening (<i>Magtungo sa OPD Triage upang marefer sa Psychiatry</i>)	Records delivered to the Department of Psychiatry (<i>labot ang records sa Departamento ng Psychiatry</i>)	Within 2 minutes (sa loob ng 2 minutos)	Medical Records Section Staff	None (wala)	OPD chart
3	Go to Psychiatry clinic for consult (<i>Magtungo sa Psychiatry Clinic</i>)	Consult and Assessment of the medical condition through history taking and mental status examination; referral to staff physician (<i>Pagsusuri ng pasyente, pagrefer sa doktor</i>)	Within 50 minutes (sa loob ng 50 minutos)	Rotator / Consultant Department of Psychiatry Staff	None (wala)	OPD chart
4	Pay consultation fee to the cashier and present receipt to the Department of Psychiatry (<i>Magbayad sa kahera at ibigay ang resibo sa Department of Psychiatry</i>) Receive prescription and advice from physicians. (<i>Tanggapin ang reseta at payo ng mga doktor</i>)	Post charges and instruct patient (<i>Ituro ang pagbayad sa cashier</i>) Management of Patients / Send patient home (<i>Pagsusuri ng pasyente, pagpapauwi sa pasyente</i>)	Within 20 minutes (sa loob ng 20 minutos)	Rotator / Consultant Department of Psychiatry Staff	Initial Consultation: Php100.00 Follow-up: Php50.00	OPD chart Prescription, lab request, medical certificate, clinical abstract
END OF TRANSACTION						

Note: Attachment of Price List will be based on the Quezon City Revenue Code. (Hospital Charges)



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Neuropsychological Testing for Hospital Patients

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8:00 am – 4:00 pm without noon break
Who May Avail of the Service : Patients referred by Attending Psychiatrist who are 18 years old and above
Documentary Requirements : Referral from Attending Psychiatrist, ID & Receipt

Processing Period : 4hrs for Neuropsychological Testing & within 3 weeks for the result

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Receive Neuropsychological test Schedule Slip (Tanggapin ang Neuropsychological test Schedule Slip)	Receive request for Neuropsychological testing from Attending Psychiatrist <i>(Tanggapin ang request ng doktor para sa Neuropsychological testing)</i> Give schedule for NP Test <i>(Magbigay ng iskedyul para sa Testing)</i>	Within 3 minutes <i>(sa loob ng 3 minutos)</i>	Department of Psychiatry Staff	None (wala)	Neuropsychological test Schedule Slip
2	Arrive on scheduled day and time of Neuropsychological Testing <i>(Dumating sa itinakdang araw, oras at lugar ng Neuropsychological testing)</i>	Records delivered to the Department of Psychiatry <i>(labot ang records sa Departamento ng Psychiatry)</i>	Within 2 minutes <i>(sa loob ng 2minutos)</i>	Medical Records Section Staff	None (wala)	OPD chart
3	Answer personal Information Sheet and follow testing instructions <i>(Sagutan ang mga hinhingang Personal na Impormasyon at sundin ang mga panuto ng testing)</i>	Administration and collection of Neuropsychological testing materials <i>(Pagsasagawa ng Neuropsychological testing at pagkolekta ng testing materials)</i>	Within 4 hours <i>(sa loob ng 4 na oras)</i>	Department of Psychiatry Staff	None (wala)	Neuropsychological Testing Materials
4	Pay testing fee to the cashier and present receipt to the Department of Psychiatry <i>(Magbayad sa kahera at ibigay ang resibo sa Department of Psychiatry)</i>	Post charges and instruct patient to pay at the cashier <i>(Ituro ang pagbayad sa cashier)</i> Clear patient, send home and give result claim date	Within 3 minutes <i>(sa loob ng 3 minutos)</i>	Department of Psychiatry Staff	Php1000.00	Neuropsychological Test Report



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		<p><i>(Pagsusuri ng pasyente, pagpapauwi sa pasyente at pagbibigay ng schedule ng pagbalik upang kuhanin ang resulta)</i></p> <p>Scoring & Interpretation of Test & preparation of Final Report <i>(Pag iskor, pagpapakahulugan at paghahanda ng resulta ng Neuropsychological testing)</i></p> <p>Give Neuropsychological test report to the Referring Attending Psychiatrist <i>(Ibigay ang resulta ng Neuropsychological Test sa doktor na nagrefer)</i></p>	<p>Within 3 weeks <i>(sa loob ng 3 linggo)</i></p>			
END OF TRANSACTION						

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