



QUEZON CITY GOVERNMENT

Quezon City General Hospital

Department of Family and Community Medicine

CITIZEN'S CHARTER



Citizen Charter- Evaluation and Management of Out-patients (OPD)

Pagsusuri at Pamamahala ng mga Out-patient(OPD)

Schedule of Availability of Service:

(Iskedyul ng serbisyo)

DAYS (Araw):

MONDAY – FRIDAY (Except Holidays) *(Lunes hanggang Biyernes maliban sa Holidays)*

HOURS (Oras):

8:00 AM – 4:00 PM

Who may avail of the service: All ambulatory individuals aged 19 and above, giving priority, but not limited to Quezon City residents who are seeking medical consultation.

(Sino ang maaaring makatanggap ng serbisyo): (Lahat ng mga indibidwal na ambulatory na may edad 19 pataas, nagbibigay ng prayoridad, ngunit hindi limitado sa mga residente ng Quezon City na naghahanap ng medikal na konsultasyon)

Documentary Requirements: Hospital ID card

(Mga kinakailangang dokumentaryo): (ID Card ng Ospital)

STEP	ACTIVITY/PROCEDURE	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT					
1	Once name is called, proceed to Family Medicine Department waiting area and wait for your name to be called (Oras na matawag ang pangalan, pumunta sa Departamento ng Family Medicine, at maghintay sa pagkakataong makapanayan ng doctor)		15mins - 60mins (15-60 minuto)	Department Nurse (nars ng departamento) Resident Physician Affiliated trainees (Residenteng manggagamot, kaakibat na tagapagsanay)	None (wala)	Patient's chart (Chart ng pasyente)
2	The nurse/ nursing attendant will provide a queuing number (Ang nars o nursing attendant ay magbibigay ng numero ng pila/ queuing number)		5-10 mins (5-10 minuto)	Department Nurse (nars ng departamento)	None (wala)	Queueing number (numero ng pila)
3	Once your number is flashed in the queuing/ paging system, proceed to the consultation area (Pag natawag na ang pangalan. Pumunta sa lugar ng konsultasyon)	A. Comprehensive history taking and physical examination, taking of vital signs (Kumpletong ang pagkuha ng historya, pisikal na eksaminasyon at vital signs) B. Provide and discuss clinical assessment/ Diagnosis (Pagpapaliwanag ng mga detalye ukol sa karamdaman ng pasyente) C. Disposition and management (Disposisyon at pagbibigay lunas) a. If for sent home, discussion of management, prescription of medications, giving of necessary laboratory requests, giving of habilin, medical certificate/ abstract (Kung papauwiin: bigyan at talakayin sa pasyente ang reseta ng gamot, laboratory request, habilin, medical certificate/ abstract) b. If for referral: assistance and endorsement to the department concerned	20mins-30mins (20-30 minuto) 3mins- 5mins (3-5 minuto) 3-5 mins (3-5 minuto) 5-10mins (5-10 minuto)	Resident physician Affiliated Trainees (Residenteng manggagamot, kaakibat na tagapagsanay) Resident physician/ Affiliated trainees (Residenteng manggagamot, kaakibat na tagapagsanay) Resident Physician/ Affiliated trainees (Residenteng manggagamot, kaakibat na tagapagsanay)	None (wala) None (wala) None (wala)	Patient's chart, prescription form, habilin form, medical/abstract forms (if requested), laboratory and imaging request forms, referral form (if necessary) (Chart ng pasyente, reseta ng gamut, Habilin, medikal abstract or sertipiko medical, request pang laboratory at referral form kung kinakailangan)



		(kung irerefer, sasamahan at ieendorso sa nakalaang departamento)			HOSPITAL	
4	After consultation, proceed to Cashier and settle necessary charges. Once settled or if none, claim discharge slip and present it to the Family (Matapos ang konsultasyon, magtungo sa Cashier upang magbayad ng kinauukulang bayad. Sa oras na mabayaran, o kung wala man, kunin ang discharge slip at ibigay sa Nurse ng Family Medicine)	Charge the patient through the Hospital Information System Receive Discharge Slip from the patient and mark him MGH in the Hospital Information System (Singilin ang pasyente sa pamamagitan ng Hospital Information System Tanggapin ang discharge slip mula sa pasyente at itala ito sa Hospital Information System bilang MGH)	5-20mins	Department Nurse (nars ng departamento)	Php	
End of Transaction Total duration: 56 to 140 minutes						



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Citizen Charter: Animal Bite Treatment Center NEW patients (*Sentro ng Paggamutan ng Kagat ng Hayop, Bagong Pasyente*)

Schedule of Availability of Service:

(*Iskedyul ng serbisyo*)

During OPD hours or if Outpatient services are Available

(*Sa mga oras ng OPD o kung ang mga serbisyo ng Outpatient ay magagamit*)

DAYS: MONDAY – FRIDAY (*Lunes hanggang Biyernes*)
 HOURS: 8am-3pm (*Alas otso ng umaga hanggang alas tres ng hapon*)

At the Emergency Room after OPD hours or if Outpatient services are not available

DAYS (*Araw*): MONDAY – FRIDAY (*Lunes hanggang Biyernes*)
 HOURS (*Oras*): 3PM ONWARDS (*Alas tres ng hapon pataas*)

DAYS(*Araw*): WEEKENDS / HOLIDAYS (*Katapusan ng Linggo/Holidays*)
 HOURS(*Oras*): 24 hours (*Bente Kwatro oras*)

Who may avail of the service: All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation relating to animal bite but also to those patients seen in other clinics and institution.

(*Sino ang maaaring makatanggap ng serbisyo*): (*Lahat ng mga indibidwal na ambulatory, binibigyang prayoridad, ngunit hindi limitado sa mga residente ng Quezon City na naghahanap ng medikal na konsultasyon na may kaugnayan sa kagat ng hayop kundi pati na rin sa mga pasyenteng nakikita sa ibang mga klinika at institusyon.*)

Documentary Requirements: Hospital ID card

(*Mga kinakailangang dokumentaryo*): (*ID Card ng Ospital*)

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
During OPD hours or if Outpatient services are Available						
1	Proceeds to Animal Bite Treatment Center, give your card and wait outside the waiting area <i>Pumasok sa loob ng Animal Bite Center iabot ang card at bumalik sa waiting area</i>	Receives patient's chart; calling of patient's name. Getting VS and Categorization Giving of Queuing number <i>Tanggapin ang Chart ng pasyente, Pagtatawag ng pangalan ng pasyente</i>	5 to 30 minutes <i>(5-30 minuto)</i>	Nurse/ Affiliated trainees <i>(nars ng departamento o kaakibat na tagapagsanay)</i>	None <i>(wala)</i>	Patient's chart <i>(Chart ng pasyente)</i>
2	Proceeds to consultation area of Animal Bite once called	A. Assessment of the wound and wound care (Pagsusuri ng sugat at panggalaga ng sugat)	3-5 mins <i>(5-30 minuto)</i>	Resident Physician <i>(Residenteng manggagamot)</i>	None <i>(Wala)</i>	Patient Chart <i>Chart ng pasyente)</i>
	<i>Pumunta sa lugar ng konsultasyon</i>	B. Comprehensive history taking and physical examination, and taking of Vital signs <i>Kumpletong pagkuha ng historya at eksaminasyon</i> B. Provide and Discuss Clinical assessment and diagnosis <i>Ibigay at ipaliwanag ang tungkol sa sakit</i> C. Disposition and Management/Vaccination <i>Disposisyon, pagbibigay lunas at bakuna</i>	30 to 60 minutes <i>(30-60 minuto)</i> 3-5 minutes <i>(3-5 minuto)</i>	Resident Physician / Affiliated trainees <i>(Residenteng manggagamot, kaakibat na tagapagsanay)</i> Resident Physician/ Affiliated Trainees	None	Patient' chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)



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		a. if for sent home: giving of vaccine (with skin test and observation), prescription of medications <i>kung papauwiin: bigyan bakuna, skin test ,obserbahan, a bigyan ng reseta ng gamot</i> c. if for referral: giving of vaccine (with skin test and observation), assistance and endorsement to the department concern for co-management <i>kung irerefer, sasamahan at ieendorso sa nakalaang departamento.</i>	60 to 100 minutes (60-100 minuto) 15 to 30 minutes (15-30 minuto) 30-60mins (30-60 minuto)	(Residenteng manggagamot, kaakibat na tagapagsanay) Resident Physician/ Affiliated Trainees (Residenteng manggagamot, kaakibat na tagapagsanay)	(Chart ng pasyente, reseta ng gamut, Habilin, medikal abstract or sertipiko medical, request pang laboratory at referral form kung kinailangan at Post-Exposure Prophylaxis Card)
End of Transaction Total Duration: 146 to 290 minutes					



QUEZON CITY GOVERNMENT **Quezon City General Hospital** **Department of Family and Community Medicine** **CITIZEN'S CHARTER**



Citizen Charter: Animal Bite Treatment Center FOLLOW-UP patients (*Sentro ng Paggamutan ng Kagat ng Hayop, Nagbabalik na Pasyente*)

Schedule of Availability of Service: (*Iskedyul ng serbisyo*)

During OPD hours or if Outpatient services are Available: (*Sa mga oras ng OPD o kung ang mga serbisyo ng Outpatient ay magagamit*)

DAYS: (Araw)

MONDAY – FRIDAY (Lunes hanggang Biyernes)

HOURS: (Oras)

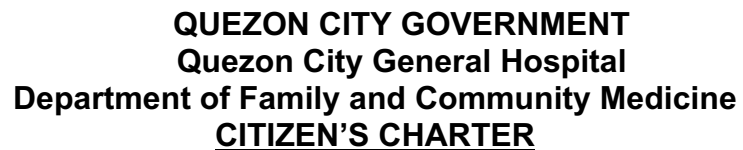
8am - 3pm (Alas otso ng umaga hanggang alas tres ng hapon)

Who may avail of the service (*Sino ang maaaring makatanggap ng serbisyo*): All ambulatory individuals, giving priority, but not limited to Quezon City residents who were previously seen in QCGH Animal Bite treatment center but also to those patients seen in other clinics and institution seeking follow up vaccination Lahat ng mga indibidwal na ambulatory, binibigyang prayoridad, ngunit hindi limitado sa mga residente ng Quezon City na dati nang nakita sa QCGH Animal Bite treatment center kundi pati na rin sa mga pasyenteng nakita sa ibang mga klinika at institusyon na naghahanap ng follow up na pagbabakuna.

Documentary Requirements: Hospital ID card/ PEP Card

(*Mga kinakailangang dokumentaryo*): (*ID Card ng Ospital?PEP*)

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
During OPD hours or if Outpatient services are Available						
1	Proceeds to Animal Bite Treatment Center, give your PEP (Post Exposure Prophylaxis) card and wait outside the waiting area <i>Pumasok sa loob ng Animal Bite Center iabot ang PEP card at bumalik sa lugar ng pahintayan</i>	Receives patient's chart; calling of patient's name. Getting VS and Categorization Receives patient's PEP card; calling of patient's name Giving of Queuing number <i>Tanggapin ang PEP card ng pasyente, Pagtatawag ng pangalan ng pasyente</i>	2 to 5 minutes (2-5 minuto)	Nurse/ Affiliated interns <i>(nars ng departamento o kaakibat na tagapagsanay)</i>	None (Wala)	Hospital ID (ID mula sa spital)
2	Proceeds to consultation area of Animal Bite Treatment <i>Pumunta sa lugar ng konsultasyon</i>	A. Comprehensive history taking and physical examination, and taking of Vital signs <i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i> B. Provide and Discuss Clinical assessment and diagnosis <i>Ibigay at ipaliwanag ang tungkol sa sakit</i> C. Disposition and Management/Vaccination <i>Disposisyon, pagbibigay lunas at bakuna</i> a. if for sent home: giving of vaccine, prescription of medications and update of PEP card <i>kung papauwiin: bigyan bakuna, bigyan ng reseta ng gamut at i-update ang PEP card</i>	10 to 15 minutes (10-15 minuto) <			



		b. if for referral: assistance and endorsement to the department concern for co management c. If for Inter-agency Referral: In cases of unavailability of vaccine (RIG). Giving of Intra-agency referral. <i>kung irerefer, sasamahan at ieendorso sa nakalaang departamento.</i>	(15-30 minuto)			
End of Transaction Total Duration: 32 to 60 minutes						

End of Transaction Total Duration: 32 to 60 minutes

Documentary requirement: Community Health Card
(Mga kinakailangang dokumentaryo): (Community Health Card)

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVIT	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
During OPD hours or if Outpatient services are Available <i>(Sa mga oras ng OPD o kung ang mga serbisyo ng Outpatient ay magagamit)</i>						
1	Proceed to Sitio Militar Barangay Outpost Pumunta sa Barangay Outpost ng Sitio Militar	Registration of patients and retrieve patients Notebook, queuing of patient Magrehistro at hintayin tawagin ang pangalan	3-5 mins (3-5 minuto)	Resident Physician <i>Residenteng manggagamot</i>	None <i>wala</i>	Patient's Notebook, Patient's logbooks <i>(Talaan ng pasyente)</i>
2	Proceed to consultation area Pumunta sa Lugar ng Konsultasyon	a. Medical Consultation : History and Physical Examination, Assessment and management Kumpletong pagkuha ng historya at eksaminasyon b. Enrollment of patients for family home care visit if the criteria is fulfilled. Pagpaparehistro ng pasyente para sa Family home Care Visit	15-30 mins (15-30 minuto)	Resident Physician <i>Residenteng manggagamot</i>	None <i>Wala</i>	Patient chart, prescription form, laboratory / radiologic request forms, consent form for enrollment in the family wellness health care program <i>(chart ng pasyente, pormularyp ng reseta, mga requests panglaboratoryo, forms ng pahintulot para sa pagpapatala sa programa ng pangangalagang kalusugan ng pamilya)</i>
End of Transaction. Total Duration 63 to 95 minutes						