



LOCAL GOVERNMENT OF QUEZON CITY
Quezon City General Hospital
Internal Medicine
CITIZEN'S CHARTER



PATIENT ADMISSION (EMERGENCY ROOM)

Schedule of Availability of Service

Days : Monday – Sunday (ER)

Hours : 24 hours / day (ER)

Who may avail the Service. : Sick Individuals needing ambulatory care, male and female more than 19 years old, non-surgical, non-gynecologic patients

What are the Basic Requirements. : Medical Records

Duration : Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines

How to Avail of the Service:

step	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Provider				
1	Consent for admission (Pagbigay ng pahintulot upang ma-admit)	Receives patient chart - From ER - From OPD (Pagtanggap ng chart ng pasyente) - Mula sa ER - Mula sa OPD	10-15 mins	Resident Physician	None	ER /OPD Chart
2	Consent for intervention and management (Pagbigay ng pahintulot upang mabigyan ng lunas)	Prepares patient for admission - History and physical examination - Laboratory/diagnostic exams - Prescription of medications (Paghahanda ng pasyente para ma-admit) - Interview sa pasyente at pisikal na pag-eksamen	2 hours	Resident Physician	Variable	Laboratory/Imaging requests/ consent forms Prescription papers/ justification letters



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		• <i>Eksaminasyong pang-laboratoryo at iba pang dayagnostiko</i> • <i>Pagreseta ng gamot</i>				
3	Undergoes Rapid Antigen Test/RT PCR for PUI patients <i>(Pag-pagawa ng Rapid Antigen Test RT PCR para sa PUI patients)</i>	<i>Prepares request for the RA/RT PCR test</i> <i>(Pagsulat ng request para sa RAT/RT PCR)</i>	5 mins	Resident Physician Nurse in Charge (swabber on duty)	None	RAT/RT PCR Request
4	Admission of the patient <i>(Pag-admit ng pasyente)</i>	Admits patients, endorsement of patient to the receiving medical doctor and carrying-out of doctor's orders. <i>(Pag-admit sa pasyente, pagendorso sa kapwa doctor and paggawa ng mga order ng doctor)</i>	3 hours	Resident Physician ER nurse-on-duty	None	Admitting Chart and laboratory results
5	Transfer of the patient to respective wards <i>(Pag-lipat ng pasyente sa ward)</i>	Accompanies patient to the ward and endorsement of patient to ward nurse on duty <i>(Paghatid sa pasyente sa ward at pag-endorso ng pasyente sa ward nurse)</i>	30 mins	ER nurse-on-duty	None	Patient's chart
6	Arrival and Admission of the patient at the ward <i>(Pagdating at pagadmit ng pasyente sa ward)</i>	Patient is received at the ward by the ward nurse on duty and medical resident on duty. <i>(Pag-admit ng pasyente sa ward ng mga nars at doktor)</i>	15-30 mins	Ward nurse-on-duty Ward medical resident-on-duty	None	Patient's chart



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END of TRANSACTION



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REQUEST FOR ELECTROCARDIOGRAM (ECG)

Schedule of Availability of Service

Days : Monday – Sunday (ER), Monday – Friday (OPD)

Hours : 24 hours / day (ER), 7am-4pm (OPD)

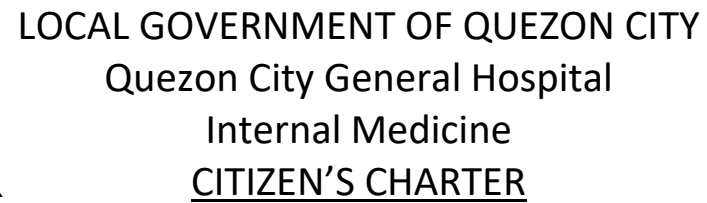
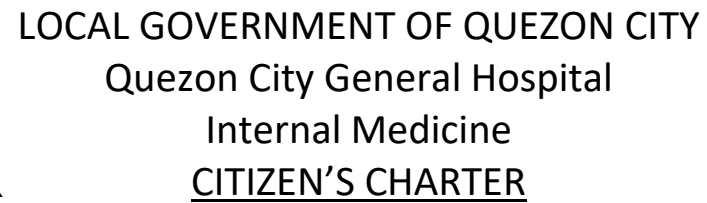
Who may avail the Service. : Individuals needing ambulatory care, male and female more than 19 years old, non-surgical, non-gynecologic patients who need to undergo electrocardiogram (ECG) testing.

What are the Basic Requirements. : ECG Request

Duration : Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines

How to Avail of the Service:

step	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Provider				
1	Consult at the OPD, ER, or is currently admitted at the wards. (Pagconsulta sa OPD, ER, o pagkaadmit sa ward)	Provides ECG request (Paggawa ng ECG request form)	2 mins	Attending Physician	None	ECG Request
2	ROUTINE: Receives request and proceeds to ECG unit. (Pagtanggap ng request at pagtungo sa ECG unit) STAT: Awaits for ECG to be performed at bedside. (Paghintay na magawa ang ECG sa kinalagyan)	ROUTINE: Receives request, documents, information, schedules procedure. (Pagtanggap ng request, pagtala ng impormasyon, pag-schedule ng proseso) STAT: Receives request, documents information, proceeds to bedside.	15 mins	ECG Personnel	None	ECG Request



		<i>(Pagtanggap ng request, pagtala ng impormasyon, pagtungo sa kinalagayan ng pasyente)</i>				
3	Payment of fees <i>(Pagbayad ng kaakibat na bayarin)</i>	Awaits official receipt. <i>(Paghintay sa opisyal na resibo)</i>	Variable	Patient/Cashier	None	ECG Request
4	Undergoes ECG procedure. <i>(Pagsailalim sa ECG)</i>	Performs ECG on patient <i>(Pagsasagawa ng ECG sa pasyente)</i>	15 mins	ECG Personnel	None	ECG Request
5	Awaits Results <i>(Paghintay sa resulta)</i>	Interprets ECG and releases result <i>(Pagbabasa ng ECG at pagbigay ng resulta)</i>	3 working days (routine) 24 hours (stat)	Resident Physician ECG Personnel	None	ECG Request
END of TRANSACTION						



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REQUEST FOR ENDOSCOPIC PROCEDURES

Schedule of Availability of Service

Days : Monday – Friday

Hours : 8am-4pm (OPD)

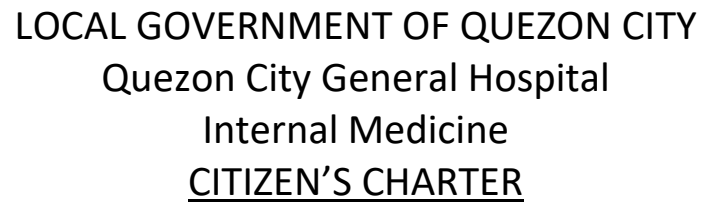
Who may avail the Service. : Individuals needing diagnoses, visualization, and treatment of illness that are related to Gastroenterology and its related fields.

What are the Basic Requirements. : Patient’s Chart

Duration : Variable

How to Avail of the Service:

step	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Provider				
1	Avails of Gastroenterologic service of QCGH (Pagpakonsulta sa Gastroenterology Service)	Receives referral for possible endoscopic procedure and assesses the need for endoscopic procedure. (Pagtanggap ng referral at pagsuri sa pasyente)	1 hour	IM GI Rotator	None	Patient’s Chart Referral Form
2	Awaits confirmation of procedure and schedule (Paghintay ng schedule)	Confirms the need for endoscopy and schedule (Pagkumpirma at pag schedule ng endoscopy)	30 mins	IM GI Consultant	None	Patient’s Chart
3	Proceeds to endoscopy unit after confirmation of schedule (Pagtungo sa Endoscopy Unit matapos mabigyan ng schedule)	Reserves schedule for patient and gives instructions prior to the procedure.	15 mins	Endoscopy Nurse IM GI Rotator	None	Patient’s Chart



		<i>(Pagtakda ng araw para sa pasyente at pagbigay ng mga tagubilin bago ang endoscopy)</i>				
4	Arrives on schedule date of procedure <i>(Pagdating sa takdang araw)</i>	Performs the procedure, fill-up endoscopy result <i>(Pagsagawa ng endoscopy at pagbigay ng result)</i>	45 mins	IM GI Consultant IM GI Rotator Anesthesiologist	Variable	Patient's Chart Endoscopy Result Form Anesthesia Record
5	Receives initial results. <i>(Pagtanggap ng paunang resulta)</i>	Explains findings to the patient and possible management <i>(Pagpapaliwanag sa pasyente ng resulta at paggamot nito)</i>	15 mins	IM GI Consultant	None	Patient's Chart Endoscopy Result Form
6	Proceeds to billing and cashier for processing of payment <i>(Pagtungo sa kahera para sa bayad)</i>	Fill up the charge slip, gives clearance form after payment <i>(Pagsulat ng charge slip at clearance form)</i>	20 mins	Endoscopy Nurse	Variable	Charge Slip
7	Proceeds back to Endoscopy Unit for final disposition <i>(Pagbalik sa Endoscopy Unit para sa mga tagubilin)</i>	Gives final endoscopy result and signs clearance form. <i>(Pagbigay ng opisyal na resulta sa pasyente at paglagda sa clearance form)</i>	10 mins	IM GI Consultant/Rotator Endoscopy Nurse	None	Endoscopy Result Form Patient's Chart
END of TRANSACTION						



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AMBULATORY CARE (OPD)

Schedule of Availability of Service

Days : Monday – Friday (OPD)

Hours : 8am-5pm (OPD)

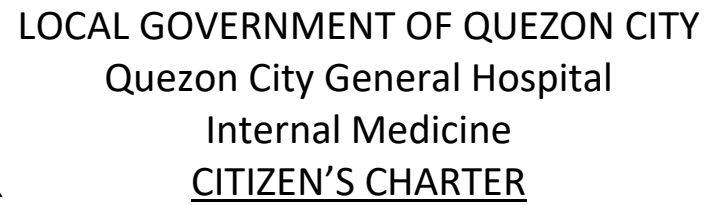
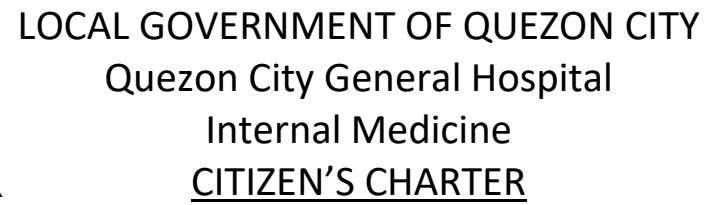
Who may avail the Service. : Sick individuals needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients.

What are the Basic Requirements. : Medical Records

Duration : Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines

How to Avail of the Service:

step	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Provider				
1	Arrives at the IM-OPD section <i>(Pagdating ng pasyente sa IM OPD)</i>	Receives patient chart - From Triage (OPD) <i>(Pagtanggap ng chart ng pasyente)</i> - Mula sa Triage (OPD)	30 mins to 1 hour	Junior Intern/ Resident Physician	None	OPD Chart
2	Gives history and consents for physical exam <i>(Pagbigay ng salaysay at pahintulot para sa physical examination)</i>	Interviews patient and carries out physical examination <i>(Pag-interview at pagsuri sa pasyente)</i>	30-45 mins (OPD)	Junior Intern/ Post-Graduate Intern (OPD) Resident Physician	None	OPD Chart
3	Giving of prescription medications and laboratory request <i>(Pagbibigay ng reseta at laboratory request)</i>	Explanation of prescription and laboratory request <i>(Pagpapaliwanag ng reseta at laboratory request)</i>	15 mins	Resident Physician	None	Prescription and Laboratory Request



4	Giving of scheduled follow-up <i>(Pagbibigay ng takdang araw ng pagbalik)</i>	Explanation of scheduled follow-up and final disposition <i>(Pagpapaliwanag ng pagsusuri at pagbibigay ng mga tagubilin)</i>	5 mins	Resident Physician	None	Patient's Chart Laboratory Request Prescription
END of TRANSACTION						