



QUEZON CITY GOVERNMENT
Quezon City General Hospital
ADMITTING SECTION
CITIZEN'S CHARTER



Registration for ER Consultation and Admission

SCHEDULE OF AVAILABILITY OF SERVICE : Daily

DAYS : Monday - Sunday including Holidays

HOURS : 24 Hours no noon break

WHO MAY AVAIL OF THE SERVICE : All Hospital Patients

DOCUMENTARY REQUIREMENTS : Patient's Information Sheet/QCGH Patient ID Card/
Patient's Valid ID (Government Issued)

Admissions From ER: QCGH Patient ID Card

Admissions From OPD: Patient's Information Sheet/QCGH Patient ID Card

Direct Admissions: Patient's Information Sheet/QCGH Patient ID Card/Patient Valid ID

PROCESSING PERIOD : For ER Consultation only : 22 minutes

: For Admission : 25 minutes.

How to Avail the Service

STEP	Customer Client	Service Provider	Duration of Activity	Person in charge	Fees	Form
1	Fill up the Patient's Information Sheet (PIS) with Emergency Room Officer's note (ERO's name and signature, time and service)	Check the Patient's Information Sheet (PIS) <i>Suriin ang Patient's Information Sheet (PIS)</i>	8 Minutes <i>8 minuto</i>	Admitting staff patient/patient companion <i>Staff ng Admitting,</i>	NONE <i>WALA</i>	Patient's Information Sheet (PIS)



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	<i>Punan ang Patient's Information Sheet(PIS) ng tala mula sa Emergency Room Officer (ERO's pangalann at lagda, oras at serbisyo).</i>			<i>pasyente/bantay ng pasyente</i>		
2	Submit Patient's Information Sheet and Valid ID <i>Ipasa ang Patient's Information Sheet at Valid ID</i>	Interview, validate and verify all the information given in the Patient's Information Sheet (PIS). <i>Interbyuhin, I-validate at I-verify lahat ng inpormasyon na nailagay sa Patient's Information Sheet (PIS).</i>	7 minutes <i>7 minuto</i>	Admitting staff patient/patient companion <i>Staff ng Admitting, pasyente/bantay ng pasyente</i>	NONE <i>WALA</i>	Patient Information Sheet (PIS), Valid ID (Preferably Govt' issued)
3	Receive QCGH Patient ID Card from the Admitting Staff <i>Tanggapin ang QCGH Patient ID Card mula sa Staff ng Admitting</i>	Encode the required patient's data in to the computer system and print out the QCGH Patient ID Card. Issue the QCGH Patient ID Card to the patient/patient companion. <i>I-encode ang kinakailngang datus ng pasyente sa sistema ng kompyuter at I-print out ang QCGH Patient ID Card. Ibigay ang QCGH Patient ID Card sa pasyente/bantay ng pasyente</i>	4 minutes <i>4 minuto</i>	Admitting staff patient/patient companion <i>Staff ng Admitting, pasyente/bantay ng pasyente</i>	NONE <i>WALA</i>	Patient Information Sheet (PIS), QCGH Patient ID Card



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4	<p>Endorsed by medical staff</p> <p><i>I-endorso ng staff ng medikal</i></p>	<p>Received accomplished Admission and Discharge Record Check the Consent for diagnosis/treatment and Doctor's Order for admission</p> <p><i>Tanggapin ang na-accomplished na Admission and Discharge Record Surrin ang Consent para sa diyagnosis/paggamot at Doctor;s Order para sa Admisyon</i></p>	<p>1 minute</p> <p><i>1 minuto</i></p>	<p>Admitting staff Medical staff</p> <p><i>Staff ng Admitting Staff ng Medikal</i></p>	<p>NONE</p> <p><i>WALA</i></p>	<p>Endorsement logbook (ER or OPD) Admission and Discharge Record</p>
5	<p>Get and fill out Patient's Information Sheet (PIS) (For Outpatient Dept. Admission and Direct Admission only)</p> <p><i>Kunin at punan ang Patient's Information Sheet (PIS) (For Out Patient Dept. Admission and Direct Admission only)</i></p>	<p>Interview and verify all the information declared in the Patient's Information Sheet (PIS).</p> <p><i>Interbyuhin at I-verify ang lahat ng inpormasyon na pinahayag sa Patient's Information Sheet (PIS)</i></p>	<p>10 minutes</p> <p><i>10 minuto</i></p>	<p>Admitting staff Patient/ Companion</p> <p><i>Staff ng Admitting, pasyente/bantay ng pasyente</i></p>	<p>NONE</p> <p><i>WALA</i></p>	<p>Patient Information sheet Patient Valid ID QCGH Patient ID Card</p>
6	<p>Familiarization/Orientation on policies and procedures, rights and obligation of patient during confinement.</p>	<p>Encode the required patient's data into the computer system. Fill out the front sheet of Admission and Discharge Record Prepare the wrist tag for the admitted</p>	<p>15 minutes</p> <p><i>15 minuto</i></p>	<p>Admitting staff Patient/ Companion</p> <p><i>Staff ng</i></p>	<p>NONE</p> <p><i>WALA</i></p>	<p>Patient Information Sheet (PIS), QCGH Patient ID Card</p>



	<p><i>Pamilyarisasyon /orentasyon ng mga patakarán at pamamaraan, karapatan at obligasyon ng pasyente habang naka-confine</i></p>	<p>patient Instruct patient to proceed to Medical Social Service for medical and financial assistance.</p> <p><i>I-encode ang mga kailangan na datos ng pasyente sa sistema ng kompyuter. Punan sa unahang bahagi ng Admission and Discharge Record. Ihandá ang “wrist tag” para sa na-admit na pasyente. Tagubilinan ang pasyente na pumunta sa Medical Social Service para sa tulong medikal at pinansyal.</i></p>		<p><i>Admitting, pasyente/bantay ng pasyente</i></p>		
<p align="center">END OF TRANSACTION</p>						