



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



Eye Center Diagnostic Procedures

Schedule of Availability of Service

Days	:	Mondays – Fridays
Hours	:	8:00 AM – 4:00 PM without noon break
Who May Avail of the Service	:	Out patients
Documentary Requirements	:	Request form for procedure or referral form Consent form Payment form
Processing Period	:	7 – 14 days
How to avail of the Service		

ST	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	a. Presents the request or referral form for Eye Diagnostic Procedure (<i>Ipapakita ang request o referral form para sa Eye Diagnostic Procedure</i>)	• Receives the request or referral form for Eye Diagnostic Procedure (<i>Tatanggapin ang request o referral form para sa Eye Diagnostic Procedure</i>)	1 to 3 minutes (<i>1 hanggang 3 minuto</i>)	• Eye Center Technician or Staff	None (<i>Wala</i>)	a. OPD request (if from QCGH OPD), (<i>Kung mula sa QCGH OPD</i>) b. Referral form (if from outside)



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						QCGH), (Kung mula sa labas ng QCGH OPD) c.
2	a. Listens to / understands the details (i.e., steps, risks, precautions, cost) of each requested procedure and signs patient consent (<i>Papakinggan/ uunawain ang mga detalye tulad ng mga hakbang, panganib, pag-ingat, halaga) ng bawat procedure at lalagdaan ang patient consent</i>)	Explains the details (i.e. steps, risks, precautions, cost) of each requested procedure and secures patient consent (<i>Ipapaliwanag ang mga detalye tulad ng mga hakbang, panganib, pag-ingat, halaga) ng bawat procedure at lalagdaan ang patient consent</i>)	5 to 10 minutes (<i>5 hanggang 10 minuto</i>)	Eye Center Technician (or Resident doctor if needed) (<i>Technician ng Eye center o kaya residenteng doctor</i>)	None (<i>Wala</i>)	a. Consent Form b. Payment Form
3	a. Pays corresponding procedure fee at hospital cashier	Receives official receipt for logging to	7 to 10 minutes (<i>7 hanggang 10 minuto</i>)	Hospital Cashier	a. Autorefraction - PhP 100.00	a. OPD chart / Ophthalmology chart



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	<i>(Babayaran ang nakasaad na procedure fee sa hospital cashier)</i> b. Presents official receipt to Eye Center technician <i>(Ipapakita ang opisyal na resibo sa Eye Center technician)</i>	record and returns it to the patient <i>(Tatanggapin ang opisyal na resibo para sa pagtatala nito sa records at ibabalik sa pasyente)</i>	30 seconds to 1 minute <i>(30 segundo hanggang 10 minuto)</i>	• Eye Center Technician	b. Non-contact Tonometry - PhP 100.00 c. Biometry— PhP 600.00 d. Fluorescein Angiography - PhP 4,375.00 (plus Reader's fee: PhP 300.00) e. Ocular Computed Tomography (OCT) - PhP 1,000.00 (plus Reader's fee: PhP 300.00) f. Visual Field Exam - PhP 1,200.00 (plus Reader's fee: PhP 300.00) g. B-Scan Ultrasound - PhP 500.00	
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					per eye (plus Reader's fee: PhP 500.00) h. Fundus Photo - PhP 600.00 i. Farnsworth Munsell Color Vision Testing with Ishihara- PhP 500.00 (plus Reader's fee: 200.00) j. Pachymetry - PhP 100.00	
4	a. Undergoes preparation, procedure proper, and post-procedure protocols <i>(Sasailalim sa preparasyon, sa mismong procedure, at sa mga protocol matapos ang procedure)</i>	• Executes preparation, procedure proper, and post-procedure protocols <i>(Ipapatupad ang preparasyon, mismong procedure, at mga protocol matapos ang procedure)</i>	a. Autorefraction - 5 to 10 minutes <i>(5 hanggang 10 minuto)</i> b. Non-contact Tonometry - 5 to 10 minutes <i>(5 hanggang 10 minuto)</i> c. Biometry - 20 to 30 minutes	• Eye Center Technician and/ or Resident Doctor	None <i>(Wala)</i>	None <i>(Wala)</i>



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			(20 hanggang 30 minuto) d. Fluorescein Angiography - 3 to 4 hours (3 hanggang 4 oras) e. Ocular Computed Tomography (OCT) - 2 to 3 hours (2 hanggang 3 oras) f. Visual Field Exam - 1 to 2 hours (1 hanggang 2 oras) g. B-Scan Ultrasound - 30 to 60 minutes (30 hanggang 60 minuto)			
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			h. Fundus Photo - 1 to 2 hours (1 hanggang 2 oras) i. Farnsworth Munsell Color Vision Testing - 1 to 2 hours (1 hanggang 2 oras) j. j. Pachymetry - 5 to 10 minutes (5 hanggang 10 minuto)			
5	a. Receives official results (for Eye exams not requiring official interpretations) (Tatanggapin ang opisyal na resulta para sa mga eksaminasyon na hindi kailangan ng opisyal na pagbabasa)	• Provides official results (for Eye exams not requiring official interpretations) (Ibibigay ang opisyal na resulta (para sa mga Eye exam na hindi kailangan ng opisyal na pagbabasa)	a. Autorefraction - 5 minutes (5 minuto) b. Non-contact Tonometry - 5 minutes (5 minuto) c. Biometry - 5 minutes (5 minuto)	• Eye Center Technician	None (Wala)	a. Official Reading / Results form



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	OR b. Receives schedule for pickup of official interpretation or reading of the test done <i>(Tatanggapin ang iskedyul para sa pagkuha ng opisyal na interpretasyon o resulta ng isinagawang eksaminayon)</i>	• Informs patient or relative of expected day of pick-up of official readings/ results <i>(Ipapaalam sa pasyente o kamag anak ang inaasahang araw ng pagkuha ng opisyal na resulta ng eksaminsayon)</i>	d. Pachymetry - 5 minutes (5 <i>minuto</i>) e. Fluorescein Angiography - after 7-14 working days <i>(matapos ang 7 hanggang 14 na araw)</i> f. Ocular Computed Tomography (OCT) - after 7-14 working days <i>(matapos ang 7 hanggang 14 na araw)</i> g. Visual Field Exam - after 7-14 working days <i>(matapos ang 7 hanggang 14 na araw)</i>			None <i>(Wala)</i>
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			h. B-Scan Ultrasound - after 7-14 working days <i>(matapos ang 7 hanggang 14 na araw)</i> i. Fundus Photo - after 7-14 working days <i>(matapos ang 7 hanggang 14 na araw)</i> j. Farnsworth Munsell Color Vision Testing after 7-14 working days <i>(matapos ang 7 hanggang 14 na araw)</i>			
6	a. Fills up Patient Satisfaction Survey form <i>(Sasagutan ang Patient Satisfaction Survey Form)</i>	None <i>(Wala)</i>	3 to 5 minutes <i>(3 hanggang 5 minuto)</i>	• Eye Center Technician / PAD	None <i>(Wala)</i>	Patient's Satisfaction Survey



7	a. Returns to obtain official interpretation/ reading/result (Babalik para kunin ang opisyal na interpretasyon/basa o resulta ng eksaminsayon)	Provides official interpretation/ reading/ result (Ibibigay ang opisyal na interpretasyon/basa/ resulta ng eksaminsayon)	5 to 10 minutes (5 hanggang 10 minuto)	Eye Center Technician	None (Wala)	Official result of Diagnostic Procedure
END OF TRANSACTION						



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Major Ophthalmic Surgeries

Schedule of Availability of Service

Days : Wednesday and Friday

Hours : 7:30 AM – 3:00 PM

Who May Avail of the Service : Patient Scheduled for Elective Surgery
with medical clearance (35 years and older)
with pediatric clearance (18 years and younger)

Documentary Requirements : Updated Philhealth form, endorsement letters
Consent for procedure form

Processing Period : 7 – 14 Days

How to avail of the Service

ST	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				



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1	a. Patient Data Encoding (<i>Pagtatala ng impormasyon ng pasyente</i>) b. History Taking and Physical Examination (<i>Pagkuha ng detalye ng nangyari sa pasyente at pisikal na eksaminasyon</i>) c. Slit Lamp Examination (<i>Eksaminasyon sa ilalim ng Slit Lamp</i>) d. Screened as a surgical case (<i>Nasala na ang kaso ay nararapat na ma-operahan</i>) e. Further Examination	- Receives, logs OPD chart and calls patient in queue. (<i>Tatanggapin, itatala ang OPD chart at tatawagin ang pasyenteng nakapila</i>) - Performs interview and documents history, ophthalmologic examination of illness and best corrected visual acuity (<i>Magsasagawa ng panayam sa pasyente at itatala ang detalye ng nangyari; eksaminasyon ng kalagayan ng mata, at pinaka maayos na visual acuity.</i>)	2 to 6 hours (<i>2 hanggang 6 oras</i>)	- Nursing attendant - Medical Clerk - Post Graduate Intern - Junior Ophtha Resident - Senior Ophtha Resident	None (<i>Wala</i>)	- OPD chart - Prescription forms (<i>Reseta</i>)
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	<i>(Karagdagang eksaminasyon)</i> Appointment scheduled for referral to cataract service (4-6 weeks after initial examination) <i>(Nakaiskedyul na araw ng usapan para sa pag sangguni sa ilalim ng cataract service 4 hanggang 6 na linggo matapos ang unang eksaminasyon)</i>	Transfer to different service/s as deemed necessary <i>(Ililipat sa ibang serbisyo o departamento kung kinakailangan)</i>				
2	a. Scheduled examination by Assigned Service Consultant <i>(Nakaiskedyul na eksaminasyon ng naka-talagang</i>	Referral of ophthalmologic examination and plan to assigned service consultant/s <i>(Pag sangguni sa service consultant sa</i>	30 to 60 minutes <i>(30 hanggang 60 minuto)</i>	- Junior Ophtha Resident - Senior Ophtha Resident - Consultant/s	None <i>(Wala)</i>	- OPD chart - Eye center result form



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	Service Consultant) b. Slit Lamp Examination (Eksaminasyon sa Slit Lamp) c. Screen for Dry Eye, blepharitis or other signs of infection (Suriin para sa Dry Eye, blepharitis, o iba pang sensyas ng impeksyon) d. Screen for Capsule and Zonule Abnormality (Suriin para sa Capsule at Zonule Abnormality) e. Screen for Lacrimal Obstruction and Pterygium	<i>mga eksaminasyon at plano para sa pasyente)</i> Conduct several procedures for diagnostics purposes (Pagsasagawa ng iba't ibang hakbang para malaman ang sanhi ng karamdaman)				
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	<i>(Suriin para sa Lacrimal Obstruction at Pugita)</i> f. Screen for Posterior Segment Abnormalities <i>(Suriin para sa mga Posterior Segment Abnormality)</i> g. Screen for High Intraocular pressure or suspicious looking optic nerves <i>(Suriin para sa mataas na Intraocular pressure o kanihahinalang optic nerves)</i>					
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3	a. Prepare patient for Medical Risk Assessment (<i>Ihanda ang pasyente para sa Medical Risk Assessment</i>) b. Taking of Vital Signs (BP, HR) (<i>Pagkuha ng Vital Signs [BP,HR]</i>) c. Request for Blood Exams, ECG, Chest X Ray (<i>Pag request para sa Blood Exams, ECG, Chest Xray</i>) d. Request for A&B Scan / Keratometry / Biometry (<i>Paghingi ng request para sa A&B Scan /</i>	- Request Slips are handed over for Laboratory tests for blood, urine, ECG (>35 yrs old), and Chest X-ray (<i>Ibibigay ang Request Slips para sa pagsusuri ng laboratoryo para sa dugo, ihi, ECG (>35 na taong gulang), at Chest X-ray</i>) - Biometry for both eyes (<i>Biometry para sa parehong mata</i>) - B-Scan if needed (<i>B-Scan kung kinakailangan</i>) - Specular Microscopy (>70 yrs old) (<i>Specular Microscopy [para sa higit 70 taong gulang]</i>) - Other tests if indicated	1 to 4 hours (<i>1 hanggang 4 na oras</i>)	- Post Graduate Intern - Ophtha Resident - Ophtha Consultant - Internal Medicine Resident - Pedia Resident	Refer to Eye Center citizens Charter (<i>Sumangguni sa Eye Center Citizens Charter</i>)	- OPD chart - Medical Risk Assessment Form - Pedia Clearance form - Laboratory Requests for Blood, Urine, ECG and X Rays - Referral form
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	<i>Keratometry / Biometry)</i> e. Specular microscopy f. Actual Medical Risk Assessment (2-4 weeks) Pedia clearance (for pediatric surgical cases) <i>(Pagsailalim ng Medical Risk Assessment [2 hanggang 4 na linggo] o Pedia clearance [para sa pang bata na kasong ooperahan])</i>	<i>(Iba pang mga pagsusuri kung kinakailangan)</i>				
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4	a. Preparation of surgical materials (<i>Paghahanda ng surgical materials</i>) b. Taking of vital signs (<i>Pagkuha ng vital signs</i>) c. Visible marking of the eye for surgery (<i>maayos na pag mamarka ng matang ooperahan</i>) d. Dilation of Pupils if necessary and other preparations (<i>Pagpapaluwang ng Pupils kung kinakailangan at iba pang pag hahanda</i>) e. Sending off patient to Operating Room (<i>Pagpapadala ng pasyente papuntang Operating Room</i>) f. Operating Room nurse receives patient with	• Vital signs taken (<i>Pagkuha ng vital signs</i>) • Eye for surgery is marked using a marker pen (<i>Pagmarka ng mata na ooperahan gamit ang marker pen</i>) • Instillation of Tropicamide + Phenylephrine Drops (<i>Pagpatak ng Tropicamide + Phenylephrine Drops</i>) • Transport of patient using stretcher	2 to 4 Hours (<i>2 hanggang 4 na oras</i>)	• Ophtha Ward Nurse • Operating Room Nurse • Post Graduate Intern • Junior Resident • Senior Resident	None (<i>Wala</i>)	• OPD chart • Admitting chart • Ophtha Ward chart • Doctors Orders
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	proper endorsement from ward nurse (Pagtanggap ng nars sa Operating Room na may wastong endorsement mula sa nars sa ward)	(Pagdala ng pasyente gamit ang istretser)				
5	a. Surgical materials are re-checked if complete (Paniniguro kung kumpleto ang gamit para sa operasyon) b. Pupil size checked if adequate (Pagsuri kung sapat ang pag luwang ng pupil) c. Patient hooked to BP apparatus and O2 Saturation Machine & monitored	- Residents check Surgical materials at OR (Susuriin ng residente ang Surgical materials at OR) - Nurses hook patient to BP app and O2 saturation monitors (Ikakabit ang pasyente ng mga nars sa	30 to 120 minutes (30 hanggang 120 minuto)	- Post Graduate Intern - Ophtha Resident - Ophtha Consultant - Operating Room Nurse Assist - Operating Room	None (Wala)	- Ophthalmology Ward chart - Vital signs form - Time Out form - WHO Surgical Safety Checklist



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	<i>(Ikakabit ang pasyente sa BP apparatus at O2 saturation machine at monitor)</i> d. Nurses prepare surgical materials at the OR <i>(Ihahanda ng mga nars ang mga gamit sa operasyon sa OR)</i> e. Nurse announces a TIME OUT prior to start of surgery (also known as the WHO Surgical Safety Checklist) <i>(Ihahayag ng nars ang TIME OUT bago ang simula ng operasyon [kinikilala rin bilang WHO Surgical Safety Checklist])</i> f. Ophthalmic Surgery proper	<i>aparato na pang BP at O2 saturation monitors)</i> • Resident performs surgery on patient with supervision of consultant/s <i>(Gagawin ng residente ang operasyon sa pasente sa pangangasiwa ng mga consultant)</i> • 2 Nurses assist in the operation one scrubs in, another one circulates <i>(2 nars ang magaassist sa operasyon kung saan isa ay nakascrub in at</i>		Circulating Nurse		
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	(Pagsisimula ng mismong operasyon sa mata) g. Ophtha Resident and OR Nurse staff signs out patient (Pagsign out ng Ophtha Resident at OR Nurse staff sa pasyente) h. Residents instruct post-operative care (Pagtuturo ng Residente ng wastong pag alaga matapos operahan) i. Endorse patient to Ophtha Ward or to PACU (Pag endorse ng pasyente sa Ophtha Ward o sa PACU)	isa ay sa pagcirculate) Announcement of power of Intraocular lens and final checking by the surgeon prior to opening of pack (Paghayag ng grado ng intraocular na lente at paniniguro ng siruhano bago buksan ang pakete)				
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6	a. Patient is sent back to Ophtha Ward (<i>Ibabalik ang pasyente sa Ophtha Ward</i>) b. Ophtha resident checks initial Visual Acuity, does slit lamp examination, or initial examinations after surgery (<i>Pagsuri ng Ophtha resident ng pa unang Visual Acuity, pagsagawa ng eksaminasyon sa slit lamp, o iba pang pa - unang eksaminasyon matapos ang operasyon</i>) c. Ophtha ward nurses hands over post-operative instruction leaflet and prescription (<i>Ibibigay ng mga nars sa Ophtha ward ang</i>	• Patient is checked immediately after surgery (<i>Ang pasyente ay agarang susuriin matapos ang operasyon</i>) • Instructions and prescriptions are given (<i>Pagbigay ng mga tagubilin at reseta</i>)	30 to 60 minutes (<i>30 hanggang 60 na minuto</i>)	• Ophtha Ward Nurse • Post Graduate Intern • Junior Resident • Senior Resident	Paid to Cashier section (<i>Babayaran sa Cashier Section</i>)	• OPD chart • Ophthalmology chart • Prescription forms • Clearance/ Discharge slip
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	<i>mga tagubilin matapos ma operahan at reseta)</i> d. Patient goes home and follows up the next day or as instructed <i>(Uuwi ang pasyente at babalik para sa follow up kinabukasan o kung ano ang tagubilin ng doctor)</i>					
7	a. Visual Acuity Examination <i>(Eksaminasyon ng linaw ng mata)</i> b. Intraocular Pressure Check <i>(Pagsusuri ng presyon ng mata)</i> c. Examination of - IOL placement - Incision sites - Cells and Flare <i>(Eksaminasyon ng: i. posisyon ng lente sa loob ng mata)</i>	• Patient is checked regularly after surgery <i>(Regular na susuriin ang pasyente matapos ang operasyon)</i> • Instructions and prescriptions are given regularly <i>(Regular na pagbigay ng mga tagubilin at reseta)</i>	1 to 3 hours <i>(1 hanggang 3 oras)</i>	• Post Graduate Intern • Ophtha Resident • Ophtha Consultant	None <i>(Wala)</i>	• OPD chart • Prescription forms



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	ii. mga parting na hiwa iii. sensyales ng pamamaga) d. Follow up for re-examination after 3 days (Follow up para sa muling eksaminasyon matapos ang 3 araw) e. Weekly follow up examinations until 1 month (Lingguhang follow up na eksaminasyon hanggang 1 buwan) f. Check for refractive errors 1 week and 1 month after surgery (Pagsusuri para sa grado ng mata 1 linggo at 1 buwan matapos ang operasyon) g. Follow up check every 3 to 6 months, earlier if with unusual symptoms	•Resident relays surgical results to Consultant on deck (Ipapa-alam ng residente ang resulta ng operasyon sa nakatalagang consultant) •Glasses are advised as necessary (Pag rekomenda ng salamin kung kinakailangan)				
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	(Follow up tuwing 3 hanggang 6 na buwan o mas maaga kung may hindi pangkaraniwang sintomas)					
END OF TRANSACTION						

@ TIME OUT: Nurse confirms by announcing loudly the patient's name, age, eye to be operated on, eye surgeons and nurses doing the surgery.
(Sa TIME OUT: Sisiguraduhin ng nars sa pamamagitan ng paghayag ng malakas ang detalye ng pasyente katulad ng pangalan, edad, mata na ooperahan,
mga surgeon sa mata, at mga nars na gagawa ng operasyon)



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OPD and Emergency Ophthalmologic Consultation

Schedule of Availability of Service

Days : Mondays – Fridays for OPD
Mondays – Sundays for Emergency consultation

Hours : 8:00 AM – 4:00 PM for OPD
24 Hours for Emergency consultation

Who May Avail of the Service : Patients with Ophthalmologic Concern

Documentary Requirements : OPD consultation chart or ER consultation chart

Processing Period : 6 – 7 hours for OPD
1 – 3 hours for Emergency consultation

How to avail of the Service

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SURVICE PROVIDED				
1	a. Patient goes to Medical records/ ER front desk to: i. Retrieve chart (old patient) ii. Apply for new patient chart	Nurse attendant receives chart (OPD) (<i>Tatanggapin ng nurse attendant ang OPD chart</i>)	15-60 minutes (<i>15 hanggang 60 minuto</i>)	- OPD Triage Officer - ER Officer - OPD Nursing attendant - ER Nurse Staff	None (<i>Wala</i>)	- OPD chart - ER Chart



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	<i>(Pupunta ang pasyente sa Medical records/ER front desk upang:</i> <i>i. Makuha ang dating chart (para sa lumang pasyente)</i> <i>ii. Mag apply para sa bagong chart ng pasyente)</i>	• Chart is given to ER Officer for triage <i>(Ibibigay ang chart sa ER officer para sa pag triage o paguuri kung saan dapat mapuntang departamento)</i>				
2	a. Patient narrates history of illness <i>(Ihahayag ng pasyente ang kasaysayan ng kanyang kalagayan)</i>	• Doctor performs interview and documents history of Illness <i>(Isasagawa ng doktor ang panayam at itatala ang nakuhang mga detalye ng kalagayan ng pasyente)</i>	10-15 minutes <i>(10 hanggang 15 minuto)</i>	• Medical Clerk • Post Graduate Intern • Junior Resident	None <i>(Wala)</i>	• Ophtha OPD or ER chart



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3.	a. Patient undergoes Ophthalmic Examination (<i>Sasailalim ang pasyente sa eksaminasyon sa mata</i>)	- Assess and evaluate patient's condition (<i>Susuriin ang kondisyon ng pasyente</i>) - Do various procedures as needed for diagnostic purposes (<i>Gagawa ng iba't ibang procedure na kinakailangan para malaman ang karamdaman ng pasyente</i>)	30-45 minutes Basic eye exam (<i>30 hanggang 45 minuto para sa simpleng eksaminasyon sa mata</i>) 45 to 90 minutes If with Refraction (<i>45 hanggang 90 minuto kung mayroong pagsukat ng grado</i>) 2-4 hours if with Dilated Fundus Exam (<i>2 hanggang 4 oras kung sisilipin and loob ng mata tulad ng ugat at iba pa</i>)	- Medical Clerk - Post Graduate Intern - Junior Resident - Senior Resident Consultant	None (<i>Wala</i>)	- Ophtha OPD or ER chart - Pedia Ophtha Form, RB & ROP form - Orbit/PL form
4	a. Awaits disposition (If further procedures are required, proceed to step 7, otherwise, proceed to step 5) (<i>Hihintayin ang disposisyon [kung may</i>	Gives instructions for disposition (<i>Magbibigay ng tagubilin para sa disposisyon sa pasyente</i>)	15 minutes (<i>15 minuto</i>)	Resident	None (<i>Wala</i>)	



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	<i>karagdagang procedure na kinakailangan, tumuloy sa Step 7, kung wala naman, tumuloy sa Step 5))</i>					
5	a. Listens and understands medications, instructions and follow up schedule if necessary <i>(Makikinig at iintindihin ang reseta, tagubilin, at follow up schedule kung kinakailangan)</i>	• Sends patient home with prescription and instructions <i>(Papauwiin ang pasyente na may reseta at tagubilin)</i> • Schedule patient for follow up evaluation <i>(Bibigyan ng iskedyul ang pasyente para sa follow up na eksaminasyon)</i>	15 minutes <i>(15 minuto)</i>	• Resident	None <i>(Wala)</i>	• Prescription form
6	a. Fills up Patient Satisfaction Survey form <i>(Sasagutan ang Sarbey para sa paglilingkod)</i>	None <i>(Wala)</i>	3 to 5 minutes <i>(3 hanggang 5 minuto)</i>	• OPD and ER nurse staff / PAD	None <i>(Wala)</i>	• Patient's Satisfaction Survey



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FOR PATIENTS REQUIRING ADDITIONAL PROCEDURES OR SURGERY						
7	a. Receives instruction on the need for further Ophthalmic examination or other ancillary procedures <i>(Tatanggap ng tagubilin kung kinakailangan ng karagdagang eksaminasyon sa mata o iba pang pamamaraan)</i>	• Discusses the indications or reasons for additional tests or procedures <i>(Tatalakayin ang mga indikasyon at rason para sa karagdagang eksaminasyon at pamamaraan)</i>	15 minutes <i>(15 minuto)</i>	• Resident	None <i>(Wala)</i>	• Ophtha OPD or ER chart
	b. Undergoes required additional Ophthalmic Diagnostic Procedures at Eye Center and retrieves official result (Proceed to Eye Center at 4 th floor) <i>(Sasailallim sa kinakailangang karagdagang Ophthalmic Diagnostic Procedures sa Eye Center at kukunin ang opisyal na resulta [Pupunta sa Eye Center 4th Floor])</i>	• Provides requests for necessary Ophthalmic Eye Examinations and receives official result <i>(Magbibigay ng request para sa kinakailangang laboratory sa mata at tatanggapin ang opisyal na resulta)</i>	3 to 5 working days depending on type of Eye Diagnostic Procedure <i>(3 hanggang 5 araw depende sa uri ng Eye Diagnostic Procedure)</i>	• Resident • Eye Center Technician • Consultant reader	Respective Diagnostic Procedure Fees posted at the Eye Center <i>(Nakapaskil sa Eye Center ang karampatang halaga ng mga Diagnostic Procedures)</i>	• Request forms for Eye Diagnostic Procedure • Official Eye Center readings



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	c. Get schedule for necessary procedure / management or schedule referral to consultant <i>(Kunin ang iskediyul para sa kinakailangang procedure o iskediyul para sa referral sa consultant)</i>	• Schedule patient for further procedure/ management or schedule referral to consultant <i>(liskedyul ang pasyente para sa karagdagang procedure o iskediyul para sa referral sa consultant)</i>	2 to 4 hours <i>(2 hanggang 4 na oras)</i>	• Resident • Consultant	None <i>(Wala)</i>	• Ophtha OPD or ER chart
	d. Proceeds to i. Pathology ii. Radiology (if needed) <i>(Tutuloy sa: i. Pathology ii. Radiology [kung kinakailangan])</i>	• Provides requests for blood or ancillary tests (if needed) <i>(Magbibigay ng request para sa dugo o iba pang karagdagang laboratoryo kung kinakailangan)</i>	30 to 45 minutes <i>(30 hanggang 45 minuto)</i>	• Medical technician • Radiology technician		• Ancillary procedure request form (i.e. X-ray, Blood chemistry, CT-scan, etc.
8	Secures Medical Risk Assessment or Medical Clearance (if necessary) <i>(Kukuha ng Medical Risk Assessment o Medical</i>	• Provide referral form for Medical Risk Assessment (MRA) / Medical Clearance	As per Internal Medicine <i>(nasa pagtatakda ng Internal Medicine)</i>	• OPD staff • Internal Medicine Resident	None <i>(Wala)</i>	• OPD chart



	Clearance [kung kinakailangan])	(Magbibigay ng referral form para sa Medical Risk Assessment (MRA) / Medical Clearance)				
9	Secures Pre-Anesthesia Risk Evaluation (if necessary (Kukuha ng Pre-Anesthesia Risk Evaluation kung kinakailangan)	• Provide referral form for Anesthesia Evaluation (Magbibigay ng referral form para sa Anesthesia Evaluation)	As per Anesthesia Department (Sa pagtakda ng Internal Medicine)	• OPD staff • Anesthesia Resident	None (Wala)	
10	Secure final instructions prior to admission or procedure / secure admission consent and surgical procedure consent (Kukuha ng huling tagubilin bago ma admit o ma-operahan / Kukuha ng admission consent at surgical procedure consent)	• Provide final instructions prior to admission or procedure (Magbibigay ng huling tagubilin bago ma-admit o maoperahan)	10 to 15 minutes (10 hanggang 15 minuto)	• Resident • OPD staff	None (Wala)	• Consent form for admission / surgical procedure (kaalamang pahintulot para ma-admit at ma-operahan)
END OF TRANSACTION						



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Provision of Residency Training Program

Schedule of Availability of Service

Days : Mondays – Fridays 8AM to 5PM
Who May Avail of the Service : Licensed doctors who desire to become resident trainees
Documentary Requirements : Application form, Endorsement letter, Credentials
Acceptance letter
Processing Period : 3 years

How to avail of the Service

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	a. Application of aspiring resident at HR department (Pag papasa ng aplikasyon ng naghahangad na residente sa HR department)	• Provision of application form and requirements (Pagbigay ng application form at requirements)	2 – 5 days (2 hanggang 5 araw)	• HR division personnel	None (Wala)	• Application form
2	a. Processing of application forms and requirements. Proper endorsement to Hospital Training	• Checking of required form and credentials for evaluation (Pagsusuri ng kinakailangang forms)	10-20 minutes (10 hanggang 20 minuto)	• HR division personnel	None (Wala)	• Application form



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	officer (Pag proseso ng application form at requirements. Wastong pag endorso sa Hospital Training Office)	at credentials para sa evaluation)				
3	a. Pre-evaluation with the hospital training officer (Inisyal na pagsusuri ng hospital training officer)	• Pre-interview and assessment of applicants (Paunang panayam at pagsusuri ng mga aplikante)	30 minutes (30 minuto)	• Hospital Training officer	None (Wala)	• Application form
4	a. Endorsement of the applicant to the respective department head and department training officer (Pag endorso ng aplikante sa karampatang department head at department training officer)	• Proper endorsement of applicant to the respective department chair (Wastong pag endorso ng aplikante sa karampatang department chair)	30 minutes (30 minuto)	• PDER Office and Hospital Training Officer • Department Head and training officer	None (Wala)	• Endorsement Letter • Application form
5	a. Interview and reassessment of the applicant	• Checking of required form and credentials for evaluation	30 minutes- 1 hour (30 minuto hanggang 1 oras)	• Department Head and training officer	None (Wala)	None (Wala)



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	<i>(Panayam at muling pagsusuri sa aplikante)</i>	<i>(Pagsusuri ng kinakailangang papeles at kredensyal para sa pagsusuri)</i> • Assessment of Applicants credential <i>(Pagsusuri ng credentials ng aplikante)</i>				
6	a. Acceptance and start of pre-residency <i>(Pagtanggap at pagsisimula ng pre-residency)</i>	• Evaluation of applicant's skills, knowledge and attitude as a resident <i>(Pagsusuri ng kasanayan, kaalaman, at kaugalian ng aplikante bilang isang aplikanteng residente)</i>	15 days - 1 month <i>(15 na araw hanggang 1 buwan)</i>	• Department Head and training officer	None <i>(Wala)</i>	• Acceptance Letter
7	a. Formal residency training program <i>(Pormal na residency training program)</i>	• Evaluation of applicant's skills, knowledge and attitude as an official resident <i>(Pagsusuri ng kasanayan, kaalaman, at kaugalian ng</i>	3 years <i>(3 taon)</i>	• Department Head and training officer	None <i>(Wala)</i>	• Evaluation sheets



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		<i>aplikante bilang isang opisyal na residente)</i>				
8	a. Completion of requirements for graduation from the Ophtha program <i>(Pagkumpleto ng requirements para sa pagtatapos ng programa)</i>	• Evaluation of applicant's skills, knowledge and attitude prior to graduating and completion of requirements <i>(Pagsusuri ng kasanayan, kaalaman, at kaugalian ng aplikante bago ang pagtatapos at pagkumpleto ng requirements)</i>	2 months <i>(2 buwan)</i>	• Department Head and training officer	None <i>(Wala)</i>	• Evaluation sheets • Grades • Certificates
END OF TRANSACTION						

Prepared by:	Reviewed by:	Approved by:
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CEDIE G. BLAZA, MD	LORD RYAN L. LOPEZ, M.D., MBA, DPBO, FPAO	NEMESIO S. ARTAIZ JR., MD, DPBO
<u>RESIDENT/ ISO REPRESENTATIVE</u>	<u>TRAINING OFFICER</u>	<u>CHAIRMAN</u>