



Schedule of Availability of Service

Days	:	Monday & Thursday
Hours	:	6:00-2:00 PM
Who May Avail of the Service	:	Central Supply Room
Documentary Requirements	:	Material Management System
Processing Period	:	60 minutes
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	None (Wala)	Itemizing of supplies that are to be requested on the Requisition and Issuance Slip. <i>(Pag-lilista ng irerequest na medikal na gamit)</i>	30 minutes (Trenta minuto)	CSR Staff (Kawani ng CSR)	None (Wala)	Requisition and Issuance Slip
2	None (Wala)	Requesting of supplies thru Material Management System <i>(Pag request ng gamit sa Material Management System)</i>	20 minutes (Bente minuto)			
3	Posting of requisition by Property and Supply Section <i>(Pag post ng request ng Kawani ng Property and Supply Section)</i>	Posting of requisition <i>(Pag post ng irerequest na gamit)</i>	10 minutes (Sampung minuto)			
END of TRANSACTION						



Schedule of Availability of Service

Days : **Monday-Saturday except Sunday & Holiday**

Hours : 8:00-4:00 PM (Monday - Friday)

8:00-12 noon (Saturday)

Who May Avail of the Service : CSR Supervisor and staff

Documentary Requirements : SMS & EMAIL

Processing Period : 15 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	None (Wala)	Checking of empty cylinders to be requested (Pag chek ng bilang ng walang laman na tangke)	10 minutes (Sampung minuto)	CSR Staff (Kawani ng CSR)	None (Wala)	SMS Email
2	None (Wala)	Informing supplier thru SMS or Email regarding the requested medical gases (Pag bibigay alam sa bilang ng tangke na irerequest sa tagapagtustos)	3 minutes (Tatlong minuto)			
3	None (Wala)	The Central Supply Room Supervisor will wait for the confirmation of the supplier thru SMS or Email (Paghintay sa konpirmasyon ng suplayer sa pamamagitan ng SMS or Email)	2 minutes (Dalawang minuto)			
END of TRANSACTION						



QUEZON CITY GOVERNMENT

Quezon City General Hospital

Central Supply Room

CITIZEN'S CHARTER



Issuance Of Medical Supplies (Admitted, ER, OPD and Walk In)

Schedule of Availability of Service

Days	:	Mondays – Sundays
Hours	:	24 hours without noon break
Who May Avail of the Service	:	Admitted, ER, OPD patients and Walk In
Documentary Requirements	:	Prescription, Patient Card, Statement of Account, Official Receipt
Processing Period	:	20 minutes (Depends on the bulk of prescription)
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Present the prescription (Ipakita ang reseta)	Admitted Review the prescription form, check the patient's name, date, age, ward and stamped with signature of the doctor. (I review ang reseta, siguraduhin na kumpleto ang pangalan, petsa, edad, ward, selyo ng doktor)	2 minutes per RX (2 minuto kada reseta)	CSR Staff (Kawani ng CSR)	None (Wala)	Prescription (Reseta)
2	None (Wala)	Verifies patients name if he/she is registered in the HIS, If not registered instruct the watcher to proceed to Admitting Section for	3 minutes per RX (3 minuto kada reseta)			



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		registration. <i>(Iverify ang pangalan ng pasyente kung siya ay nakarehistro sa sistema, kung hindi, ituro ito sa Palistahan para magpa rehistro)</i>				
3	None (Wala)	Staff will prepare and charge the medical supplies thru HIS. <i>(Ihahanda ng kawani ng CSR at ichacharge and medikal na gamit)</i>	12 minutes per RX (12 minuto kada reseta)	CSR Staff (Kawani ng CSR)	None (Wala)	Prescription (Reseta)
4	<i>Received supplies thru logbook with name and signature. (Tanggapin ang gamit at pumirma sa lagdaan)</i>	Issuance of medical supplies <i>(Iisyu ang gamit)</i>	3 minutes (3 minuto kada reseta)			Receiving Logbook



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	Present the prescription (<i>Ipakita ang reseta</i>)	OPD 1.Verifications of patient name if he/she is registered in the HIS, if the patient is tag as MGH, CSR staff will Untag as MGH the patient and proceed for charging. (<i>Iverify ang pangalan ng pasyente kung siya ay nakarehistro sa sistema, kung ang pasyente ay naka tag na MGH ang kawani ng CSR ay iuuntag eto para magpatuloy sa susunod na hakbang</i>)		CSR Staff (<i>Kawani ng CSR</i>)	None (<i>Wala</i>)	Prescription (<i>Reseta</i>)
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	None (Wala)	2.Charge the supplies thru HIS, Tag as MGH and instruct the watcher to proceed to Billing Section for SOA and Cashier for payment and OPD patient will present the Official receipt to CSR staff. <i>(Icharge ang gamit sa pamamagitan ng HIS, I Tag as MGH at ituro na pumunta sa Billing para kunin ang SOA at pagkatapos dumerecho sa Cashier para magbayad at kunin ang resibo)</i>		CSR Staff (Kawani ng CSR)	None (Wala)	Prescription (Reseta)
		3.Preparing of medical supplies <i>(Ihanda ang gamit)</i>				
	Received supplies thru logbook with name and signature. <i>(Tanggapin ang gamit at pumirma sa lagdaan)</i>	4.Issuance of medical supplies <i>(Iisyu ang gamit)</i>		CSR Staff (Kawani ng CSR)	None (Wala)	Receiving Logbook



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	Present the prescription (Ipakita ang reseta)	WALK IN 1.Verifications of patient name if he/she is registered in the HIS, if NOT registered, CSR staff will fill up the Patient Basic Information thru HIS to registered the patient. <i>(Iverify ang pangalan ng pasyente kung siya ay nakarehistro sa sistema, kung ito ay hindi nakarehistro ang kawani ng CSR ay pupunan ang Patient Basic Information para marehistro ang pasyente sa HIS)</i>		CSR Staff (Kawani ng CSR)	None (Wala)	Prescription (Reseta)
	None (Wala)	2.Charge the supplies thru HIS, Tag as MGH and instruct the watcher to proceed to Billing Section for SOA and Cashier for payment and walk in patient will present the Official receipt to CSR staff.				



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		<i>(Icharge ang gamit sa pamamagitan ng HIS, I Tag as MGH at ituro na pumunta sa Billing para kunin ang SOA at pagkatapos dumerecho sa Cashier para magbayad at kunin ang resibo)</i> 3.Preparing of medical supplies <i>(Ihanda ang gamit)</i>		CSR Staff (Kawani ng CSR)	None (Wala)	Prescription (Reseta)
	<i>Received supplies thru logbook with name and signature. (Tanggapin ang gamit at pumirma sa lagdaan)</i>	4.Issuance of medical supplies <i>(Iisyu ang gamit)</i>				Receiving Logbook



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	Present the prescription (Ipakita ang reseta)	ER Patient 1.Verifies patients name if he/she is registered in the HIS, If not registered instruct the watcher to proceed to Admitting Section for registration. <i>(Iverify ang panagalan ng pasyente kung siya ay nakarehistro sa sistema, kung hindi, ituro ito sa Palistahan para magpa rehistro)</i>		CSR Staff (Kawani ng CSR)	None (Wala)	Prescription (Reseta)
	None (Wala)	2.Charging of medical supplies <i>(Icharge ang medikal na suplay sa pamamagitan ng HIS)</i>				



	Received supplies thru logbook with name and signature. <i>(Tanggapin ang gamit at pumirma sa lagdaan)</i>	3.Preparing of medical supplies <i>(Ihanda ang gamit)</i>		CSR staff <i>(Kawani ng CSR)</i>	None <i>(Wala)</i>	Prescription <i>(Reseta)</i>
		4.Issuance of medical supplies. <i>(Iisyu ang gamit)</i>				Receiving Logbook
END OF TRANSACTION						



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Issuance of Medical Supplies (Regular Ward, OPD & Non-medical Department)

Schedule of Availability of Service

Days	:	Regular Ward (Tuesday, Thursday & Saturday) OPD and other Non-Medical Department (Monday, Wednesday, Friday)
Hours	:	24 hours without noon break (8 hours per shift : 6-2/ 2-10/ 10-6)
Who May Avail of the Service	:	Admitted, ER & OPD patients
Documentary Requirements	:	Requisition and Issuance Slip, Material Management System
Processing Period	:	480 minutes
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	None (Wala)	Checking of posted request from different ward and department (Ichek ang mga naka post na request ng ibat ibang purok at departamento)	20 minutes (Bente Minuto)	CSR Staff (Kawani ng CSR)	None (Wala)	Material Management System
2	None (Wala)	Preparing of Medical Supplies (Paghahanda ng medical na gamit)	300 minutes (Tatlong daan minuto)			Stockcard



3	None (Wala)	Updating stock card (Pagbabago sa stock card alinsunod sa mga binawas na aytem)	60 minutes (Animnapu Minuto)	CSR Staff (Kawani ng CSR)	None (Wala)	Stockcard
4	None (Wala)	Editing of requisition thru Material Management System (MMS) Pag edit ng request gamit ang Material Management System alinsunod sa binigay na aytem at bilang nito)	60 minutes (Animnapu Minuto)			Material Management System
5	None (Wala)	Posting of requisition thru Material Management System (MMS) (Pag post ng pinal na request sa MMS)	20 minutes (Bente Minuto)			Material Management System
6	Received the supplies thru RIS (Pagtanggap ng gamit sa RIS)	Issuance of Medical Supplies (Pag isyu ng gamit na may tamang bilang at tamang aytem sa tamang oras)	20 minutes (Bente Minuto)			Requisition and Issue Slip
END of TRANSACTION						



Schedule of Availability of Service

Days : Monday-Sunday
Hours : 24 hours without noon break

Who May Avail of the Service : Nurse on Duty, Nursing Attendant

Documentary Requirements : Minor Set Slip, Borrower's Logbook

Processing Period : 10 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	<i>Nurse on duty or Nursing Attendant requested minor set (Pagsasabi ng Nurse o Nursing Attendant nghihiramin na minor setn)</i>	Identifying the set of instruments that are needed in the ward.(Pag-identipika ng medical na instrumento at ward na pagdadalhan ng gamit)	2 minutes (Dalawang minuto)	CSR staff	None (wala)	None (wala)
2	None (Wala)	Logging of quantity of instruments and ward (Pagsulat ng bilang ng instrumento at ward sa talaan)	5 minutes (Limang minuto)			Minor Sets Slip
3	<i>Nurse or Nursing Attendant signed the minor sets slip (Pagpirma ng Nurse o Nursing Attendant sa Minor sets slip</i>	Issuing of Minor Set slip (Pag isyu ng minor set slip)	3 minutes (Tatlong minuto)			Borrower's Logbook
END of TRANSACTION						



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