



QUEZON CITY GOVERNMENT

Quezon City General Hospital

Nursing Service

CITIZEN'S CHARTER



Nursing Service Core Processes

Schedule of Availability of Service:

Days : Monday – Sunday
Hours : 24 hours without noon break
 (8 hours per shift- 6-2/ 2-10/ 10-6)

Who May Avail of the Service : Patients admitted in Quezon City General Hospital

Documentary Requirements : Hospital Card
 Patient wrist tag
 Government issued/valid ID's

Processing Period : Within 8 hours of duty

How to Avail of the Service

Step	Applicant/ Client	Service Process	Duration of Activity	Person In Charge	Fees	Form
1	1.1 Presents the wrist tag and clearly state the name. (<i>Ipakita ang pagkakilanlan 'wrist tag' at bangitin ng maliwanag ang pangalan</i>)	1.Administration of medicines (Pagbibigay ng gamot) 1.1 Verify and transcribes doctor's order. (<i>I-verify at itala sa talaan ang gamot ayon sa 'order' ng dcotor</i>) 1.2 Identify the patient properly. (<i>Tanungin ang pagkakilanlan ng pasyente</i>) 1.3 Prepares the materials needed & administers the	3-5 minutes	Nurse on duty	P30.00 per route (excluded medicines)	Doctor's order Medication sheet Medication card Medication logbook
	1.2 Ask for any concerns about the medicines administered		3-5 minutes	--- do---		



(Magtanong ng nais na malaman ukol sa gamot na natanggap) 1.3 Report for any reaction related to medicines adminisitered (Sabihin ang anumang reaksiyon na naramdaman sa nars na nakaduty)	medicines prescribed. (Ihanda ang mga kailangan at ibigay ang gamot sa pasyente ng tama)	5-15 minutes	Nurse on duty		Nurse's Notes TPR
	1.4 Observe the patient for any drug adverse reaction. (Obserbahan ang pasyente sa anumang reaksiyon na dulot ng gamot na naiturok)	15-60 minutes	---- do---		
	1.5 Documents & evaluates (Itala sa talaan at suriin ang pasyente)	5-15 minutes	--- do---		



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2	2.1 Participates during handover (Makilahok sa pagpasa ng responsibilidad ng pag-aalaga) 2.2 Asks for concerns in relation to handover. (Magtanong sa nars kung tungkol kung may nais na malaman)	2.Bedside Handover (Pagpapasa ng responsibilidad ng pangangalaga ng pasyente) 2.1 Updates the kardex (Punan o baguhin ang kardex) 2.2 Handovers or transfers of care (Ipasa ang responsibilidad ng pag-aalaga) 2.3 Routine nursing care (Gawin ang karaniwang-gawain ng pangangalaga)	5-15 minutes 5-10 minutes (per patient) 5-10 minutes (per patient)	Incoming & Outgoing Nurse on duty Nursing Attendant	None	Kardex, Endorsement sheet Inpatient -chart Inpatient census logbook V/S monitoring sheet
3	Complies with the request and other procedures as ordered by the doctor. (Sundin ang mga nireseta at ibang pang pamamaraan ng gamutan ayon sa doctor)	3.Carry-out Doctor's Order (Isakatuparan ang mga Doctor's order) 3.1 Receives and verify written doctor's order. (I-verify ang order ng doctor) 3.1 Carried-out the written orders of doctor such as: (Isagawa ang mga nakatala na order ng doctor)	5-10 minutes (per chart) 10-30 minutes	Nurse on duty (NOD) NOD	None	Doctor's Order Prescription request Diagnostic Request Nurse's Notes Patient's Chart



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		3.1.1 Diagnostic Procedures (Pamamaraan pang-diagnostic)	Within 1 hour	NOD Nursing Attendant		
		3.1. 2 Medicines (Gamot)	Within 1 hour	NOD		
		3.1.3 Admission & Discharge of patient (Pagtanggap at Pagpapauwi ng pasyente)	1- 2 hours	NOD Nursing Attendant		
		3.1.4 Diet prescribed (Tamang pagkain na ipinayo)	5-15 minutes	NOD Nursing Attendant		
		3.1.5 Other procedures related to treatment (Iba pang pamamaraan ayon sa gamutan)	Within 1 hour	NOD Nursing Attendant		



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4	Submits any diagnostic results that were done outside of the hospital <i>(Ibigay sa nars ang mga resulta.)</i>	4. Nursing Documentation <i>(Naitala ukol sa pangangalaga ng pasyente)</i> 4.1 Checks and completes nurse's notes and other nursing flow sheets. <i>(Suriin at kumpletuhin ang lahat ng talaan ng pangangalaga)</i>	1- 2 hours	Nurse on duty Nursing Attendant	None	Nurse's Notes I & O Record TPR IVF Sheet Discharge Plan Patient's identifier Related Logbooks
END of TRANSACTION						

Prepared by:	Reviewed by:	Approved by:
Evelyn D. Arenas, RN, MAN Ybeth T. Bitolinamisa, RN, MAN Maybeline SD. De Varaz, RN	Desiree F. Batolina RN, MAN	Marilou J. Palafox, R.N. PhD
ISO CORE TEAM	Assistant Chief Nurse	Chief Nurse



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