



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Physical Medicine and Rehabilitation Section
CITIZEN'S CHARTER



Consultation, Prescription of Rehabilitation Program and PT Services for Admitted Patients

Schedule of Availability of Service

Days	:	Mondays – Fridays
Hours	:	8 hours without noon break
Who May Avail of the Service	:	Admitted Clients
Documentary Requirements	:	MEDICAL RECORD REQUEST FOR CONSULTATION CONSULTATION FORM STATEMENT OF ACCOUNT SCHEDULE FOR INITIAL CONSULTATION SHEET
Processing Period	:	2 hours and 46 minutes
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Residents on duty/clerks submits the request for consultation. <i>(Ibibigay ng residente/clerks sa naturang section ang request for consultation)</i>	Physical Therapy staff in charge receives the request for consultation. <i>(Tatanggapin ng PT staff ang request for consultation)</i>	3 minutes <i>(3 minuto)</i>	PT Staff In charge	None <i>(Wala)</i>	Request for Consultation Patient Schedule Slip
2	Patient waits in ward for consultation. <i>(Maghintay sa ward para sa konsultasyon ng doctor)</i>	Scheduling of Consultation and Rounds. <i>(Iiskedyul ng staff ang rounds at konsultasyon ng pasyente)</i>	20 minutes <i>(20 minuto)</i>	PT staff in charge	None <i>(Wala)</i>	Doctor's PT Notes
3	Patient disclose information during consultation and receives prescription of rehabilitation program. <i>(Sasabihin sa doktor ang impormasyon ukol sa nararamdaman, at tatanggap ng preskripsyon para programa sa rehabilitasyon)</i>	Consultants assess, evaluate and prescribe rehabilitation program to the patient <i>(Susuriin ng doktor ang pasyente at magbibigay ng programa sa rehabilitasyon ng pasyente)</i>	30minutes <i>(30 Minuto)</i>	PT staff in charge	Initial consultation Service: 200 Follow up Service: 100 Payward Professional fee:	Statement of Account



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					1800.00	
4	Waits in ward for PT session <i>(Maghintay sa ward para sa sesyon ng PT)</i>	PT staff calls the ward to check the status of the patient <i>(Ang PT Staff ay tatawag sa ward upang kumpirmahin ang kalagayan ng pasyente)</i>	3 minutes <i>(3 minuto)</i>	PT staff in charge	None <i>(Wala)</i>	Original Receipt Clearance Slip Daily OPD Attendance Sheet Form
5	Checks vital signs prior to start session. <i>(Suriin ang vital signs bago simulan ang PT)</i>	Checks the vital signs prior to start of the treatment of the session <i>(Suriin ang vital signs upang masimulan ang PT)</i>	5 minutes <i>(5 Minuto)</i>	PT staff in charge	None <i>(Wala)</i>	Doctor's Notes Pt Notes Consultation Form Request for Consultation Form
6	Receives PT treatment session <i>(Tumanggap ng paggamot ng PT)</i>	Starts the treatment session <i>(Simulan ang sesyon sa PT)</i>	1 hour and 30 minutes <i>(1 oras at 30 minuto)</i>	PT staff in charge	None <i>(Wala)</i>	Evaluation Form PT notes Doctor's Notes
7	Checks vital signs and receives Home exercise program <i>(Sinusuri ang mga vital sign at tumatanggap ng home exercise program)</i>	Checks the vital signs after the treatment session and gives Home Exercise Program. Charge the patient's bill thru Hospital Information System. <i>(Suriin ang vital signs pagkatapos ng treatment sesyon at magbigay ng mga instrukyon para sa Home exercise program. Singilin ang bill ng pasyente sa pamamagitan ng Hospital Information System.)</i>	15 minutes <i>(15 minuto)</i>	PT staff in charge	None <i>(Wala)</i>	Doctor's Notes
END OF TRANSACTION						



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Consultation, Prescription of Rehabilitation Program and PT services for OPD and Walk in Patients

Schedule of Availability of Service

Days	:	Mondays – Fridays
Hours	:	8 hours without noon break
Who May Avail of the Service	:	OPD and Walk in Clients
Documentary Requirements	:	MEDICAL RECORD REQUEST FOR CONSULTATION REFERAL FORM CONSULTATION FORM STATEMENT OF ACCOUNT SCHEDULE FOR INITIAL CONSULTATION SHEET ORIGINAL RECEIPT CLEARANCE
Processing Period	:	2 hours and 48 minutes
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Residents on duty, clerks or nursing assistant submits the request for consultation. <i>(Ibibigay ng residente, clerks or nursing assistant sa naturang section ang request for consultation)</i>	Physical therapy staff in charge receives the request for consultation. <i>(Tatanggapin ng PT staff ang request for consultation)</i>	3 minutes <i>(3 minuto)</i>	PT Staff In charge	None <i>(Wala)</i>	Request for Consultation Patient Schedule Slip
2	Patient receives text for schedule of consultation. <i>(Maghintay ng makatanggap ng text para sa skedyul ng konsultasyon)</i>	PT staff in charge text the patient for the schedule of consultation. <i>(i-tetext ng staff ang pasyente para sa skedyul ng konsultasyon)</i>	2 minutes <i>(20 minuto)</i>	PT staff in charge	None <i>(Wala)</i>	Referral sheet Consultation form
3	Patient disclose information during consultation and receives prescription of rehabilitation program.	Consultants assess, evaluate and prescribe rehabilitation program to the patient	30 minutes <i>(30 Minuto)</i>	PT staff in charge	Initial consultation Service: 100	Statement of Account



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	<i>(Sasabihin sa doctor ang impormasyon ukol sa nararamdaman, at tatanggap ng preskripsyon na programa ng rehabilitasyon)</i>	<i>(Susuriin ng doctor ang pasyente at magbibigay ng programa para sa rehabilitasyon)</i>			Follow up Service: 80 Walk in Professional fee: 500.00 (Senior Citixen and PWD 400.00)	
4	Receives Statement of Account thru Hospital Information System and goes to cashier for payment. Then gives original receipt and clearance slip to PT staff <i>(kukuha ng Statement of Account sa Billing Section at pumunta Cashier upang magbayad at mabigyan ng original receipt at clearance slip)</i>	Issues charge slip thru Hospital Information System and instruct the patient to go to billing section and cashier. Receives Original Receipt and signs clearance slip <i>(Gumawa ng charge slip sa pamamagitan ng Hospital Information System at sabihan ang pasyente na pumunta sa Billing Section at Cashier Section. Tanggapin ang original receipt at pirmahan ang clearance slip)</i>	15 minutes <i>(15 minuto)</i>	PT staff in charge	None (Wala)	Original Receipt Clearance Slip Daily OPD Attendance Sheet Form
5	Receives text for schedule of Physical therapy session. (Maghintay ng text para sa skedyul ng PT treatment session)	PT staff in-charge text the patient for schedule of PT session <i>(I-text ng PT Staff ang pasyente para sa skedyul ng PT Treatment session)</i>	3 miutes <i>(3 Minuto)</i>	PT staff in charge	None (Wala)	Referral sheet Consultation form
6	Gives the schedule slip to PT staff in-charge, waits to taking of vital signs prior to start PT session and receives statement of account for PT session thru Billing section and goes to Cashier. Gives the Original Receipt and clearance slip	Receives schedule of PT session, checks the vital signs prior to start of the treatment of the session and issues statement of account Receives OR and sign clearance slip <i>(tanggapin ang skedyul slip, suriin ang vital signs, gumawa ng charge slip at</i>	5 minutes <i>(5 minuto)</i>	PT staff in charge	Basic PT 300.00 PT service fee may vary upon the modalities and number	Statement of Account



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	<i>(Ibigay ang skedyul slip sa PT staff, maghihintay na makuhaan ng vital signs, pumunta sa Billing section upang makakuha ng Statement of account and pumunta sa cashier upang magbayad. Ibigay ang Original Receipt and clearance slip)</i>	<i>sabihan ang pasyente na pumunta sa billing section at cashier. Kunin ang original Receipt at pirmahan ang clearance slip)</i>			of area used to patients	
7	Receives PT treatment session <i>(Tumanggap ng sesyon ng PT)</i>	Starts the treatment session <i>(Simulan ang sesyon sa PT)</i>	1 hour and 30 minutes <i>(1 oras at 30 minuto)</i>	PT staff in charge	None (Wala)	Evaluation Form PT notes Patient's Chart
8	Checks vital signs and receives Home exercise program <i>(Sinusuri ang mga vital sign at tumatanggap ng home exercise program)</i>	Checks the vital signs after the treatment session and gives Home Exercise Program. <i>(Suriin ang vital signs pagkatapos ng treatment sesyon at magbigay ng mga instrukyon para sa Home exercise program. Singilin ang bill ng pasyente sa pamamagitan ng Hospital Information System.)</i>	15 minutes <i>(15 minuto)</i>	PT staff in charge	None (Wala)	PT Notes
END of TRANSACTION						