



QUEZON CITY GOVERNMENT Quezon City General Hospital



EMERGENCY ROOM DEPARTMENT CITIZEN'S CHARTER

EMERGENCY ROOM CONSULT

Schedule of Availability of Service

Days: Monday – Sunday (Lunes hanggang Linggo)

Hours: 24 hours with no noon break (Bente kwatro oras)

Who may avail the service: Old patients with hospital card (mga dating pasyente)
New patients with any valid IDs (mga bagong pasyente na may pagkakakilanlan)

Duration: 6 Hours (Anim na oras)

Documentary Requirements : Emergency Room Chart, Medico Legal Form

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Tell the complaint to the security guard. (Sabihin ang pakay sa gwardya)	Asks for history then proceed to ERO. (Tanungin ang pasyente / kamag-anak kung nilagnat, inubo, sinipon o nahirapang huminga, kung wala, dumiretso sa ERO.	1 – 5 minutes (1 – 5 minuto)	Security Guard on Duty	None	None
2	Proceed to ERO and tell the complaint. (Sabihin ang nararamdaman sa ERO)	Does initial assessment / quick interview / vital signs. (Gumawa ng paunang pagsusuri at pakikipanayam / pagkuha ng vital signs)	5 – 10 minutes (5 – 10 minuto)	Emergency Room Officer (ERO)	None	None
3	Fill out the Patient Information Sheet – PIS. (Punan ang PIS)	Gives the patient or relative the PIS. (Ibigay sa pasyente o kamag – anak ang PIS)	1 – 5 minutes (1 – 5 minuto)	ERO	None	Personal Information Sheet (PIS)
4	Bring the PIS to admitting	Registers the patient and issue hospital ID card instruct to wait inside	5 – 10 minutes	Admitting Staff	None	PIS



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	section. (Dalhin ang PIS sa admitting section)	ER. (Irehistro ang pasyente at gawan ng talaan habang naghihintay sa ER)	(5 – 10 minuto)			Any Valid ID's Vaccination Card
5	Proceed to designated department. (Pumunta sa tinukoy na departamento)	Deck the patient to appropriate department for further management. (Itukoy sa tamang departamento para sa tuluyang gamutan.)	5 – 10 minutes (5 – 10 minuto)	ERO Nurse on Duty (NOD)	None	ER Chart
6	Agrees for history taking / physical examination - relative or watcher if patient is unable. (May pahintulot ng pasyente o kamag – anak sa tuluyang gamutan at eksaminasyon.)	Obtains complete medical history and physical examination. (Kumpletuhin ang mga kailangang impormasyon para sa gamutan at eksaminasyon.) Makes order of required and basic diagnostic tests such as CBC, Blood Chem, Urinalysis, Chest X – Ray, CT Scan, etc. (Gumawa ng mga kailangan na laboratory, tulad ng CBC Blood Chem, Urinalysis, Chest X – Ray, CT Scan, at iba pa. Renders nursing care such as vital signs and complete the documents. (Kuhanan ng vital signs at kumpletuhin ang mga dokumento).	1 – 2 hours 1 – 2 oras)	Resident on Duty (ROD) - Internal Medicine - Pediatrics - Surgery - OB-Gyne - ORL-HNS - Ophtha - Family Medicine Medical Technologist Radiological Technologist NOD	None See Charges on Department of Pathology, Radiology and Pharmacy	ER Chart Diagnostic Requests



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7	Wait for the results and evaluation. (Hintayin ang resulta at pagsusuri) Agrees for the prescribed medications. (Pagsang – ayon sa mga niresetang gamot.)	Interprets the results and prescribe appropriate medicines. (Ipaliwanag ang resulta at pagbigay ng tamang gamot.) Discuss the nature of his / her disease. (Pag-usapan ang tungkol sa sakit) Advises the patient to follow up OPD and / or for the patient advise to go home with medicines. (Payuhan ang pasyente na bumalik sa OPD at / o umuwi ng may resetang gamot). If admission is required, follow the procedure on admission. (Kung kailangan manatili sa ospital, sundin ang pang-admit na proseso). Completes the referral form for the patient required of Transfer of Hospital of Choice – THOC. (Kumpletuhin ang talaan ng referral para sa THOC)	1 – 2 hours (1 – 2 oras)	ROD NOD ERO Senior House Officer (SHO)	None	Diagnostic Results Prescription Discharge Instructions Admission Chart THOC Referral Form
8	Pays the corresponding fee at the Billing and Cashier Section. (Magbayad sa Billing at Cashier)	Issues Official Receipt (Bigyan ng resibo ng pinagbayaran)	10 – 15 minutes (10 – 15 minuto)	NOD Billing Staff Cashier Staff Social Welfare (SWA) Staff	P100.00 (For Consultation Fee, Non – Medico Legal) P150.00 (For Medico Legal)	Clearance Slip Official Receipt
9	Presents Official Receipt to ER NOD and Clearance Slip. (Ipakita ang resibo at	Claim the ER Clearance Slip and stamps it with Nurse's name and signature. (Kunin ang Clearance Slip, tatakan ng Nurse at pipirmahan ito)	1 – 5 minutes (1 – 5 minuto)	NOD Nursing Attendant (NA)	None	Official Receipt Clearance Slip



	Clearance Slip sa ER NOD)					
10	Presents the stamped Clearance Slip to the Security Guard. (Ipakita ang clearance sa gwardya).	Checks if paid appropriately. (Suriin ang resibo ng pinagbayaran).	1 – 2 minutes (1 – 2 minuto)	Security Guard	None	Official Receipt Clearance with Stamped Nurse's and Guard's Signature
END OF TRANSACTION						