



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Department of Surgery**  
**CITIZEN'S CHARTER**



**Performance of Operative Procedures (Elective Surgery)**

**Schedule of Availability of Service**

- Days** : Elective OR days (Monday, Tuesday, Thursday)  
**Hours** : 8am to 3pm  
**Who May Avail of the Service** : Patients scheduled for Elective Surgery  
with medical clearance from OPD (35 years and older)  
with pediatric clearance from OPD (18 years and younger)  
with anesthesia clearance from OPD (all ages)  
**Documentary Requirements** : Updated Philhealth  
**Processing Period** : 24-72 hours  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Scheduling and Admission	Admission of patient at Outpatient department (weekdays) or at Emergency room (weekends)	24-48 hours	Surgery Resident	None	Patient Information Sheet Admitting Chart Consent for Admission Consent for Procedure
2	Pre-operative Preparation	At Clinical ward, patient prepared prior to OR 1. Medical or Pediatric clearance 2. Anesthesia clearance 3. Blood availability 4. OR materials	24 hours		None	Elective Proposal Form Blood Request Risk Stratification Form PARES Form Prescription Form
3	Transport of patient to Operating Room	Orderly and OR Nurse transports patient to Operating Room	30 minutes		None	None
4	Operation	Patient undergoes surgery	1 to 4 hours		None	Operative Worksheet
5	Transport of Specimen	Relative submits specimen and histopathology form to Pathology	30 minutes		Depends on type of specimen	Surgical Pathology Form
<b>END of TRANSACTION</b>						



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**Performance of Operative Procedures (Emergency Surgery)**

**Schedule of Availability of Service**

**Days** : Monday to Sunday  
**Hours** : 24 hours without breaks  
**Who May Avail of the Service** : Patients with life-threatening conditions requiring Emergency Surgery  
**Documentary Requirements** : Patient I.D.  
**Processing Period** : 4 hours  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Admission to OR	Stabilization of patient and admission at ER, direct to Operating Room	30 minutes	Surgery Resident	None	Patient Information Sheet Admitting Chart Consent for Admission Consent for Procedure
2	Transport of patient to Operating Room	Orderly and ER Nurse transports patient to Operating Room	30 minutes		None	None
3	Operation	Patient undergoes surgery	1 to 2 hours		None	Operative Worksheet
4	Transport of Specimen	Relative submits specimen and histopathology form to Pathology	30 minutes		Depends on type of specimen	Surgical Pathology Form
<b>END of TRANSACTION</b>						



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**Evaluation and Management of Patients (Outpatient Department Consult)**

**Schedule of Availability of Service**

**Days** : Monday to Friday  
**Hours** : 8am to 5pm (no cut-off)  
**Who May Avail of the Service** : Patients seeking Surgery consult  
**Documentary Requirements** : Patient I.D.  
**Processing Period** : 1-4 hours  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	OPD Registration	<u>New Patient:</u> Fills up Patient Information Sheet <u>Follow-up:</u> Submission of Patient I.D.	10 minutes	OPD Triage Officer	None	Patient Information Sheet
2-A	New Consult	Assessment Diagnostic Work-up Prescription of Medications	20 minutes	Surgery Resident	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	Interpretation of laboratories or imaging Scheduling of Minor OR Removal of sutures Referral to other Medical Departments (clearances, further evaluation and management)	20 minutes	Surgery Resident	20 pesos	Patient OPD Chart Consultation Form OPD Elective Surgery Guide Form
2-C	Minor Operation and Transport of Specimen	Patient scheduled for Minor OR undergoes surgery under local anesthesia Relative submits specimen and histopathology form to Pathology	30 minutes	Surgery Resident OPD Nurse	500 to 900 pesos Specimen fee: depends on type of specimen	Consent for Procedure Operative Worksheet Surgical Pathology Form
5	Clearance	Checking of receipt	1 minute	OPD Nurse	None	Official Receipt Clearance Slip

**END of TRANSACTION**



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**Evaluation and Management of Patients (Emergency Room Consult)**

**Schedule of Availability of Service**

**Days** : Monday to Sunday  
**Hours** : 24 hours without breaks  
**Who May Avail of the Service** : Patients seeking Emergency consult  
**Documentary Requirements** : Patient I.D.  
**Processing Period** : 1-4 hours  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	ER Registration	Fills up Patient Information Sheet	10 minutes	ER Officer	None	Patient Information Sheet
2	Patient Evaluation	Surgical Assessment Medicolegal Examination	15 minutes	Surgery Resident	None	Patient ER Chart Provisional Medicolegal Form
3	Diagnostic Work-up	Request of laboratories or imaging Suturing and/or Wound care Referral to other Medical Departments (further evaluation and management)	1 hour	Surgery Resident	None	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 <u>Urgent patients</u> : Admission <u>Emergent patients</u> : Direct to OR	30 minutes	Surgery Resident OPD Nurse	None	Operative Worksheet Surgical Pathology Form
5	Clearance	Referral to SWA and Cashier	1 minute	ER Nurse	Depends on diagnostics and treatment done	Official Receipt Clearance Slip
<b>END of TRANSACTION</b>						