



QUEZON CITY GOVERNMENT
Quezon City General Hospital
QCGH Treatment Hub
CITIZEN'S CHARTER



ENROLMENT TO ANTIRETROVIRAL THERAPY

Schedule of Availability of Service

- Days** : Mondays – Fridays
Hours : 8:00 AM – 4:00 PM
Who May Avail of the Service : Client/patient Screened HIV Reactive / Client/patient Confirmed HIV Positive
Documentary Requirements : Screened HIV Test Result / HIV Positive Confirmatory Result (From DOH Registered Laboratory Center) / HIV Detected from Polymerase Chain Reaction (PCR) Test Result from DOH- SACCL (for infants)
Processing Period : 1hr 32mins - 2hr 30mins, depending on the patient's condition
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Register using the provided Hospital Record Number (HRN). <i>Magrehistro gamit ang HRN na ibinigay.</i>	1. Check the presented HIV test result and/or the referral letter from a physician or an institution. 2. Get the personal details for the Hospital Registration thru Hospital Information System (HIS) <i>1. Suriin ang ipinakitang HIV test at ang kasamang referral letter (kung mayroon) mula sa isang doktor o ibang institusyon. 2. Hingin ang personal na detalye para sa rehistro sa hospital sa pamamagitan ng HIS.</i>	2-5 mins	Hub Staff	NONE	Registration of Visit Logbook
2	Give a written consent for management and treatment. <i>Magbigay ng nakasulat na pahintulot para sa pangangalaga at paggamot.</i>	1. Secure a written consent for management and treatment. 2. Make a patient's chart and attach all the documents. 3. Provide HIV education. <i>1. Makakuha ng nakasulat na pahintulot para sa paggamot.</i>	30-50 mins	HIV Counselor		Consent for Management and Treatment Form Printed Outpatient Record Data Progress Note CD4 Count and Viral Load Test Monitoring Medication Sheet Clinical Laboratory Report

		<p>2. Gumawa ng tsart ng pasyente, ilakip ang lahat ng mga dokumento.</p> <p>3. Magbigay ng edukasyon patungkol sa HIV.</p>			WALA	
3	<p>Conform with the flow of assessment.</p> <p><i>Tumugon sa daloy ng pagtatasa.</i></p>	<p>1. Do clinical assessment and record.</p> <p>2. Check Baseline Laboratory and Diagnostic Test Result.</p> <p>1. Magsagawa ng klinikal na pagtatasa.</p> <p>2. Suriin ang mga resulta ng laboratorio at diagnostics.</p>	30-50 mins	Hub Physician		Progress Notes
4	<p>Receive the antiretroviral drug, patient code. Sign at the dispensing logbook.</p> <p><i>Tanggapin ang gamot, patient code. Lumagda sa logbook.</i></p>	<p>1. Dispense the antiretroviral drug and educate on the protection and prevention awareness, treatment regiment, adherence and refill of drugs.</p> <p>2. Give patient/client a code to be used everytime he/she she visits the clinic.</p> <p>3. Give the contact numbers.</p> <p>1. Ibigay ang gamot at turuan ang kamalayan sa proteksyon at pag-iwas, regimen sa gamot, pagsunod at pagkuhang muli ng gamot.</p> <p>2. Bigyan ng code ang pasyente na gagamitin sa tuwing bisita sa klinika.</p> <p>3. Ibigay ang numero ng pakikipag-ugnayan.</p>	30-45 mins	Hub Physician / Pharmacist / Nurse (HIV Counselor)		ART Booklet Drug Dispensing Logbook
END of TRANSACTION						



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ENROLMENT TO PRE-EXPOSURE PROPHYLAXIS

Schedule of Availability of Service

Days : Mondays – Fridays

Hours : 8:00 AM – 4:00 PM

Who May Avail of the Service : Those who engage in sex with a person living with HIV who is not virally suppressed or whose results of viral load testing are unknown.
 Those having condomless or unprotected anal/vaginal/ or neovaginal sex in the past 6 months with more than one partner.
 Those with history of STI in the past 6 months.
 Those using sex-enhancing drugs or non-sterile injecting equipment in the past 6 months.
 Those who have used HIV post exposure prophylaxis (PEP) for sexual exposure in the past 6 months.
 Those who have a sexual partner with one or more HIV risk factors in the past 6 months.
 Pregnant , Breastfeeding women, Women using hormonal drugs for contraception
 Transgender persons on gender-affirmative hormone therapy and those who requested Pre-exposure Prophylaxis (PreP)

Documentary Requirements :Non Reactive HIV Screening Result, Non Reactive Hepatitis B Screening Result, Creatinine Clearance Lab Result

Processing Period :65mins – 90 minutes depending on the transaction

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Register using the provided Hospital Record Number (HRN). <i>Magrehistro gamit ang HRN na ibinigay.</i>	1. Check the presented laboratory test results. 2. Get the personal details for the Hospital Registration thru Hospital Information System (HIS) <i>1. Suriin ang ipinakitang mga resulta ng laboratory.</i> <i>2. Hingin ang personal na detalye para sa rehistro sa hospital sa pamamagitan ng HIS.</i>	2-5 mins	Hub Staff	NONE	Registration of Visit Logbook
2	1. Listen, understand, clarify and reply to questions. 2. Fill out form.	1. Give pre-initiation counselling and HIV education.	30-40 mins	Hub Physician / HIV Counselor		Screening Eligibility Form

	<i>Makinig, unawain, linawin at sumagot sa mga tanong.</i>	<p>2. Eligible client, introduce Pre-exposure prophylaxis (PreP) and do counselling about the drug regimen and reactions.</p> <p>1. <i>Magbigay impormasyon patungkol sa gamutan.at edukasyon patungkol sa HIV.</i></p> <p>2. <i>Sa pasadong kliyente, pag-usapan ang prophylaxis at magbigay impormasyon patungkol sa reaksiyon nito.</i></p>				
3	<p>Give a written consent for management and treatment.</p> <p><i>Magbigay ng nakasulat na pahintulot para sa pangangalaga at paggamot.</i></p>	<p>1. Secure consent for management & treatment.and make a chart.</p> <p>2. Make an OPD Patient Chart and record all the data gathered.</p> <p>1. <i>Makakuha ng nakasulat na pahintulot para sa paggamot.</i></p> <p>2. <i>Gumawa ng tsart ng pasyente, i-record ang lahat ng mga nakalap na inpormasyon.</i></p>	20-30 mins	Hub Physician / HIV Counselor	WALA	<p>Consent for Management and Treatment Form</p> <p>Printed Outpatient Record Data</p> <p>Progress Note</p> <p>Medication Sheet</p> <p>Clinical Laboratory Report</p>
4	<p>Receive the pre-exposure prophylaxis, patient code. Sign at the dispensing logbook then.</p> <p><i>Tanggapin ang gamot, patient code. Lumagda sa logbook pagkatapos..</i></p>	<p>1. Dispense the prophylaxis drug and educate on the protection and prevention awareness, adherence and refill of drugs.</p> <p>2. Give patient/client a code to be used everytime he/she she visits the clinic.</p> <p>3. Give the contact numbers.</p> <p>1. <i>Ibigay ang gamot at turuan ang kamalayan sa proteksyon at pag-iwas, pagsunod at pagkuhang muli ng gamot.</i></p> <p>2. <i>Bigyan ng code ang pasyente na gagamitin sa tuwing bisita sa klinika.</i></p> <p>3. <i>Ibigay ang numero ng pakikipag-ugnayan.</i></p>	13-15 mins	Hub Physician / Pharmacist / Nurse (HIV Counselor)		<p>Medication Sheet</p> <p>Drug Dispensing Logbook</p>

END of TRANSACTION



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HIV COUNSELLING AND TESTING

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8:00 AM – 4:00 PM

Who May Avail of the Service : Gay men, Men who have sex with men, Transgender women, Sex workers, People who inject drugs, Admitted patient from prison and other closed setting, occupationally exposed to bloodborne diseases, Raped victims, Partner of person living with HIV, Children of HIV infected mother, Person showing signs and symptoms consistent with AIDS defining illness, OFW, Person with Sexually Transmitted Infections, Person with Hepatitis B and C, Confirmed Tuberculosis patients, Pregnant Women regardless of risk, Patient underwent blood transfusion, People voluntarily wants to be tested.

Documentary Requirements : Laboratory request for HIV Testing from the attending physician / from another institution/clinic, Hospital Record Number **Processing Period** : 75 mins – 130 mins, 5-15 days for Confirmatory result from DOH Registered HIV Laboratory Center

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Register the Hospital Record Number (HRN). <i>Magrehistro gamit ang HRN.</i>	Check the information on the laboratory request. <i>Suriin ang impormasyon na nakasulat sa kahilingan ng laboratoryo.</i>	1-5 mins	Hub Staff	NONE <i>Wala</i>	Registration Logbook
2	Give a written consent and fill out the form. <i>Magbigay ng nakasulat na pahintulot at punan ang form..</i>	Conduct Pre-Test HIV Counseling and secure written consent for HIV Testing. <i>Magbibigay impormasyon tungkol sa HIV bago ang pagkuha ng dugo at tinitiyak ang nakasulat na pahintulot para sa pagsusuri sa HIV.</i>	10-20 mins	HIV Counselor		HTS Form

3	<p>Undergo Blood Extraction</p> <p><i>Sumailalim sa pagkuha ng dugo.</i></p>	<p>Collect blood and perform HIV Testing - Rapid HIV antibody test.</p> <p><i>Kumuha ng dugo at isagawa ang pagsusuri sa HIV.</i></p>	54-85 mins	Medical Technologist		Daily Testing Logbook Serology Test Result
4	<p>Claim the Result and sign.</p> <p><i>Kunin ang resulta at pumirma.</i></p>	<p>Conduct Post-Test HIV Counseling for Reactive and Non-Reactive Result.</p> <p>1 Nonreactive result, provide an official copy of the Nonreactive result.</p> <p>2. Reactive result is unofficial, can be verbal or can be provided in upon client's request a written result, however, it shall be indicated that this is not a confirmed HIV diagnosis and confirmatory testing is yet to be performed.</p> <p>2.1 Refer to the hub physician/ nurse for early treatment.</p> <p>2.2 Advice to wait for the text/call for the official confirmatory result from the DOH registered HIV Laboratory Center.</p> <p><i>Magbigay ng impormasyon patungkol sa kahulugan ng resulta, "Reaktibo o Hindi Reaktibo".</i></p> <p>1. <i>Ibibigay and opisyal na resulta ng Hindi Reaktibo sa HIV.</i></p> <p>2. <i>Ang Reaktibong resulta ay hindi pa opisyal, pwedeng ipahayag o bigyan ng kasulatan na reaktibong resulta kung hilingin ngunit ipaliwanag at lagyan ng tanda na ito'y hindi pa konfirmado.</i></p> <p>2.1 <i>Isangguni sa doktor/nars para sa maagang paggamot.</i></p> <p>2.2 <i>Payuhan na hintayin ang text/tawag para sa kompirmadong resulta na magmumula pa sa rehistradong laboratoryo ng DOH.</i></p>	10-20 mins	HIV Counselor		Test Result Claim Stub Patient Result - Release Logbook
END of TRANSACTION						





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OCCUPATIONAL EXPOSURE MANAGEMENT AND TREATMENT

Schedule of Availability of Service

- Days** : Mondays – Fridays
Hours : 8:00 AM – 4:00 PM
Who May Avail of the Service : Healthcare Worker (HCW) occupationally exposed to bloodborne diseases.
Documentary Requirements : Occupational Exposure report, Negative for HIV screening
Processing Period : 40 mins – 55 minutes depending on the transaction
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Register using the provided Hospital Record Number (HRN). <i>Magrehistro gamit ang HRN na ibinigay.</i>	1. Check the presented Negative HIV and Hepatitis B screening results and the Occupational Exposure Report. 2. Get the personal details for the Hospital Registration thru Hospital Information System (HIS) <i>1. Suriin ang ipinakitang resulta ng Negatibo sa HIV at Heptatis B at ang Occupational Exposure Report . 2. Hingin ang personal na detalye para sa rehistro sa hospital sa pamamagitan ng HIS.</i>	2-5 mins	Hub Staff	NONE	Registration of Visit Logbook
2	1. Report the incident. 2. Give a written consent and fill out the form. <i>1. Isumbong ang pangyayari.</i>	1. Assess and evaluate reported incident. 2. Provide HIV/STI education and the post-exposure prophylaxis. 3. Secure written consent for management and treatment before initiation of prophylaxis.	33-40 mins	Hub Physician / HIV Nurse	<i>Wala</i>	Screening Eligibility Form Consent for management and treatment form

	2. Magbigay ng nakasulat na pahintulot at punan ang form.	1. Suriin ang pangyayaring incidente. 2. Magbigay impormasyon patungkol sa sa HIV/ STI at sa gamutan. 3. Kumuha ng nakasulat na pahintulot para sa paggamot bago pasimulan ang gamutan.				
3	1. Receive the drugs and sign. Tanggapin ang gamot ng HIV at pumirma.	1. Dispense the HIV post-exposure prophylaxis then record. 2. Remind to return on the scheduled time for re-evaluation. 1. Ibigay ang HIV prophylaxis at i-record. 2. Ipaalalang bumalik sa napag-usapang araw para sa muling pagsusuri.	5-10 mins	Pharmacist / HIV Nurse		Drug Dispensing Logbook

END of TRANSACTION



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PREVENTION OF MOTHER TO CHILD TRANSMISSION

Schedule of Availability of Service

- Days** : Mondays – Fridays
Hours : 8:00 AM – 4:00 PM
Who May Avail of the Service : HIV Infected pregnant woman. Infant from a Pregnant woman Confirmed HIV Positive, Infant from a Pregnant woman screened HIV Reactive and awaits Confirmatory result
Documentary Requirements : HIV Positive Confirmatory result of the pregnant woman/mother (from DOH-SLH/SACCL) Mother's Screened HIV Reactive Result, Referral Letter from an institution
Processing Period : 40mins– 60 mins. depending on the transaction
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Register using the provided Hospital Record Number (HRN). <i>Magrehistro gamit ang HRN na ibinigay.</i>	1. Check the presented HIV test result and/or the referral letter from a physician or an institution. 2. Get the personal details for the Hospital Registration thru Hospital Information System (HIS) <i>1. Suriin ang ipinakitang HIV test at ang kasamang referral letter (kung mayroon) mula sa isang doktor o ibang institusyon. 2. Hingin ang personal na detalye para sa rehistro sa hospital sa pamamagitan ng HIS.</i>	2-5 mins	Hub Staff	NONE	Registration of Visit Logbook
2	Give a written consent for management and treatment. <i>Magbigay ng nakasulat na pahintulot para sa pangangalaga at paggamot.</i>	1. Discuss the risks and benefits of ARV, regular prenatal care, mode of delivery, infant feeding, the importance of post-exposure prophylaxis for newborn and on follow-up appointments at the OPD-OB and Pediatric Department.	15-25 mins	HIV Nurse (HIV Counselor)		PMTCT Logbook

		<ol style="list-style-type: none"> 2. Record all the details. 3. Give the contact numbers. 4. Refer to OB resident infectious disease rotator. <p><i>1. Talakayin ang mga panganib at benepisyo ng gamutan sa HIV, regular na check-up habang buntis, paraan ng panganganak, pagpapakain sa sanggol, kahalagahan ng pagbigay ng HIV prophylaxis pagkasilang ng sanggol at pag follow-up sa OPD pagkapanganak.</i></p> <ol style="list-style-type: none"> 2. I-record ang lahat ng detalye. 3. Ibigay ang numero ng pakikipag-ugnayan. 4. I-refer sa doctor ng OB. 			WALA	
3	<p>Conform with the flow of assessment.</p> <p><i>Tumugon sa daloy ng pagtatasa.</i></p>	<ol style="list-style-type: none"> 1. After delivery, obtain written consent for the management and treatment of the newborn for ARV prophylactic regimen. 2. Initiate the HIV post-exposure prophylaxis to the newborn. 3. Re-educate on the drug reactions, adherence to HIV prophylaxis, drug refilling time and follow-ups. <p><i>1. Pagkapanganak, kumuha ng pahintulot para sa pangangasiwa at pangangalaga ng sanggol sa gamutan.</i></p> <p><i>2. Ibigay ang HIV post-exposure prophylaxis sa sanggol.</i></p> <p><i>3. Pag-usapang muli ang patungkol sa reaksyon ng gamot, pagsunod sa gamutan, pagkuha ng gamot at ang pagbalik para sa konsultasyon.</i></p>	15-20 mins	Hub Physician / HIV Nurse (HIV Counselor)		<p>Consent for Management and Treatment Form</p> <p>HIV Admitted Patients</p> <p>Newborn Prophylaxis Logbook</p>
4	<p>Receive the antiretroviral drug, patient code. Sign at the dispensing logbook.</p> <p><i>Tanggapin ang gamot, patient code. Lumagda sa logbook.</i></p>	<p>Instruct to return the baby on the time specified by the treatment hub/ Pediatrician for HIV PCR Testing.</p> <p><i>Turuan ang nanay na ibalik ang sanggol sa araw na tinalaga ng treatment hub o ng doctor na nangangalaga sa mga bata.</i></p>	8-10 mins	Nurse		Deliveries Logbook
END of TRANSACTION						

