

CITIZEN's CHARTER
Out-Patient Department
Schedule of Availability of Service:
DAYS: MONDAY-FRIDAY (Except Holidays)
HOURS: 8:00 AM – 5:00PM

STEP	TRIAGING PROCESS (OLD PATIENT)					
	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	Get a number at Security Guard and wait for your number to be called then proceed to Triage Area. (Kumuha ng numero sa Security Guard at hinatayin tawagin ang numero. Kapag tinawag na ang numero mag punta sa Triage area)	Give out queuing number and instruct patients to wait and listen attentively. (Magpamigay ng number sa mga pasyente, at paliwanagan ang pasyente na pakingan ang pagtawag ng numero nila)	3-5 minutes	OPD Guard	None	Queuing number
2	Triage physician will assess patient and assign to respective clinic. (Specific priority patients' vital signs will be evaluated) (Kakausapin ng doctor sa Triage at sasabihin ng doctor saan clinica pupunta) (May mga priority patient ang kukuhanan ng vital signs)	Assess patient and categorize as to General / Priority and assign the patients to respective department. (Kakausapin ng doctor kung ano ang dinaramdam ng pasyente at sasabihan kung saan klinika pupunta.)	15-20 minutes	Triage Physician Triage Nurse	None	Old Hospital ID Card

3	Drop old hospital ID card at the RED BOX at Window 2 Medical Records area. (Iwan ang hospital ID cards sa Medical Records area Window 2)	Collect the old Hospital ID Card dropped at the RED BOX, Window 2 Medical Records area Encode patient's information in the Hospital ID into the hospital Information System (HIS), then patients' chart will be retrieved from the medical records files. (Ang lumang hospital ID Card ay kukulektahin sa RED BOX sa Window 2 Medical Records area Ang impormasyon na nakatala sa Hospital ID ay i-encode sa Hospital Information System. Mataapos ma itala, ang chart ng pasyente ay kukunin sa loob ng medical records.)	15-25 minutes	Medical Records	None	Hospital ID card Patient Chart
4	Retrieved chart and hospital ID card will be logged in the medical records logbook and sent to respective department. (Ang mga nakuhang chart ng pasyente at hospital ID card ay itala sa medical records logbook at dadalhin sa kinauukulang klinika.)	Patient's medical chart and hospital ID will be logged at the medical records logbook then forwarded to the respective department clinic. (Itatala sa medical records logbook at dadalhin sa kinauukulang departamento ang chart at hospital ID ng pasyente)	10-15minutes	Medical Records Nurse/ Nurse Attendant	None	Patient chart Patient hospital ID card Medical records logbook
End of Transaction Total Duration: 43-65 minutes						

	TRIAGING PROCESS (NEW PATIENT)					
STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	Get a number at Security Guard and small white piece of paper. Fill up the piece of paper with your name and wait for your number to be called then proceed to Triage Area. (Kumuha ng numero at kapiasang puting papel sa Security Guard. Lagyan ng pangalan ang papel at hinatayin tawagin ang numero. Kapag tinawag na ang numero mag punta sa Triage area.)	Give out a queuing number and small sheet of paper. Instruct patients to write his name piece of paper, wait and listen attentively. (Magpamigay ng numero at kapiasang puting papel sa mga pasyente)	3-5 minutes	OPD Guard	None	Queuing number Patient Hospital ID card
2	The Triage physician will access the patient. Patient to proceed to Window 2 of the Medical Records area and give the small white piece of paper with patients' full name. (Titignan ng Triage Physician and pasyente, pagkatapos ay magpunta sa Window 2 ng medical records area at ibigay ang putting papel.) NOTE: PRIORITY PATIENTS AND PATIENTS NEEDED TO ACCESS THEIR VITAL SIGNS PRIOR TO	Triage physicians assess patient and deck to appropriate department concerned. Encode the information from the small piece of paper with patient name in the hospital Information System (HIS) and generate a patient chart. (Susuriin ang pasyente at sasabihan kung saang departamento magpapakonsulta. Ang impormasyon na nakatala sa maliit na puting papel ay i-encode sa Hospital Information System. Matapos ma itala, ang medical records ay mag lalabas ng bagong chart at hospital ID card para sa pasyente).	15-30 minutes	Triage Physician Triage Nurse Medical Records	None	None

	ASSESSMENT UNDERGOES THIS PROCESS: Triage nurse will assess patient vital signs. (Kukunin ng Triage Nurse ang vital signs ng pasyente. Mga priority patient at mga patient na may malubhang sakit ang kukuhanan ng vital signs.)	NOTE: PRIORITY PATIENTS AND PATIENTS NEEDED TO ACCESS THEIR VITAL SIGNS PRIOR TO DECKING UNDERGOES THIS PROCESS: Triage nurse will acquire patients' vital signs. (Kukunin ng Triage Nurse ang vital signs ng pasyente.)		Medical Records	None	Patient Hospital ID card Patient Chart
5	Generated patient chart will be logged in the medical records logbook. The patient hospital ID and generated chart will be sent to the respective department. (Ang bagong chart ng pasyente ay itatala sa medical records logbook, kasama ng patient hospital ID ito ay dadalhin sa kinauukulang klinika.)	Forward the patient's chart to the respective department clinic with the patient hospital ID . (Dalhin sa kinauukulang departamento ang chart ng pasyente kasama ang hospital ID nito)	10-15 minutes	Medical Records Nurse/ Nurse Attendant	None	Patient chart Patient Hospital ID card
End of Transaction Total Duration: 28-50 minutes						

STEP	REFERRAL SYSTEM					
	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	Physician assessed the patient thoroughly. (Ang pasyente ay titiganan ng doctor ng maigi at mag physical examination)	Evaluate the patient comprehensively and then perform a complete physical examination, record in the patient chart. (Suriin ng maigi ang pasyente at gawin ang kumpletong physical examination. Isulat lahat ng findings sa chart ng pasyente).	15- 30 minutes	Physician on duty at OPD	None	Patient chart
2	If there is unavailability of specialty needed for the patient management - the patient will be referred via inter-agency referral. The patient will be informed of the unavailability of the specialist, and will be advised about the referral to other institution. (Pagkatapos ng doctor gawin ang pagsusuri, ang pasyente ay palilinawagan na nangangailangan ng ibang specialista). (Kapag walang espesyalista na kailangan sa gamutan ng pasyente, ang pasyente ay kakausapin at i-rerefer sa hospital na mayroon nito).	After a thorough history and physical examination, the patient needs a referral to other specialty. Check on the availability of the specialty service/s in our institution. In case that the specialty needed for the patient's management is unavailable; the physician will instruct the patient and provide an inter-agency referral. (Mangyaring suriin kung mayroong spesyalista sa hospital kung saan ipakukunsulta ang pasyente) (Halimbawang walang spesyalista na kailangan sa gamutan ng pasyente; ang doctor ay magbibigay ng referral form sa pasyente at gabay kung saan ito pupunta).	4-5 mintues	Physician on duty at OPD Nurse/ Nurse attendant	None	Patient chart Inter-agency referral form

3	In cases there is available specialty in QCGH: Resident physician / Post Graduate Intern prepares chart of the patient and accompanies patient to the respective department and endorsed to physician on duty. The patient chart will be logged in the department referral logbook. (Kumpletuhin ang chart ng pasyente at dadalhin ang pasyente sa departamento at i-endorse sa doctor na naka duty, itatala ang chart ng pasyente sa logbook na para referral.)	Accompany the patient in the department that is needed for their management. Let the accepting physician sign at the referral logbook upon acceptance of the patient) (Samahan ang pasyente sa departamento na gagamot sa pasyente) (ipa-sign ang doctor na tatanggap ng referral sa referral logbook)	20-30 minutes	Physician on duty at OPD Post Graduate Intern on duty	None	Patient chart Referral logbook2
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4	The patient and his/her chart will be accepted in the specialty clinic for consult. Patient is advised to wait for their turn for consult. (Ang pasyente ay tatanggapin sa specialty clinic at papaliwanagan na maghintay sa oras ng kanilang konsulta.)	The nurse/ nurse attendant accepts and records it and informs the patient to wait for their turn for consult. Log the patients' chart. (Ang nurse/ nurse attendant ay tatanggapin ang pasyente at ang chart nito. Itala ang pasyente sa referral logbook at payuhan ang pasyente na maghintay silang tawagin upang makonsulta)	15- 30 minutes	Physician on duty at OPD Post Graduate Intern on duty Nurse / Nurse Attendant	None	Patient chart Consultation logbook
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End of Transaction Total Duration: 54-95 minutes

STEP	CONDUCT OF PAYMENT SYSTEM					
	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	After consultation, proceed to the BILLING SECTION and claim Statement of Account after which pay at the Cashier area. If needing a discount, after securing the Statement of Account at the Billing Section, proceed at the Medical Social Service Area and request for a discount. Then pay the bills at the Cashier. (Pagkatapos ma konsulta, magtungo sa Billing Section at kunin ang Statement of Account, makayari ay magbayad sa Cashier. Kung kailangan ng diskwuento, magpunta sa Medical Social Service area pagkakuha ng Statement of Account sa Billing Section. Pagkatapos ay magbayad na sa Cashier.)	Nurse / Nurse attendant charges the patient through HIS and instructs to pay to go to cashier and pay their bills. If the patient needs a discount, the nurse instructs the patient to get their STATEMENT OF ACCOUNT to the Billing Section and then drop-by at the Medical Social Service to avail a discount. (Ang nurse/ nurse attendant ay i-charge ang patient sa HIS at sasabihan na magpunta sa Billing Section at kumuha ng Statement of Account, pagkatapos ay sa cashier at duon magbayad.) * Kung kailangan magpa discount payuhan ang pasyente na dumaan sa Medical Social service pagkakuha nila ng STATEMENT OF ACCOUNT sa Billing Section, para makakuha ng diskuwento).	5 – 10 mins	Nurse / Nurse attendant	P100 for Initial consultation/ First Time Consult P50 for follow-up consultation Procedure/s conducted during consultation Varies	None

2	Patients proceed to the Billing section to secure a statement of account and goes to the Medical social service for a discount if needed. They may also directly go to the Cashier area and pay their bill. (Ang pasyente ay magpunta sa Billing para sa listahan ng bayarin, pagkatapos ay dumaan sa Medical Social service para mabigyan ng diskwento kung kinakailangan. Kung di naman, maaaring dumeretso sa kahera at magbayad kagad).	Billing gives statement of account to patient and advise to proceed to the Medical Social service if needed a discount or may directly pay their bill at the Cashier. (Bibigay ng Billing ng listahan ng bayarin at sabihan na magpunta sa Medical Social Service kung kailangan. Sabihan din ang pasyente, kung di kailangan ng diskwento, ay maaaring dumeretso na sa kahera at magbayad)	30-60 minutes	Billing Section Personnel Medical Social Service Personnel		Statement of Account
3	After getting the statement of account (SOA) at the Billing section, patient proceeds to the Cash section and pay his/her bills. After payment of bills, clearance slip will be checked by the security Guard. (Matapos makuha ang SOA sa billing, magpunta sa Cash section at magbayad. Ipakita ang clearance sa guard bago lumabas ng complex)	Obtain the statement of account from the patient, and receive the payment for the services provided (Kunin ang statement of account sa pasyente at ang bayad se serbisyong naibigay)	10-15 minutes	Cashier Personnel		Official Receipt Clearance slip
4	Patient presents the clearance slip to the security guard at the OPD exit. (Ipakita ng pasyente ang clearance slip sa security guard sa labasan pinto sa OPD)	The security guard checks the clearance slip before allowing patient to exit the OPD complex. (Titignan ng security guard ang clearance slip ng pasyente bago payagan lumabas ng OPD complex).	2-4 minutes	Security guard		Clearance slip
End of Transaction Total Duration: 47-89 minutes						

