



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



**PROVISION OF DENTAL SERVICES**

**Schedule of Availability of Service:**

Monday - Friday

8:00 am - 4:00 pm without noon break

**Who may avail of the Service:**

Patients at the OPD

**What are the Basic Requirements:**

Patient's Chart

**Duration:**

1 hr. 5 min.

**How to Avail of the Service:**

Step	Patient/Pasyente	Service Provider/Taga-bigay ng serbisyo	Duration of Activity	Person in Charge	Fees	Form
1	Wait for your name to be called. <i>Hintayin tawagin ang pangalan.</i>	Receives patient's OPD record and calls the patient <i>Tinanggap ang OPD record at tiawagin ang pasyente.</i>	3 min. <i>3 minuto</i>	Dentist on Duty/Office Aide		Patient's record
2	Show vaccination card when asked. Tell the dentist your chief complaint, answer truthfully to questions asked by the dentist on duty. <i>Ipakita ang vaccination card, sabihin sa denista ang reklamo at sumagot sa mga itatanong.</i>	Inspects vaccination card, asks for patient's chief complaint, get vital signs, medical and dental history of patient. <i>Tingnan ang vaccination card, tanungin ang problema at kuhanan ng history ang pasyente.</i>	10 min. <i>10 minuto</i>	Dentist on Duty		Vaccination Card
3	Follow advice of dentist if referral to medical service is needed (for medically compromised patients). <i>Sundin ang payo ng dentista kung kailangan ng referral sa ibang medical service.</i>	Refers medically compromised patients to another medical departments. <i>I-refer ang mga pasyenteng may problema sa kalusugan.</i>		Dentist on Duty		Patient's record Patient's ID
4	Fill-up dental and consent form, don the patient's gown and cap. <i>Sagutan ang dental at consent form, suotin ang gown at cap para sa pasyente.</i>	Assists patient in filling-up forms and donning patient's gown and cap. <i>Tulungan ang pasyente sap ag sagot ng mga forms at pagsuot ng gown at cap na pang pasyente.</i>	10 min. <i>10 minuto</i>	Dental Aide		Patient's record Dental Chart Progress Notes Consent form
5	Cooperate while the dentist performs the procedure. <i>Makisama at sumunod habang ginagawan ng dentista.</i>	Performs procedure. <i>Gawin and procedure</i>	<ul style="list-style-type: none"> <li>• Oral Prophylaxis 30 min.</li> <li>• Tooth Restoration 40 min.</li> <li>• Tooth Extraction 40 min.</li> <li>• Pits and Fissure Sealant 30 min.</li> <li>• Fluoride Application 40</li> <li>• Root Canal Treatment 60 min/appt.</li> <li>• Odontectomy 150 min.</li> </ul>	Dentist		Patient's record Dental Chart Progress Notes Consent form



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



			• Alveoloplasty 90 min.			
6	Pay attention as the dentist explains prescription and give post operative instructions. <i>Makinig habang ipinapaliwanag ng dentista ang reseta at mga tagubilin ng dentista</i>	Prescribe medications and give post operative instructions to the patient. <i>Ipaliwanag ang reseta at bigyan ng tagubilin ang pasyente</i>	10 min. 10 minuto	Dentist		Patient's record Dental Chart Progress Notes Consent form
7	Go back to the receiving area for charging. <i>Bumalik sa receiving para sa charging.</i>	Charge patient for services rendered. <i>I-charge ang pasyente para sa ginawang serbisyo.</i>	5 min. 5 minuto	Dentist on Duty		Patient's record Dental Chart Progress Notes Consent form Prescription Med. Certificate
8	Go to billing and cashier to pay for fees. <i>Pumunta sa billing at sa cashier para magbayad.</i>	Print billing, receive payment from patient. <i>I-print ang billing at tanggapin ang bayad ng pasyente</i>		Billing section staff, Cashier	See schedule of Fees	Official Receipt, Clearance Slip
9	Go back to the Dental office for clearance. <i>Bumalik sa dental office para sa clearance.</i>	Signs on the patient's clearance slip. <i>Pirmahan ang clearance ng pasyente.</i>	2 min. 2 minuto	Dentist on Duty		Official Receipt, Clearance Slip
<b>END OF TRANSACTION</b>						



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



**PROVISION OF DENTAL X-RAYS**

**Schedule of Availability of Service:**

Monday - Friday

8:00 am - 4:00 pm without noon break

**Who may avail of the Service:**

Patients at the OPD

**What are the Basic Requirements:**

Patient's Chart

**Duration:**

38 min.

**How to Avail of the Service:**

Step	Patient/ <i>Pasyente</i>	Service Provider/ <i>Taga-bigay ng serbisyo</i>	Duration of Activity	Person in Charge	Fees	Form
1	Wait for your name to be called. <i>Hintayin tawagin ang pangalan.</i>	Receive patient's OPD record and call the patient. <i>Tanggapin ang OPD Record at tawagin ang pasyente..</i>	3 min. <i>3 minuto</i>	Dentist on Duty		Patient's record
2	Present referral letter to the Dentist on duty. <i>Ipakita ang referral letter sa dentistang naka duty.</i>	Checks referral letter. <i>Tignan ang referral letter.</i>	3 min. <i>3 minuto</i>	Dentist on Duty		Vaccination Card
3	Answer truthfully and cooperate with the Dentist on duty. <i>Sumagot ng tapat sa mga tanong ng Dentistang naka duty</i>	Dentist on duty checks the patient's vital signs, medical history and perform oral examination. <i>Tinitingnan ng Dentistang naka duty ang vital signs, medical history ng pasyente at mag oral exam.</i>	10 min. <i>10 minuto</i>	Dentist on Duty		Patient's record Patient's ID
4	If medical compromised, follow advise of dentist and secure medical clearance. <i>Sumunod sa payo ng dentista at kumuha ng medical clearance.</i>	Receives payment and gives the receipt to the patient. <i>Tanggapin ang bayad at bigyan ng resibo and pasyente.</i>		Dentist on Duty		Receipt
5	Follow instructions of dentist while he/she takes your x-ray. <i>Sundin and pinagagawa ng dentista habang kinukunan ng x-ray.</i>	Takes the patient's x-ray; charges patient for services rendered. <i>Kuhanan ng x-ray ang pasyente at i-charge batay sa serbisyonig binigay.</i>	20 min. <i>20 minuto</i>	Dentist on Duty		Patient's record Dental Chart Progress Notes Consent form
6	Go to billing then cashier to pay for fees. <i>Pumunta sa billing at cashier para magbayad.</i>	Prints billing, accepts payment. <i>I-print ang billing ng pasyente at tanggapin ang bayad ng pasyente.</i>	1 min. <i>1 minuto</i>	Billing staff, cashier		Patient's record Dental Chart Progress Notes Consent form
7	Go back to the dental office for clearance. <i>Bumalik sa dental office para clearance.</i>	Stamps and signs on the patient's clearance. <i>Pirmahan ang clearance ng pasyente.</i>	2 min. <i>2 minuto</i>	Dentist on Duty		Patient's record Dental Chart Progress Notes Consent form Prescription Med. Certificate
<b>END OF TRANSACTION</b>						



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



***SCHEDULE OF FEES FOR EACH TREATMENT PROCEDURE AND OTHER MISCELLANEOUS FEES***

PROCEDURE	FEES(Php)
<b>Tooth Extraction</b>	
a. Simple (per tooth)	150.00
b. Complicated	200.00
<b>Tooth Restoration</b>	
a. Temporary filling	75.00
b. Permanent filling	175.00 per cavity
<b>Oral Prophylaxis</b>	
a. Mild to Moderate	125.00
b. Severe	200.00
<b>Oral Prophylaxis with fluoride</b>	200.00
<b>Oral Examination/Consultation</b>	40.00
<b>Odontectomy</b>	
a. Simple	1000.00 with PhilHealth
b. Complicated	1500.00 with PhilHealth
<b>Multiple Extraction with suturing</b>	500.00 with PhilHealth
<b>With Alveoloplasty</b>	
<b>Pits and Fissure Sealant</b>	300.00 per tooth
<b>Root Canal Therapy (1 canal)</b>	1000.00
<b>Splint/Mouth guard</b>	750.00
<b>Panoramic X-ray</b>	600.00
<b>Periapical X-ray</b>	200.00