

OPD CONSULTATIONS

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

| Office or Division: | Out Patient Department | | | |
|--|--|--|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Non-Emergent Care Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For New Patients: Any Valid Government issued ID for issuance of Hospital Card (1 original copy) | | Any Government Agency /OPD Triage | | |
| For Old Patients: Any Valid Government issued ID (1 original copy) Hospital Card (1 original copy) | | Any Government Agency/ OPD Triage | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to OPD Triage and accomplish Health Declaration Form | 1. Registration of patient's data 1.1 Interview the patient for the chief complaint and perform vital signs | None | 10 Minutes | <i>Nurse/ Nursing Aide</i> Nursing Service Division |
| 2. Proceed to patients waiting area | 2. For new patients admitting section will provide hospital card and number and encode to IHOMIS. 2.1 For old patients retrieve old chart and encode to IHOMIS. | None | 10 Minutes | <i>Admitting Clerk</i> Admitting Unit |
| 3. Proceed to the Medical Clinic for consultation | 3. Assess medical history and examine patient. 3.1 Instruct patient or patient's relative on medical prescription, home instructions and follow-up checkup if needed. | None | 15 Minutes | <i>OPD Doctor on duty</i> Out-Patient Department |
| 4. Wait for the issuance of Order of Payment | 4. Issue Order of Payment to the patient | None | 3 Minutes | <i>Nursing Aide</i> Nursing Service Division |
| 5. Proceed to the cashier to pay the fees | 5. Receives payment and issue Official Receipt to the patient | Consultation Fee: Old/New Patient: P40 For New Patient Hospital Card P20 | 5 Minutes | <i>Collecting Officer on duty</i> Cashier Unit |