



# QUEZON CITY GOVERNMENT

## Quezon City General Hospital

### Department of Anesthesiology

### CITIZEN'S CHARTER



#### Preoperative Evaluation of Patients – Elective Procedures

|                                            |                                                                                                                              |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <b>Schedule of Availability of Service</b> | : Weekdays                                                                                                                   |
| <b>Days</b>                                | : Monday to Friday                                                                                                           |
| <b>Hours</b>                               | : 7:30 AM to 3PM (Pre-Anesthetic Risk Stratification and Evaluation/PARES); until 5PM (If pre-operative visit once admitted) |
| <b>Who May Avail of Service</b>            | : All Hospital Patients                                                                                                      |
| <b>Documentary requirements</b>            | : Patient's chart; Referral to Anesthesiology Department                                                                     |
| <b>Processing Period</b>                   | : 1 month, 6 hours and 30 minutes                                                                                            |
| <b>How to Avail of Service:</b>            |                                                                                                                              |

| STEP | APPLICANT / CLIENT                                                                      | SERVICE PROVIDER                                                                                                               | DURATION OF ACTIVITY       | PERSON IN CHARGE                                                                                                 | FEES        | FORM                                                                      |
|------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------|
| 1    | Consultation with primary service<br>(Pagkonsulta sa pangunahing nagseserbisyo)         | Receives referral form and chart from primary services.<br>(Tanggapin ang referral form galing sa pangunahing serbisyo)        | 2 hours<br>(dalawang oras) | Patient (pasyente)<br>Nurse (nars)<br>Residents (residente)                                                      | None (wala) | Hospital card<br>(ospital kard)<br>Patient's chart<br>(chart ng pasyente) |
| 2    | Referral to Anesthesia department<br>(Pagrefer sa departamento ng anesthesia)           | Receives referral form and chart from primary services.<br>(Tanggapin ang referral form galing sa pangunahing serbisyo)        | 30 minutes<br>(30 minuto)  | Patient (pasyente)<br>Nurse (nars)<br>Residents (residente)                                                      | None (wala) | Patient's chart<br>(chart ng pasyente)                                    |
| 3    | Pre-operative visit with anesthesiologist<br>(Pre-operative na pagdalaw ng anestetista) | Performs thorough preoperative history taking and physical examination.<br>(Pagkuha ng impormasyon at pag-examine ng pasyente) | 1 hour (isang oras)        | Patient (pasyente)<br>Anesthesiologist<br>(anestetista)                                                          | None (wala) | Patient's chart<br>(chart ng pasyente)                                    |
| 4    | Scheduling of procedure<br>(Pag-iskedyul ng operasyon)                                  | Awaits schedule of operation from main service.<br>(Nag-aantabay ng iskedyul ng operasyon galing sa pangunahing serbisyo)      | 1 month<br>(isang buwan)   | Patient (pasyente)<br>Primary service<br>(pangunahing nagseserbisyo)<br>resident (residente)<br>Anesthesiologist | None (wala) | Patient's chart<br>(chart ng pasyente)                                    |
| 5    | Admission<br>(Pag-admit)                                                                | Receives referral from main service regarding patient's admission.                                                             | 1 hour (isang oras)        | Nurse (nars)<br>Admitting section<br>Primary service<br>(pangunahing nagseserbisyo)                              | None (wala) | Patient's chart<br>(chart ng pasyente)                                    |



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|---|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                    | <i>(Pagtanggap ng ng referral mula sa pangunahing serbisyo ukol sa pag-admit sa pasyente)</i>                                                                                                                                                                                                                                                                                                                                                               |                                    | resident ( <i>residente</i> )                                                                                                                                                                                              |                                                                                                                                                                                |                                                                                                                                                                      |
| 6 | Proposal of procedure<br>( <i>Pag-propose ng operasyon</i> )                                                       | Receives procedure proposal form from main service.<br>( <i>Pagtanggap ng proposal ng operasyon mula sa pangunahing serbisyo</i> )                                                                                                                                                                                                                                                                                                                          | 1 hour ( <i>isang oras</i> )       | Nurse ( <i>nars</i> )<br>Primary service<br>( <i>pangunahing nagseserbisyo</i> ) resident<br>( <i>residente</i> )<br>Operating room staff ( <i>staff ng operating room</i> )<br>Anesthesiologist<br>( <i>anestetista</i> ) | None ( <i>wala</i> )                                                                                                                                                           | Patient's chart<br>( <i>chart ng pasyente</i> )                                                                                                                      |
| 7 | Pre-Operative Visit of Anesthesiologist at the ward<br>( <i>Pre-operative na pagdalaw ng anestetista sa ward</i> ) | Review history, chart and labs, interview with patient, explanation of Anesthetic plan, giving of prescription and optimization of patient if necessary<br>( <i>Pre-operative visit ng anestetista sa ward, pagreview ng history, chart at labortatoryo ng pasyente, paginterview sa pasyente, pagpapaliwanang ng isasagawang anesthesia sa pasyente, pagbibigay ng mga kailangang reseta, mga paalala at pag-optimize ng pasyente kung kinakailangan</i> ) | 30 minutes<br>( <i>30 minuto</i> ) | Patient ( <i>pasyente</i> )<br>Nurse ( <i>Nars</i> )<br>Anesthesiologist<br>( <i>anestetista</i> )                                                                                                                         | Depends on which medications and equipment are unavailable at the pharmacy and central supplies room<br>( <i>depende kung anong walang gamot at gamit sa parmasya at CSR</i> ) | Patients chart ( <i>chart ng pasyente</i> )<br>Elective proposal ( <i>elective na proposal</i> )<br>Pre-operative evaluation form<br>Prescription ( <i>reseta</i> )  |
| 8 | Taking of patient to Operating Room Lobby<br>( <i>Pagpasok ng pasyente sa operating room lobby</i> )               | Receives patient from ward nurses.<br>( <i>Pagtanggap ng pasyente mula sa mga nars sa ward</i> )                                                                                                                                                                                                                                                                                                                                                            | 30 minutes<br>( <i>30 minuto</i> ) | Patient ( <i>pasyente</i> )<br>Nurse ( <i>nars</i> )<br>Operating room staff ( <i>staff ng operating room</i> )<br>Anesthesiologist<br>( <i>anestetista</i> )                                                              | None ( <i>wala</i> )                                                                                                                                                           | -Patient's chart ( <i>chart ng pasyente</i> )<br>-Patient's consent for procedure and anesthesia<br>( <i>pahintulot ng pasyent para sa operasyon at anesthesia</i> ) |



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#### Preoperative Evaluation of Patients – Emergency Procedures

|                                            |                                                          |
|--------------------------------------------|----------------------------------------------------------|
| <b>Schedule of Availability of Service</b> | : Daily                                                  |
| <b>Days</b>                                | : Monday to Sunday, including Holidays                   |
| <b>Hours</b>                               | : 24 hours without noon break                            |
| <b>Who May Avail of Service</b>            | : All Hospital Patients                                  |
| <b>Documentary requirements</b>            | : Patient's chart; Referral to Anesthesiology Department |
| <b>Processing Period</b>                   | : 3 hours and 30 minutes                                 |
| <b>How to Avail of Service:</b>            |                                                          |

| STEP | APPLICANT / CLIENT                                                                                         | SERVICE PROVIDER                                                                                                                                                                                                                                                                                                                                                                                                                                   | DURATION OF ACTIVITY       | PERSON IN CHARGE                                                                       | FEES                 | FORM                                                                                        |
|------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------|
| 1    | Consultation with primary service<br>(Pagkonsulta sa pangunahing nagseserbisyo)                            | Receives referral form and chart from primary services.<br>(Tanggapin ang referral form galing sa pangunahing serbisyo)                                                                                                                                                                                                                                                                                                                            | 2 hours<br>(dalawang oras) | Patient ( <i>pasyente</i> )<br>Nurse ( <i>nars</i> )<br>Residents ( <i>residente</i> ) | None ( <i>wala</i> ) | Hospital card<br>( <i>ospital kard</i> )<br>Patient's chart<br>( <i>chart ng pasyente</i> ) |
| 2    | Referral to Anesthesia department<br>(Pagrefer sa departamento ng anesthesia)                              | Receives referral form and chart from primary services.<br>(Tanggapin ang referral form galing sa pangunahing serbisyo)                                                                                                                                                                                                                                                                                                                            | 30 minutes<br>(30 minuto)  | Patient ( <i>pasyente</i> )<br>Nurse ( <i>nars</i> )<br>Residents ( <i>residente</i> ) | None ( <i>wala</i> ) | Patient's chart<br>( <i>chart ng pasyente</i> )                                             |
| 3    | Pre-Operative Visit of Anesthesiologist at the ward.<br>(Pre-operative na pagdalaw ng anestetista sa ward) | Review history, chart and labs, interview with patient, explanation of Anesthetic plan, giving of prescription and optimization of patient if necessary<br>(Pre-operative visit ng anestetista sa ward, pagreview ng history, chart at labortatoryo ng pasyente, paginterview sa pasyente, pagpapaliwanang ng isasagawang anesthesia sa pasyente, pagbibigay ng mga kailangang reseta, mga paalala at pag-optimize ng pasyente kung kinakailangan) | 30 minutes<br>(30 minuto)  | Patient ( <i>pasyente</i> )<br>Anesthesiologist<br>( <i>anestetista</i> )              | None ( <i>wala</i> ) | Patient's chart<br>( <i>chart ng pasyente</i> )                                             |



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|---|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8 | Taking of patient to Operating Room Lobby<br>(Pagpasok ng pasyente sa operating room lobby) | Receives patient from ward nurses.<br>(Pagtanggap ng pasyente mula sa mga nars sa ward) | 30 minutes<br>(30 minuto) | Patient ( <i>pasyente</i> )<br>Nurse ( <i>nars</i> )<br>Operating room staff<br>( <i>staff ng operating room</i> )<br>Anesthesiologist<br>( <i>anestetista</i> ) | None ( <i>wala</i> ) | -Patient's chart ( <i>chart ng pasyente</i> )<br>-Patient's consent for procedure and anesthesia<br>( <i>pahintulot ng pasyent para sa operasyon at anesthesia</i> ) |
|---|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|



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| <b>Schedule of Availability of Service</b> | : Weekdays                                                                                                                   |
| <b>Days</b>                                | : Monday to Friday                                                                                                           |
| <b>Hours</b>                               | : 7:30 AM to 3PM (Pre-Anesthetic Risk Stratification and Evaluation/PARES); until 5PM (If pre-operative visit once admitted) |
| <b>Who May Avail of Service</b>            | : All Hospital Patients                                                                                                      |
| <b>Documentary requirements</b>            | : Patient's chart; Referral to Anesthesiology Department                                                                     |
| <b>Processing Period</b>                   | : 3 hours 45 minutes                                                                                                         |
| <b>How to Avail of Service:</b>            |                                                                                                                              |

| STEP | APPLICANT / CLIENT                                                                      | SERVICE PROVIDER                                                                                                                | DURATION OF ACTIVITY                | PERSON IN CHARGE                                            | FEES        | FORM                                                                      |
|------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------|-------------|---------------------------------------------------------------------------|
| 1    | Consultation with primary service<br>(Pagkonsulta sa pangunahing nagseserbisyo)         | Receives referral form and chart from primary services.<br>(Tanggapin ang referral form galing sa pangunahing serbisyo)         | 2 hours<br>(dalawang oras)          | Patient (pasyente)<br>Nurse (nars)<br>Residents (residente) | None (wala) | Hospital card<br>(ospital kard)<br>Patient's chart<br>(chart ng pasyente) |
| 2    | Referral to Anesthesia department<br>(Pagrefer sa departamento ng anesthesia)           | Receives referral form and chart from primary services.<br>(Tanggapin ang referral form galing sa pangunahing serbisyo)         | 30 minutes<br>(30 minuto)           | Patient (pasyente)<br>Nurse (nars)<br>Residents (residente) | None (wala) | Patient's chart<br>(chart ng pasyente)                                    |
| 3    | Pre-operative visit with anesthesiologist<br>(Pre-operative na pagdalaw ng anestetista) | Performs thorough preoperative history taking and physical examination.<br>(Pagkuha ng impormasyon at pag-examine ng pasyente)  | 1 hour (isang oras)                 | Patient (pasyente)<br>Anesthesiologist<br>(anestetista)     | None (wala) | Patient's chart<br>(chart ng pasyente)                                    |
| 4    | Transfer back to main service<br>(Pagbalik ng pasyente sa pangunahing serbisyo)         | Refers patient and patients records to main service.<br>(Pag-refer ng pasyente at ang kanilang records sa pangunahing serbisyo) | 15 minutes<br>(labinglimang minute) | Patient (pasyente)<br>Anesthesiologist<br>(anestetista)     | None (wala) | Patient's chart<br>(chart ng pasyente)                                    |