



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Surgery
CITIZEN'S CHARTER
(GABAY NG MAMAMAYAN)

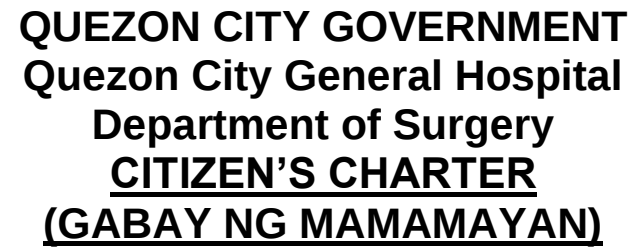


Performance of Operative Procedures (Elective Surgery)
(Pagsasagawa ng mga hakbang para sa Elektibong Operasyon)

Schedule of Availability of Service

Days	:	Elective OR days (Monday, Tuesday, Thursday) (Mga araw para sa elektibong operasyon (Lunes, Martes, Huwebes))
Hours	:	8am to 3pm (8am hanggang 3pm)
Who May Avail of the Service	:	Patients scheduled for Elective Surgery (Mga Pasyenteng naka iskeydyul para sa Elektibong Operasyon) with medical clearance from OPD (35 years and older) (May medical clearance mula sa OPD (35 na taon pataas)) with pediatric clearance from OPD (18 years and younger) May pediatric clearance mula sa OPD (18 na taon pababa)) with anesthesia clearance from OPD (all ages) May anesthesia clearance mula sa OPD (Para sa lahat ng edad)
Documentary Requirements	:	Updated Philhealth (Updated na Philhealth)
Processing Period	:	24-72 hours (24-72 oras)
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Scheduling and Admission (Pag-iiskeydyul at Pag-tatalaga)	Admission of patient at Outpatient department (weekdays) or at Emergency room (weekends) (Pag tatalaga sa pasyente sa Outpatient department sa (karaniwang araw) at Emergency room (araw ng linggo at pista opisyal))	24-48 hours (24-48 oras)	Residente ng Surgery	None (Wala)	Patient Information Sheet Admitting Chart Consent for Admission Consent for Procedure
2	Pre-operative Preparation (Paghahanda bago ang operasyon)	At Clinical ward, patient prepared prior to OR (Inihahanda ang pasyente sa ward bago ang operasyon) 1. Medical or Pediatric clearance (Clearance pangmedikal at Clearance pang-bata)	24 hours (24 oras)		None (Wala)	Elective Proposal Form Blood Request Risk Stratification Form PARES Form Prescription Form



		2. Anesthesia clearance (Clearance para sa Anesthesia) 3. Blood availability (pagkakaroon ng dugo) 4. OR materials (Kagamitan pang-operasyon)				
3	Transport of patient to Operating Room (Pag-hahatid sa pasyente sa Operating Room)	Orderly and OR Nurse transports patient to Operating Room (Pag hatid ng Orderly at Nars ang pasyente sa Operating room)	30 minutes (30 minuto)		None (Wala)	None
4	Operation (Pag-Oopera)	Patient undergoes surgery (Pagsasailalim ng pasyente sa operasyon)	1 to 4 hours (1 hanggang 4 na oras)		None (Wala)	Operative Worksheet
5	Transport of Specimen (Pag hahatid ng ispesimen)	Relative submits specimen and histopathology form to Pathology (Ang kamag-anak o bantay ng pasyente ay ipapasa ang ispesimen at histopathology form sa Pathology)	30 minutes (30 minuto)		Depends on type of specimen (Depende sa uri ng ispesimen)	Surgical Pathology Form
END of TRANSACTION						



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Surgery
CITIZEN'S CHARTER
(GABAY NG MAMAMAYAN)



Performance of Operative Procedures (Emergency Surgery)

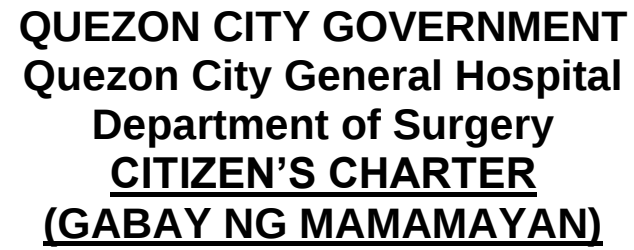
(Pagsasagawa ng mga Hakbang para sa Pang-agarang Operasyon)

Schedule of Availability of Service

Days	:	Monday to Sunday (Lunes hanggang Linggo)
Hours	:	24 hours without breaks (24 oras at walang pahinga sa tanghali)
Who May Avail of the Service	:	Patients with life-threatening conditions requiring Emergency Surgery (Mga pasyenteng krikital at agaw-buhay na nangangailangan ng agarang operasyon)
Documentary Requirements	:	Patient I.D. (I.D ng pasyente)
Processing Period	:	4 hours (4 na oras)

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Admission to OR (Pag tatalaga ng pasyente sa OR)	Stabilization of patient and admission at ER, direct to Operating Room (Pag-istabilize sa Pasyente at Pag tatalaga sa ER, Pag-hatid direkto sa Operating Room)	30 minutes (30 minuto)	Surgery Resident (Residente ng Surgery)	None (Wala)	Patient Information Sheet Admitting Chart Consent for Admission Consent for Procedure
2	Transport of patient to Operating Room (Pag-hahatid sa pasyente sa Operating Room)	Orderly and ER Nurse transports patient to Operating Room (Pag hatid ng Orderly at Nars ang pasyente sa Operating room)	30 minutes (30 minuto)		None (Wala)	None
3	Operation (Pag-Oopera)	Patient undergoes surgery (Pagsasailalim ng pasyente sa operasyon)	1 to 2 hours (1 hanggang 2 oras)		None (Wala)	Operative Worksheet
4	Transport of Specimen (Pag hahatid ng ispesimen)	Relative submits specimen and histopathology form to Pathology	30 minutes (30 minuto)		Depends on type of specimen	Surgical Pathology Form



		(Ang kamag-anak o bantay ng pasyente ay ipapasa ang ispesimen at histopathology form sa Pathology)			(Depende sa uri ng ispesimen)	
END of TRANSACTION						



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Surgery
CITIZEN'S CHARTER
(GABAY NG MAMAMAYAN)



Evaluation and Management of Patients (Outpatient Department Consult)
(Ebalwasyon at Pagpapagamot ng mga Pasyente (Konsulta sa Out Patient Department))

Schedule of Availability of Service

Days	:	Monday to Friday (Lunes hanggang Biyernes)
Hours	:	8am to 5pm (no cut-off) (8am hanggang 5pm (walang pag-putol sa pag tanggap sa pasyente))
Who May Avail of the Service	:	Patients seeking Surgery consult (Pasyente na nangangailangan ng Konsultang pang-Operasyon)
Documentary Requirements	:	Patient I.D. (I.D ng pasyente)
Processing Period	:	1-4 hours (1 hanggang 4 na oras)

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	OPD Registration (Pag paparehistro sa OPD)	<u>New Patient</u> : Fills up Patient Information Sheet (Bagong Pasyente: Sinusulutan ang Patient Information Sheet) <u>Follow-up</u> : Submission of Patient I.D (Follow-up: Pag sumite ng I.D ng pasyente)	10 minutes (10 minutes)	OPD Triage Officer (Opisyal ng OPD Triage)	None	Patient Information Sheet
2-A	New Consult (Bagong Konsulta)	Assessment (Assessment) Diagnostic Work-up (Ebalwasyon sa pamamagitan ng mga Pagsusulit ng Dugo/Imaging) Prescription of Medications (Pag rereseta ng gamot)	20 minutes (20minuto)	Surgery Resident (Residente ng Surgery)	40 pesos	Patient OPD Chart Prescription Form Hematology Form Blood Chemistry Form Microscopy Form Bacteriology Form Echocardiogram Form Radiology Form
2-B	Follow-up Consult (Follow-up na Konsulta)	Interpretation of laboratories or imaging (Interpretasyong ng mga laboratoryo at imaging) Scheduling of Minor OR (Pag iskeydyul sa Minor na Operasyon)	20 minutes (20 minuto)	Surgery Resident (Residente ng Surgery)	20 pesos	Patient OPD Chart Consultation Form OPD Elective Surgery Guide Form



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Surgery
CITIZEN'S CHARTER
(GABAY NG MAMAMAYAN)



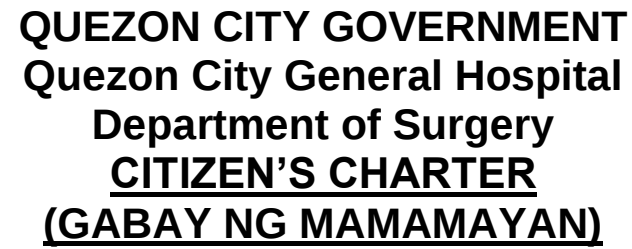
Evaluation and Management of Patients (Emergency Room Consult)
(Ebalwasyon at Pagpapagamot ng mga Pasyente (Konsulta sa Emergency Room))

Schedule of Availability of Service

Days	:	Monday to Sunday (Lunes hanggang Biyernes)
Hours	:	24 hours without breaks (24 oras at walang pahinga sa tanghali)
Who May Avail of the Service	:	Patients seeking Emergency consult (Pasyente na nangangailangan ng Konsulta at agarang Operasyon)
Documentary Requirements	:	Patient I.D. (I.D ng pasyente)
Processing Period	:	1-4 hours (1 hanggang 4 na oras)

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	ER Registration (Pag paparehistro sa ER)	Fills up Patient Information Sheet (Pag sagot sa Patient Information Sheet)	10 minutes (10 minuto)	ER Officer (Opisyal ng ER)	None (Wala)	Patient Information Sheet
2	Patient Evaluation (Ebalwasyong ng Pasyente)	Surgical Assessment (Surgical Assessment) Medicolegal Examination (Eksaminasyong pang-Medicolegal)	15 minutes (15 minuto)	Surgery Resident (Residente ng Surgery)	None (Wala)	Patient ER Chart Provisional Medicolegal Form
3	Diagnostic Work-up (Ebalwasyon sa pamamagitan ng mga Pagsusulit ng Dugo/Imaging)	Request of laboratories or imaging (Pag request ng mga laboratoryo at imaging) Suturing and/or Wound care (Pag-tatahi/Pag lilinis ng sugat) Referral to other Medical Departments (further evaluation and management) (Pag-sangguni sa iba pang Departamento para iba pang ebalwasyon at pag-gagamot)	1 hour (1 oras)	Surgery Resident (Residente ng Surgery)	None (Wala)	Patient ER Chart Consultation Form Prescription Form Hematology Form Blood Chemistry Form Microscopy Form Bacteriology Form Echocardiogram Form Radiology Form Consent for Procedure
4	Admission, Discharge or Direct to OR	<u>Non-urgent patients</u> : Discharge and follow-up instructions	30 minutes (30 minuto)	Surgery Resident (Residente ng Surgery)	None (Wala)	Operative Worksheet Surgical Pathology Form



	(Pag tatalaga, Pag papauwi or Diretso sa OR)	(Mga pasyenteng maaaring mapauwi at hindi nangangailangan ng agarang operasyon: Pagpapauwi at pag sunod sa mga paaalala sa pag-uwi <u>Urgent patients</u> : Admission Mga pasyenteng nangangailangan ng agarang operasyon: Admission <u>Emergent patients</u> : Direct to OR (Mga pasyenteng kritikal at nangangailangan ng operasyon sa lalong madaling panahon: Diretso sa OR)		OPD Nurse (Nurse ng ER)		
5	Clearance (Clearance)	Referral to SWA and Cashier Pag sangguni sa SWA at Cashier	1 minute (1 minuto)	ER Nurse (Nurse ng ER)	Depends on diagnostics and treatment done (Ayon sa Laboratoryo o pag gagamot na isinagawa)	Official Receipt Clearance Slip
END of TRANSACTION						