



**QUEZON CITY GOVERNMENT
QUEZON CITY GENERAL HOSPITAL
OBSTETRICS AND GYNECOLOGY DEPARTMENT
CITIZEN'S CHARTER
GABAY NG MAMAMAYAN**



**MANAGEMENT FOR OB-GYN PATIENTS AT THE EMERGENCY ROOM
(GABAY NG PAGGAMOT SA EMERGENCY ROOM)**

Schedule of Availability of Service / Iskedyul ng Serbisyo

Days / Araw: Mondays - Sundays (*Lunes - Linggo*)

Hours / Oras: 24 hours / 24 oras

Who May Avail of the Service / Para kanino ang serbisyo: OB-GYN ER Patients

Documentary requirements / Kinakailangang dokumento: Medical Records

Duration / Tagal: Variable / *Baryabol*

How to avail the service / Paano kumuha ng serbisyo:

STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	Proceed to Obstetrics and Gynecology Emergency Room desk (<i>Pumunta sa OB Emergency Room Desk</i>)	Receives Emergency room chart from Admitting section (<i>Pagtanggap ng ER chart galing sa Admitting Section</i>)	2-3 minutes (<i>2-3 minuto</i>)	Senior Interns/ ER Resident	None (<i>wala</i>)	Patient's Chart
2	Assessment and Evaluation: Proceed to Interview and Physical Examination (<i>Pagsasagawa ng panayam at pisikal na eksaminasyon</i>)	Interview patient's history, examine patient to assess if the patient needs urgent care, surgical or non-surgical. Requests necessary laboratories and imaging studies (<i>Pagkuha ng historya at eksaminasyon. Pagpapagawa ng mga laboratoryo at imahe na kinakailangan</i>)	30 minutes – 1 hour (<i>30 minuto - 1 oras</i>)	Senior Interns/Resident on Duty	None (<i>wala</i>)	Patient's Chart Diagnostics and Laboratory Requests Prescription Papers



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		If in labor, patient is transferred to Labor room/ Delivery room. <i>(Kung ang pasyente ay nagdadamdang ng panganganak, siya ay inililipat sa labor room/delivery room)</i> If for medical management, patient is transferred to OB Ward. <i>(Kung ang pasyente ay kinakailangan ng medikal na gamutan, siya ay ina-admit at inililipat sa OB ward)</i>				
4	Documentation (<i>Dokumentasyon</i>)	Documents (<i>Dokumentasyon</i>) Admitting orders of admitted patient is carried out by ER nurse on duty. <i>(Ang pagsasagawa ng mga orders ng ER nars)</i> Charts of patients for discharge are for clearance and will be given to medical records <i>(Ang talaan ng mga pasyenteng pinauwi ay ibibigay sa medical records)</i> Log and record all patient's chart seen at the ER properly <i>(Tamang pagtatala ng mga pasyenteng nakita sa ER)</i>	10 minutes <i>(10 minuto)</i>	Senior Intern/ ER Nurse on Duty	None <i>(wala)</i>	Patient's Chart Laboratory and Diagnostics Results



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5	Admission of the patient (<i>Pag-aadmit ng pasyente</i>)	Patient admits to respective wards depending on the case (High Bed, Low Bed, Onco Room, ISO Room, Antenatal Ward). Accompanies and endorse the patient to ward (<i>Ang pasyente ay ina-admit at inihahatid sa OB ward</i>)	15-30 minutes (15-30 minuto)	ER Nurse on Duty	None (wala)	Patient's Chart Laboratory and Diagnostics Results
6	Arrival of Patient at the ward (<i>Pagdating ng pasyente sa OB Ward</i>)	Receives patient at the ward by the ward nurse on duty (<i>Pagtanggap ng OB nars ng pasyente sa OB ward</i>) Patient is reassess by the OB resident on duty once arrived at the ward (<i>Ang pasyente ay tintignan muli sa OB ward ng residente</i>)	30 min- 1 hour (30 minuto - 1 oras)	ER Nurse on Duty/Ward Nurse on Duty/Resident on Duty	None (wala)	Patient's Chart Laboratory and Diagnostics Results
END OF TRANSACTION / PAGTATAPOS NG TRANSAKSYON						

**MANAGEMENT OF OBSTETRICAL AND GYNECOLOGIC CASES AT OUTPATIENT DEPARTMENT
GABAY NG PAGGAMOT SA OUTPATIENT DEPARTMENT**



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Schedule of Availability of Service / Iskedyul ng Serbisyo

Days / Araw: Mondays - Fridays / Lunes - Biyernes

Hours / Oras: 8am- 5pm

Who May Avail of the Service / Para kanino ang serbisyo: OB-GYN OPD Patients

Documentary requirements / Kinakailangang dokumento: Medical Records

Duration / Tagal: Variable

How to avail the service / Paano kumuha ng serbisyo:

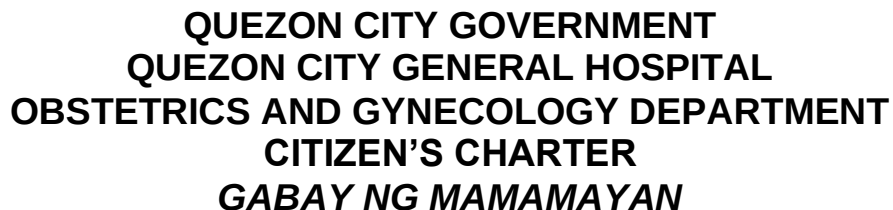
STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	Proceed to Obstetrics and Gynecology waiting area and wait for the name to be called (<i>Dumiretso at magantay sa harap ng OBGYN area habang inaantay tawagin ang pangalan</i>) a. From Triage b. Referral from other department	Receives chart from Records (<i>Pagkuha ng charts sa Medical Records</i>)	1-2 hours (1-2 oras)	Nursing Aid/Nurse	None (wala)	Patient's Chart



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2	Evaluation: Proceed to Vital Signs Area (<i>Magpakuha ng Vital signs</i>)	Records Vital Signs (<i>Pagkuha ng vital signs</i>)	3 – 5 minutes (<i>3-5 minuto</i>)	Nurse/Junior and Senior Interns/OPD Residents	None (<i>wala</i>)	Patient's Chart
3	Screening and Assessment: Proceed to consultation area for interview and physical examination (<i>Pumasok sa loob para sa konsulta at pisikal na eksaminasyon</i>)	History taking and examining patient to assess if the patient is high risk or low risk. Requesting necessary laboratories and imaging studies (<i>Pagkuha ng historya at eksaminasyon. Pagpapagawa ng mga laboratoryo at imahe</i>) Referring High risk patients to subspecialty clinics (High Risk Clinic, Infectious, REI, Menopause, Minimally Invasive Surgery, Onco, Teen clinic) (<i>Pagbibigay ng mga komplikadong kaso sa ispesyalista</i>) Referring urgent patients to ER if warranted (<i>Pagpapadala ng mga pasyenteng may malubhang kalagayan sa emergency room</i>)	15 – 20 minutes (<i>15-20 minuto</i>)	Junior Interns/Senior Interns/OPD residents	None (<i>wala</i>)	Patient's Chart Laboratories and Diagnostics Request



4	Additional procedures (<i>Karagdagang pamamaraang medikal</i>)	Pregnant patients for Papsmear (<i>Mga pasyente para sa Papsmear</i>) Pregnant patients for Fetomaternal Monitoring using the Cardiotocography Machine if warranted (<i>Mga buntis na kinakailangan gumamit ng cardiotocography machine</i>) Gynecologic patients for Papsmear and/or Endometrial Biopsy (<i>Mag pasyente para sa Papsmear at Endometrial Biopsy</i>)	20 – 30 minutes (<i>20-30 minuto</i>)	Junior Interns/Senior Interns/OPD residents	None (<i>wala</i>)	Patient's Chart Histopathologic Request Cytologic Request
5	Disposition (<i>Disposisyon</i>)	Sends patients home with disposition and follow up schedule. (<i>Pagpapauwi ng pasyente kasama ang kanilang iskedyul sa susunod na konsulta</i>)	3-5 minutes (<i>3-5 minuto</i>)	OPD residents	None (<i>wala</i>)	Patient's Chart
END OF TRANSACTION / PAGTATAPOS NG TRANSAKSYON						