



ROSARIO MACLANG BAUTISTA GENERAL
HOSPITAL

CITIZEN'S CHARTER



Rosario Maclang Bautista General Hospital (RMBGH)

- is the 3RD local government hospital in Quezon City that will serve the under-privileged populace in the second district – the 3rd most populous district in the Philippines with total population of 688,773, according to the 2015 census.
- It is a LEVEL 2 hospital with a 107-bed capacity.
- The hospital was initiated through a tripartite effort of Congress, the Department of Health and the Quezon City Government. It was signed on December 19, 2016 that will served to be the city's first Trauma Center with a capability of offering an Intensive Care Unit (ICU) as well as specialist consultants to serve Quezon City populace, especially the ailing indigents of District II. The DOH funded the initial construction of the Level II tertiary hospital through the Php 100 million fund allotted by Congress through then Speaker Belmonte. An additional 528,059,490.24 was sourced from the Local Infrastructure Program Fund of Quezon City for the construction of the Rosario Maclang General Bautista Hospital.

MISSION

To strive for excellent service and provide affordable healthcare to the community through dedicated physicians and committed employees, as well as to promote health and well-being by providing access to efficient, effective, high quality services with our modern hospital facilities.

VISION

To be the center of Medical and Service Excellence as a modern hospital facility.

SERVICE PLEDGE

The Rosario Maclang Bautista General Hospital pledge and commit to deliver high quality service. Serve with integrity and treat everyone equally. Serve our clients promptly, efficiently and with utmost courtesy and help in building a responsive health care system. All these we pledge, because our clients deserve no less.

TRANSMITTAL OF PHILHEALTH CLAIMS

Recording all hospital procedures, services, medical supplies, drugs and medicines incurred by patients regardless of patient's classification. This includes claims, fees and use of facilities and other non-patient services to process discharging of patient.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Notice of Discharge Birth Certificate PBEF (Philhealth Benefit Eligibility Form) MDR (Membership Data Record) PMRF (Philhealth Member Registration Form) CSF (Claim Signature Form)	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Submit PHIC Documents	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 Minutes	NONE
Marriage Contract, Senior Citizen ID, OR of Monthly/ Quarterly Contribution MDR/PBEF Philhealth Certification (CE1/Sponsored) and 4P's ID		If Documents are complete: Accomplish the CSF and CF2 Consent portions of the member		1 Hour 15 Minutes	NONE
TOTAL				1 Hour 20 Minutes	

DENTAL CONSULTATIONS AND PROCEDURES

Assess the patients' medical history, obtain consent, treatment plan and treat using various procedures.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital Card / Patient's Chart	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Waits for patient's name to be called.	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 Minutes	NONE
		Tells the Dentist on duty what services he/she wants to be done, answer the questions asked by the dentist		10 Minutes	Extraction Excluding Dental Anesthesia a. Simple extraction P50.00 b. Complicated Extraction p130.00 Restoration

					<p>a. Temporary Filling P50.00</p> <p>b. Permanent Filling Composite without curing P75.00</p> <p>Composite with curing P150.00</p> <p>Prophylaxis and Gum Treatment per session</p> <p>a. Mild P50.00</p> <p>b. Moderate P75.00</p> <p>c. Heavy P100.00</p> <p>Prophylaxis with Fluoride P100.00</p> <p>Oral Examination P20.00</p>
					<p>Dental X-ray</p> <p>a. Periapical X-Ray P160.00</p> <p>b. Panoramic X-Ray P500.00</p>
		Wait for the Charge Slip		5 Minutes	NONE

		Goes to the cashier to pay the fees.		5 Minutes	100.00
		Goes back to the clinic and shows the receipt to the dental aide and waits for his/her name to be called		5 Minutes	NONE
		Fill up the patient's chart and sign the patients consent form.		30 Minutes	NONE
		Listen to the dentist for post-operative instructions.		5 Minutes	NONE
TOTAL				1 Hour and 5 minutes	

EMERGENCY ROOM CONSULTATIONS

Provides initial treatment for patients with broad spectrum of illnesses and injuries that may be life-threatening and requires immediate attention.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital Card & Valid ID	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Patients proceed to the Emergency Room Triage area	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	1 Minute	NONE
		Prepare for interview questions regarding current status and other ailments at Triage area		5 Minutes	NONE
		Proceed to the designated area instructed by the nurse		1 Minute	NONE
		Registration of patient at the admitting section		10 Minutes	NONE
		Physician's consultation		10 Minutes	NONE
		Follow the Discharge instructions given		15 Minutes *Depending on the case and number of patients	

		Settlement of Emergency Room bill at Cashier and clearance processing		5 Minutes	ER Physical Examination – P50.00 Consultation Fee – P100.00 Medico-Legal Fee – P150.00
TOTAL				47 Minutes	*Depending on the case

COLLECTION OF PAYMENTS

To receive, disburse and calculate collected payments from patients.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request the charge slip and payments	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Receives the charge slip and payment	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	2 Minutes	*Depending on the case
		Validates charge slip and payment		2 Minutes	NONE
		Make payments and issuance of Official Receipt		5 Minutes	NONE
TOTAL				9 Minutes	*Depending on the case

REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE					
For indigent patients needing medical and financial assistance					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital Card & Valid ID	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Proceeds to Medical Social Service Department for Assistance	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 Minutes	NONE
Request Slip / Charge Slip Statement of Account		Present the requests and documents needed for the assistance		10 Minutes	NONE
Medical Social Service Card / Certificate of Medical Assistance		Received Certificate of Medical Assistance with the discounted charge slip and duly signed by the Social Worker and proceed to the cashier for payment		5 Minutes	NONE
TOTAL				20 Minutes	*Depending on the case

PROCEDURES IN AVAILING OB-GYNE ULTRASOUND SERVICES

RMBGH offers ultrasound, a diagnostic procedure of obstetrics and gynecology cases.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Form / Health Declaration Form	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Bring the ultrasound request form to the OB-GYNE clinic and give to the secretary of the clinic for assignment of number Filling up of health declaration form	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	15 Minutes	NONE
		Proceed to the waiting area and wait for your name or number to be called		15 Minutes *Depending on the case and number of patients	NONE
		Once your number or name is called, go inside the ultrasound room for the performance of the procedure being requested		60 Minutes *Depending on the case and number of patients	NONE
CHARGE SLIP		After the procedure issue Charge slip for payment to the cashier		15 Minutes	Transvaginal P1,200 Transrectal P1,200.00 Pelvic P1,200.00

					BPS P1,200.00 Coloposcopy P1,500.00 Cryotherapy P1,500.00 Hsyteroscopy P6,000.00 Laparoscopy P6,000.00
		Stay at the waiting area and wait for the release of the ultrasound result		40 Minutes *Depending on the case and number of patients	NONE
		Present the official receipt to claim the official result of the procedure		5 Minutes	NONE
		Sign in the procedure logbook to acknowledge receipt of the Official result		2 Minutes	NONE
TOTAL				2 Hours 32 Minutes *Depending on the case and number of patients	

NEWBORN HEARING SCREENING (OUT-PATIENT SERVICE)

All infants born in RMBGH shall be made to undergo newborn hearing loss screening or Otoacoustic emissions test (OAE) before discharge, unless the parents or the legal guardians object to the screening.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital Card Newborn Record	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Present Hospital card and Newborn record of the patient	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	2 Minutes	NONE
		Prepare for interview questions regarding demographic profile		5 Minutes	NONE
		Proceed to designated area with the patient and the nurse will give instructions regarding the procedure.		15 Minutes	NONE
Newborn Record		Follow the instructions given by the nurse during the procedure You will receive a copy of registry card and the official result if possible		10 Minutes	NONE
TOTAL				32 Minutes	NONE

LABORATORY SERVICES (OUT-PATIENT SERVICES)

For all patients who wants to avail laboratory services

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital Card / Laboratory Request	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Proceed to laboratory. Present request form	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	10 Minutes	NONE
		Preparation for the procedure requested		15 Minutes *Depending on the laboratory test/s requested	NONE
		Issuance of Charge slip and Payment at cashier	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon	5 Minutes	<u>HEMATOLOGY</u> CBC- 180.00 ESR- 70.00 CT- 65.00 BT- 65.00 PT WITH INR- 200.00 PTT-200.00 PBS- 75.00 <u>CLINICAL MICROSCOPY</u>

			<p>City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government</p>	<p>Urinalysis- 45.00 Fecalysis- 40.00 FOBT- 50.00 HCG (PT)- 104.00 <u>BLOOD STATION</u> ABO TYPING- 40.00 CROSSMATCHING (MANUAL)- 1,315.00 <u>CLINICAL CHEMISTRY</u> GLUCOSE- 123.00 CHOLESTEROL- 183.00 TRIGLYCERIDES- 229.39 HDL-364.00 BUA- 135.00 BUN- 122.00 CREATININE- 134.00 SGOT- 263.00 SGPT-263.00 ALBUMIN- 167.00 BILIRUBIN (DIRECT)- 199.00 OGTT (75g)- 302.00 TROPONIN I- 1,300.00 SODIUM -90.00 POTASSIUM – 90.00 CHLORIDE- 90.00 CALCIUM (IONIZED)- 90.00 CBG- 92.00 <u>SEROLOGY</u> DENGUE DUO IgG & IgM- 600.00 DENGUE NS1 Ag – 900.00 HBsAg- 800.00 SYPHILIS- 525.00 HIV (SCREENING)- 1,100.00 H. PYLORI Antigen- 450.00</p>
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					H. PYLORI Antibody- 450.00
		Receives official result		ER : Within 1 Hour OPD: Within 4 Hours	NONE
TOTAL				30 Minutes *Depending on the test/s requested	

OPD CONSULTATIONS

Will cater all ambulatory patients needing primary care and consultation from the different medical and dental departments.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital Card	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Proceed to Triage to fill up registration Form	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	10 Minutes	NONE
		For patients with No MSS card proceed to Medical Social Service		10 Minutes	
		Proceed to Admitting section for encoding of Patients Chart		10 Minutes	NONE
		Proceed to the Clinic for consultation Receive prescription and home instructions		20 Minutes	NONE
		Receive order of payment and proceed to the Cashier	Ordinance No. SP-2349 was approved by the Quezon City Council on September	8 Minutes	Old Patients: P40.00 New Patients: P60.00

			8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government		
		Presents Official receipt and receives the Hospital Card		2 Minutes	NONE
TOTAL				60 Minutes *Depending on the test/s requested	

EXPANDED NEWBORN SCREENING

All newborns shall undergo the test to reduce preventable deaths among newborns due to common and rare congenital disorders through timely screening

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital Card / Laboratory Request	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Informed Consent/Implied Consent.	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 Minutes	NONE
		2a. Cash Payment		5 Minutes	NONE
		2b.Philhealth Claim			
		Procedure		10 Minutes	NONE
		Negative Result (normal)		2 Minutes	NONE
		Positive Result		2 Minutes	NONE
		Invalid/ Insufficient Result		20 Minutes	NONE
TOTAL				Minutes	NONE

PHARMACY SERVICES

Caters In-patient and Out-Patient in providing high quality, safe and effective medicines. It promotes rational use of drugs and offers patient counseling thus providing client-friendly pharmaceutical services.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Prescription Senior Citizen ID with booklet , PWD ID with booklet and Authorization letter and Valid ID	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Proceeds to the Pharmacy and Presents Requests	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 Minutes	NONE
		Issuance of charge slip and pays to Cashier	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and	10 Minutes	NONE

			charges in all hospitals established by the Quezon City Government		
		Present the official receipt Receive the prescribed medicines		5 Minutes	NONE
TOTAL				20 Minutes	NONE

RADIOLOGY : DIAGNOSTIC SECTION (X-RAY)					
Assess the patients' medical history, obtain consent, treatment plan and treat using various procedures.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Prescription Senior Citizen ID with booklet , PWD ID with booklet and Authorization letter and Valid ID	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Proceeds to Radiology Reception Area: Presents Request Patient complete Data information Sheet Signs Consent	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	2 Minutes	NONE
		Once name has been called Proceed to X-ray Room		10 Minutes	NONE

		After the procedure proceed to Radiology Reception Area for issuance of Charge slip		2 Minutes	NONE
		Pays to Cashier	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 Minutes	X-ray CHEST PA - 300 CHEST PA/L - 400 CHEST APICOLORDOTIC VIEW/CONED DOWN - 250 CHEST LATERAL - 250 CHEST LATERAL DECUBITUS - 250 CHEST (PORTABLE) - 315 RIBS/THORACIC CAGE - 400 SKULL PA/L - 400 MANDIBLE - 700 MASTOID - 500 TMJ - 600 WATERS VIEW - 300 PARANASAL SINUSES - 450 SUBMENTOVERTEX/ TOWNE'S VIEW - 250 ORBITS - 450 NASAL BONES/SOFT TISSUE LATERAL - 500

					<p>CERVICAL SPINE AP/L - 450</p> <p>CERVICAL SPINE AP/L/O - 550</p> <p>THORACIC SPINE - 450</p> <p>LUMBOSACRAL SPINE - 450</p> <p>LUMBOSACRAL SPINE AP/L/O - 550</p> <p>SCOLIOTIC STUDY - 900</p> <p>ABDOMEN UPRIGHT AND SUPINE - 500</p> <p>ABDOMEN (PORTABLE) - 375</p> <p>PELVIS AP - 300</p> <p>PELVIS + FROGLEG - 600</p> <p>SHOULDER UNILATERAL - 300</p> <p>SHOULDER AP/O - 450</p> <p>HIP JOINT APL - 150</p> <p>KNEE JOINT APL - 150</p> <p>BABYGRAM - 150</p> <p>THORACIC SPINE AP/L/O - 468</p> <p>SHOULDER WITH INTERNAL EXTERNAL ROTATION - 234</p> <p>BILATERAL SHOULDER WITH INTERNAL EXTERNAL ROTATION - 351</p>
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		Proceeds to Radiology Reception Area and present the Official receipt		2 Minute	NONE
		To claim result please proceeds to Radiology Releasing Area		In Patient: Within 24 Hours OPD: 2 Working days	NONE
TOTAL				21 Minutes *Depending on the case and number of patients	NONE

RADIOLOGY : DIAGNOSTIC SECTION (ULTRASOUND)					
Assess the patients' medical history, obtain consent, treatment plan and treat using various procedures.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Prescription Senior Citizen ID with booklet , PWD ID with booklet and Authorization letter and Valid ID	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established	Proceeds to Radiology Reception Area: Presents Request Patient complete Data information Sheet Signs Consent	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established	2 Minutes	NONE

	by the Quezon City Government		by the Quezon City Government		
		Wait for your name to be called and proceed to Ultrasound room		30 Minutes	NONE
		After the procedure proceed to Radiology Reception Area for issuance of Charge slip		2 Minutes	NONE
		Pays to Cashier	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government		ONE ORGAN INCLUDING RLQ - 800 HBT - 1000 UPPER ABDOMEN - 1200 LOWER ABD (KUBP/KUB WITH PELVIC) - 1200 WHOLE ABDOMEN - 2400 TRANSRECTAL (PROSTATE/PELVIC) - 1500 KUB - 1000 BREAST BILAT - 1500 THYROID - 1200 NECK - 1500 CRANIAL - 950 SCROTAL WITH DOPPLER - 1350 INGUINOSCROTAL W/ DOPPLER - 1500 FAST - 1500 THORA/PARACENTESIS/ BIOPSY - 1500 CHEST - 800

					CHEST MAPPING UNILATERAL - 1200 CHEST MAPPING BILATERAL - 1700
		Proceeds to Radiology Reception Area and present the Official receipt		2 Minutes	NONE
		To claim results please proceed to Radiology Releasing Area		In Patient: Within 24 Hours OPD: 2 Working days	NONE
TOTAL				34 MINUTES *Depending on the case and number of patients	NONE

RADIOLOGY : DIAGNOSTIC SECTION (CT-SCAN)

Assess the patients' medical history, obtain consent, treatment plan and treat using various procedures.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Prescription Senior Citizen ID with booklet , PWD ID with booklet and Authorization letter and Valid ID	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Proceeds to Radiology Reception Area: Presents Request Patient complete Data information Sheet Signs Consent	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 Minutes	NONE
		Wait for your name to be called and proceed to CT-scan room For Plain study – No preparation For contrast study- with preparation depending on the procedure required		Plain study- 10 Minute Contrast study-60 minutes	NONE
		Issuance of charge slip and pays to Cashier	Ordinance No. SP-2349 was approved by the Quezon City		HEAD - 3500 CHEST - 3500 CHEST HR - 4000

			<p>Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government</p>		<p>ORBITS - 4000 PNS - 3000 TEMPORAL BONE - 4000 NECK/NASOPHARYNX - 3500 FACIAL BONE - 4500 THORACIC SPINE - 4000 LUMBOSACRAL SPINE - 4000 WHOLE ABDOMEN - 7500 UPPER ABDOMEN - 4000 LOWER ABDOMEN - 4000 EXTREMITIES - 3500 PELVIS - 4000 STONOGRAM - 7000 CONTRAST STUDIES HEAD - 4000 CHEST - 4500 CHEST HR - 5000 MANDIBLE/NECK - 5000 ORBITS - 5000 PNS - 4000 TEMPORAL BONE - 5000 NECK/NASOPHARYNX - 4500 FACIAL BONE - 5500 THORACIC SPINE - 5000</p>
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					<p>LUMBOSACRAL SPINE - 5000</p> <p>WHOLE ABDOMEN:</p> <p>UNIPHASIC - 8000</p> <p>BI./TRIPHASIC - 10000</p> <p>UPPER ABODMEN:</p> <p>UNIPHASIC - 5000</p> <p>BI./TRIPHASIC - 8000</p> <p>LOWER ABDOMEN:</p> <p>UNIPHASIC - 5000</p> <p>BI./TRIPHASIC - 8000</p> <p>EXTREMITIES - 5500</p> <p>PLEVIS - 5500</p> <p>UROGRAM - 9000</p> <p>CTA HEAD - 8500</p> <p>CTA PULMONARY - 8500</p> <p>CTA THORACIC/ABDOMINAL AORTA - 10000</p> <p>VIRTUAL BRONCHOSCOPY - 6000</p> <p>VIRTUAL COLONOSCOPY - 6000</p> <p>CT LOCALIZATION ONLY - 2000</p> <p>CT GUIDED BIOPSY W/O PREVIOUS SCAN - 7200</p> <p>ADRENALS - 3240</p>
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					<p>PROCEDURES (SPECIAL)PRICE 2019</p> <p>PARACENTESIS, THORACENTESIS, PERICARDIOCENTESIS, ASPIRATION - 2000</p> <p>CATHETER INSERTION - 4500</p> <p>FNAB <1CM - 2000</p> <p>FNAB 1-3CM - 2000</p> <p>FNAB >3CM - 2000</p> <p>CORE BIOPSY - 4000</p> <p>STERIOTACTIC/WIRE BIOPSY - 4000</p> <p>PTBD INSERTION - 5000</p>
		After the procedure please proceed to Radiology Reception Room for instructions		Plain study- 5 minutes Contrast study- 60 Minutes	NONE
		To claim results please proceed to Radiology Releasing Area		In Patient: Within 24 Hours OPD: 3 Working days	NONE
TOTAL				37 MINUTES *Depending on the case and number of patients	NONE

ADMITTING SECTION

Patients for Admission and Confinement from OPD

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hospital card MSS Card Admitting order	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Present the Hosp. card, valid ID and admitting order to admitting section. Admitting clerk receives and validates the completeness of the admitting order and verifies Doctors order with duly signed attending physician Patient proceeds to Medical Social Service for stratification	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 minutes	NONE
Patient Data Form		Patient fill out the Patient Data Sheet (in case of Minor, the Guardian will fill out the Patient data Sheet) The admitting clerk will check and verify the correctness of the Patient Data Sheet. The admitting clerk records data to Patient's Ledger and record to Hospital Form No. 5(Record of Admission) Admitting clerk assigns respective room and bed to be occupied by the		8 minutes	NONE

		patient and coordinate with Ward nurse			
Consent for Admission Form		Instruct patient to sign the consent form for admission. Admitting clerk verify and double check the consent from Admitting Clerk read to patient/relative the Hospital rules and regulations, Patients' rights and obligation during confinement		10 minutes	NONE
Hospital Card Valid ID Patient Data Sheet Consent Form MSS Card		Return the Hospital Card , MSS Card and ID of the patient. For Philhealth member instruct to proceed to Philhealth section for assessment For non-Philhealth member, instruct to proceed to Social Service for Sponsored Philhealth requirements		5 minutes	NONE
		Patient will be assisted by NA/IW to their room/bed assignment		5 Minutes	
TOTAL				33 MINUTES	

MEDICAL RECORDS

Request for Certificate of Confinement (COC), Medical certificate (MC), Clinical abstract/ Discharge Summary (CA/DS), CTC Laboratory/ Radiology results

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Medical Record request form	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	<p>Patient fills up the Medical record request form and submit to Medical record office</p> <p>Clerk check and verify the correctness of request and data</p> <p>Clerk gives instruction and prepares medical information</p>	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	3 minutes	30.00
		Pays the corresponding fee to the cashier	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and	5 minutes	Certificate of Confinement 50.00 Medical Certificate 30.00 Clinical Abstract 50.00 Discharge Summary 50.00 CTC Laboratory/Radiology reports 50.00

			charges in all hospitals established by the Quezon City Government		
		Present the Official receipt to the Medical record section		2 minutes	NONE
		Medical Record Clerk gives final instruction		1 minutes	NONE
Certificate of Confinement (COC)				7 working days	
Clinical Abstract/ Discharge summary				7 working days 2 workings if still admitted	
CTC Laboratory / Radiology result				7 working days	
TOTAL				As described	

MEDICAL RECORDS					
Request for Death Certificate and Birth Certificate					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Preliminary Form For Birth Certificate Form Marriage contract for married parents / Affidavit to use surname of the father (AUSF)form for not married parents	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	Patient fills out the information in the Preliminary Death Certificate / Preliminary Birth Certificate Form and submit to the Nurse-in -Charge	Ordinance No. SP-2349 was approved by the Quezon City Council on September 8, 2014, amending Section 188 of Quezon City Ordinance no SP-91, S-1993, to unify the rates and charges in all hospitals established by the Quezon City Government	5 minutes	NONE
		Submits the completed Preliminary Form to Medical records		1 minute	NONE
		Medical record clerk transcribes the information to the original Death Certificate Form/ Birth Certificate Form		60 minutes	NONE
Authorization letter, valid ID,		Authorized Representative claims the Death Certificate/ Birth Certificate		5 minutes	NONE
TOTAL				1 HOUR and 11 MINUTES	

