



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



Preparation and Provision of Meals to Admitted Patients

Schedule of Availability of Service

Days	:	Mondays – Sundays
Hours	:	5:00 AM to 7:30 PM
Who May Avail of the Service	:	ADMITTED PATIENTS WITH PRESCRIBED DIETS
Documentary Requirements	:	Request and Issue Slip, Menu Cycle, Standardized Recipes, Diet Census Form, Diet List Images, Diet Tags, Daily Wards Tray Distribution and Collection Monitoring Form
Processing Period	:	3 Hours
How to avail of the Service	:	

STEP	APPLICANT / CLIENT	SERVICE PROVIDER		DURATION OF ACTIVITY	PERSON IN CHARGE		FEES	FORM
1	Nursing Service to post diet using the Hospital Information System (HIS) (Pagpaskil ng diyeta ng pasyente gamit ang Hospital Information System)	Acknowledge Diet List (Pagkilala ng diyeta galing sa ward)	Checks Issued Supplies and Prepares Ingredients (Pagsuri ng mga Panustos ng Pagkain at Paghanda ng mga Rekado)	1 Hour and 30 Minutes (1 Oras at 30 Minuto)	Dietitian-On-Duty (Diyetisyan)	Cook (Taga-Luto)	None (Wala)	Request and Issue Slip (Talaan ng mga Hiniling at Binigay na Suplay) Menu Cycle (Listahan ng putahe)
		Checks Completeness and Correctness (Tignan Kung Kumpleto at Tama ang Laman)	Prepares and Cooks Dishes (Paghahanda at Pagluluto ng Pagkain)		Dietitian-On-Duty (Diyetisyan)	Cook (Taga-Luto)	None (Wala)	Standardized Recipes (Pamantayan ng Paraan ng Pagluluto) Encoded Diet List (Talaan ng Diyeta sa HIS)



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2		Prepares Diet Census (<i>Ihanda and Kabuuang Talaan ng Diyeta</i>) Prints, Cuts, and Sorts Diet Tags (<i>Ihanda, I-Print at Pagsamasamahin and mga Tarheta ng Diyeta</i>) Captures Images of Encoded Diet Lists (<i>Pagkuha ng mga Litrato ng Talaan ng Diyeta sa HIS</i>)			Dietitian-On-Duty (<i>Diyetisyan</i>)	None (<i>Wala</i>)	Diet Census (<i>Kabuuang Talaan ng Diyeta</i>) Diet Tags (<i>Tarheta ng Diyeta</i>) Images of Diet Lists (<i>Litrato ng Talaan ng Diyeta</i>)
3		Dish Out of Meals to Individual Food Trays/Containers (<i>Paglagay ng Pagkain sa mga Tray</i>)	30 Minutes (<i>30 Minuto</i>)		Dietitian-On-Duty (<i>Diyetisyan</i>) Cook (<i>Taga-Luto</i>) Food Service Worker (<i>Manggagawa sa Serbisyo ng Pagkain</i>)	None (<i>Wala</i>)	Diet List (<i>Talaan ng Diyeta</i>) Diet Census (<i>Kabuuang Talaan ng Diyeta</i>) Diet Tags (<i>Tarheta ng Diyeta</i>)
4	Patient Receives Food During Distribution (<i>Pagtanggap ng Hinatid na Rasyon na Pagkain</i>)	Distributes Food Trays to Different Wards. For Isolation Cases, a drop off point is provided. (<i>Paghahatid ng Tray ng Pagkain sa Ward. Para sa mga Pasyenteng Nakahiwalay, may</i>	30 Minutes (<i>30 Minuto</i>)		Food Service Worker (<i>Manggagawa sa Serbisyo ng Pagkain</i>)	P 100.00 – P 150.00 per tray to be charged to hospital bill (<i>P 100.00 – P 150.00 kada tray na isasama sa kabuuang babayaran sa ospital</i>)	Images of Diet Lists (<i>Litrato ng Talaan ng Diyeta</i>) Diet Tags (<i>Tarheta ng Diyeta</i>)



		<i>Itinakdang Lagayan ng Pagkain)</i> Posts Meals as Served using HIS (Hospital Information System) <i>(Ipaskil na “served” or naibigay ang rasyon sa pasyente sa pamamagitan ng HIS)</i>		Dietitian-On-Duty <i>(Diyetisyan)</i>		Daily Wards Tray Distribution and Collection Monitoring Form <i>(Talaan ng Pagbibigay at Pagkokolekta ng Trays)</i>
5	Patient Returns Used Food Tray <i>(Pagbabalik ng Pasyente ng Ginamit na Tray)</i>	Collects and Records Used Food Trays from Patients. Disposable Containers are not collected. <i>(Pagkolekta ng Nagamit na Tray ng Pasyente. Hindi na Kokolektahin and “disposable” na lalagyan).</i>	30 Minutes <i>(30 Minuto)</i>	Dietitian-On-Duty <i>(Diyetisyan)</i> Food Service Worker <i>(Manggagawa sa Serbisyo ng Pagkain)</i>		Daily Wards Tray Distribution and Collection Monitoring Form <i>(Talaan ng Pagbibigay at Pagkokolekta ng Trays)</i>
END of TRANSACTION						



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Provision of Nutrition Counseling

Schedule of Availability of Service

Days : Mondays – Sundays
Hours : 8:00 AM to 5:00 PM
Who May Avail of the Service : Patient/Watcher OPD and In Patients
Documentary Requirements : Referral Slip, Nutrition Counseling Leaflets, Nutrition Clinic Logbook
Processing Period : 40 minutes
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Present Referral Slip to the Dietitian (Ipakita ang slip ng referral sa Diyetisyan)	Receives Referral Slip (Tanggapin ang slip ng referral) Checks completeness and Correctness (Suriin kung tama at kumpleto)	2 Minutes (2 Minuto)	Dietitian-On-Duty (Diyetisyan)	None (Wala)	Referral Slip (Papel ng Pagsangguni) Nutrition Counseling Leaflet (Materyales para sa Panuto ng Diyeta)
2	Participate in discussion during nutrition counseling (Sumali sa diskusyon habang pinapayuhan ayon sa diyeta)	Issuance of computed diet plan (Pagbigay ng calculating plano ng diyeta) Instruct food intake / preparation. (Ituro ang tamang gabay/dami ng wastong pagkain)	30 Minutes (30 Minuto)			
3		Ask for questions and remind that the contact number is provided on the leaflets for eventual clarification.	7 Minutes (7 Minuto)			



		(Itanong kung may nais linawin at ibigay ang numero ng maaring tawagan kung may katanungan).				
4		Documents the patient's information in the Nutrition Counseling logbook; along with the patient/companion's signature (Itala and impormasyon ng diyeta ng pasyente at pirma ng pasyente or bantay ng pasyente sa Libro ng Nutrisyon Klinik)	1 Minute (1 Minuto)			Referral Slip (Papel ng Pagsangguni) Nutrition Clinic Logbook (Libro ng Nutrisyon Klinik)
END of TRANSACTION						



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