



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Psychiatry Department
CITIZEN'S CHARTER
(Gabay ng Mamamayan)



Consultation and Management of the mentally ill in the outpatient setting
(Pagkonsulta at pag gamot sa mga pasyenteng may sakit sa pag-iisip)

Schedule of Availability of Service

Days	:	Mondays – Fridays (Lunes-Biyernes)
Hours	:	8:00 am – 4:00 pm without noon break (8:00 am – 4:00 pm na walang pahinga sa tanghali)
Who May Avail of the Service	:	All patients 18 years old and above with psychological concerns/ mental disorder (lahat ng pasyente na may sakit sa pag-iisip edad 18 pataas)
Documentary Requirements	:	Patient Chart, ID & Receipt (chart ng pasyente, kard ng pagkakakilanlan at resibo)
Processing Period	:	75 minutes (75 minuto)
How to avail of the Service	:	(Paano mag-avail ng serbisyo)

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Coordinate with Psychiatry Clinic for appointment schedule (Makipag-ugnayan sa Psychiatry Clinic para mabigyan ng iskedyul)	Schedule consult (Magtakda ng araw ng konsulta) Give instructions for consult (Magbigay ng mga tagubilin para sa konsulta)	Within 2 minutes (sa loob ng 2 minutos)	Rotator / Consultant Department of Psychiatry Staff	None (wala)	Appointment Slip IF new patient: New Patient Appointment Schedule Slip IF old patient: Follow up Schedule Slip
2	Patients with psychological concerns / mental disorder arrive / are referred to Psychiatry after Triage Screening (Magtungo sa OPD Triage upang marefer sa Psychiatry)	Records delivered to the Department of Psychiatry (Ilabot ang records sa Departamento ng Psychiatry)	Within 2 minutes (sa loob ng 2 minutos)	Medical Records Section Staff	None (wala)	OPD chart
3	Go to Psychiatry clinic for consult (Magtungo sa Psychiatry Clinic)	Consult and Assessment of the medical condition through history taking and mental status examination; referral to staff physician (Pagsusuri ng pasyente, pagrefer sa doktor)	Within 50 minutes (sa loob ng 50 minutos)	Rotator / Consultant Department of Psychiatry Staff	None (wala)	OPD chart



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4	Pay consultation fee to the cashier and present receipt to the Department of Psychiatry <i>(Magbayad sa kahera at ibigay ang resibo sa Department of Psychiatry)</i> Receive prescription and advice from physicians. <i>(Tanggapin ang reseta at payo ng mga doktor)</i>	Post charges and instruct patient <i>(Ituro ang pagbayad sa cashier)</i> Management of Patients / Send patient home <i>(Pagsusuri ng pasyente, pagpapauwi sa pasyente)</i>	Within 20 minutes (sa loob ng 20 minutos)	Rotator / Consultant Department of Psychiatry Staff	Initial Consultation: Php100.00 Follow-up: Php50.00	OPD chart Prescription, lab request, medical certificate, clinical abstract
END OF TRANSACTION						

Note: Attachment of Price List will be based on the Quezon City Revenue Code. (Hospital Charges)



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Neuropsychological Testing for Hospital Patients
(Neuropsychological Testing para sa mga pasyente)

Schedule of Availability of Service

Days	:	Mondays – Fridays <i>(Lunes-Biyernes)</i>
Hours	:	8:00 am – 4:00 pm without noon break <i>(8:00 am – 4:00 pm na walang pahinga sa tanghali)</i>
Who May Avail of the Service	:	Patients referred by Attending Psychiatrist who are 18 years old and above <i>(pasyente na nirefer ng tumitingin na psychiatrist na edad 18 pataas)</i>
Documentary Requirements	:	Referral from Attending Psychiatrist, ID & Receipt <i>(referral galing sa tumitingin na psychiatrist, kard ng pagkakakilanlan at resibo)</i>
Processing Period	:	4hrs for Neuropsychological Testing & within 3 weeks for the result <i>(4 na oras para sa neuropsychological testing at 3 linggo para sa resulta)</i>
How to avail of the Service		<i>(Paano mag-avail ng serbisyo)</i>

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Receive Neuropsychological test Schedule Slip <i>(Tanggapin ang Neuropsychological test Schedule Slip)</i>	Receive request for Neuropsychological testing from Attending Psychiatrist <i>(Tanggapin ang request ng doktor para sa Neuropsychological testing)</i> Give schedule for NP Test <i>(Magbigay ng iskedyul para sa Testing)</i>	Within 3 minutes <i>(sa loob ng 3 minutos)</i>	Department of Psychiatry Staff	None (wala)	Neuropsychological test Schedule Slip
2	Arrive on scheduled day and time of Neuropsychological Testing <i>(Dumating sa itinakdang araw, oras at lugar ng Neuropsychological testing)</i>	Records delivered to the Department of Psychiatry <i>(labot ang records sa Departamento ng Psychiatry)</i>	Within 2 minutes <i>(sa loob ng 2minutos)</i>	Medical Records Section Staff	None (wala)	OPD chart
3	Answer personal Information Sheet and follow testing instructions <i>(Sagutan ang mga hinhihinging Personal na Impormasyon at sundin ang mga panuto ng testing)</i>	Administration and collection of Neuropsychological testing materials <i>(Pagsasagawa ng Neuropsychological testing at pagkolekta ng testing materials)</i>	Within 4 hours <i>(sa loob ng 4 na oras)</i>	Department of Psychiatry Staff	None (wala)	Neuropsychological Testing Materials



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4	Pay testing fee to the cashier and present receipt to the Department of Psychiatry <i>(Magbayad sa kahera at ibigay ang resibo sa Department of Psychiatry)</i>	Post charges and instruct patient to pay at the cashier <i>(Ituro ang pagbayad sa cashier)</i> Clear patient, send home and give result claim date <i>(Pagsusuri ng pasyente, pagpapauwi sa pasyente at pagbibigay ng schedule ng pagbalik upang kunin ang resulta)</i> Scoring & Interpretation of Test & preparation of Final Report <i>(Pag iskor, pagpapakahulugan at paghahanda ng resulta ng Neuropsychological testing)</i> Give Neuropsychological test report to the Referring Attending Psychiatrist <i>(Ibigay ang resulta ng Neuropsychological Test sa doktor na nag refer)</i>	Within 3 minutes <i>(sa loob ng 3 minutos)</i> Within 3 weeks <i>(sa loob ng 3 linggo)</i>	Department of Psychiatry Staff	Php1000.00	Neuropsychological Test Report
END OF TRANSACTION						

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