



## 17. MEDICAL CONSULTATION

A medical consultation is a procedure whereby, a health care provider, reviews a medical history, examines the patient, and makes recommendations as to care and treatment.

|   |   |   |                        |   |
|---|---|---|------------------------|---|
| <b>Office / Division:</b>   | QCHD – Special Services Division  |   |                        |   |
| <b>Classification:</b>  | Simple  |   |                        |   |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen   |   |                        |   |
| <b>Who may avail:</b>   | All Quezon City Hall Employees, their immediate dependents and transacting public             |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>  |                        |   |
| <ul style="list-style-type: none"> <li>● For Employees: <ul style="list-style-type: none"> <li>➢ Quezon City Employee's ID or Employment Certificate</li> </ul> </li> </ul>   |   | City Personnel Department / Department Concerned  |                        |   |
| <ul style="list-style-type: none"> <li>● For Employee's dependent: <ul style="list-style-type: none"> <li>➢ Birth Certificate</li> <li>➢ Marriage Contract</li> </ul> </li> </ul>   |   | Philippine Statistics Authority / Local Civil Registry  |                        |   |
| <ul style="list-style-type: none"> <li>● For Transacting Public <ul style="list-style-type: none"> <li>➢ Government-Issued ID</li> <li>➢ Ultrasound result (for Gender certification) of Scrotal, Pelvic or Transvaginal Scan</li> <li>➢ Laboratory results as required in Medical Certification / Clearance</li> </ul> </li> </ul> |   | Client / Citizen<br>DOH Accredited Ultrasound and Sonography Facility<br><br>DOH Accredited Clinical Laboratory |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                   |
| 1. Register on <b>FIRST COME FIRST SERVE Basis</b> and state what service to avail  | 1. Triage patients and give number to each Client;<br><br>1.1. Direct clients to waiting area | NONE  | 2 minutes              | Nurse / Nurse Aide / Admitting Clerk        |
| 2. Present valid Identification (ID) Card and other necessary documents   | 2. Check ID Card presented and other attachments  | NONE  | 5 minutes              | Personnel assigned at the Registration Area |



|  |   |      |                              |  |
|--|---|------|------------------------------|--|
| 2.1. Fill up Personal Information on Individual Treatment Record (ITR) | 2.1. Record or encode patient's information on ITR / E-Medical Record   |      |                              |  |
| 3. Submit the accomplished ITR   | 3. Obtain and record vital signs and chief complaint of client<br><br>3.1. Hand over the ITR to the Medical Officer   | NONE | 5 minutes                    | Nurse / Administrative Aide                                    |
| 4. Discuss medical complaint and brief history of illness              | 4. Conduct history-taking and Physical Examination and other procedures, as warranted<br><br>4.1. Conduct Oral Examination & Dental Procedures (Oral Prophylaxis, Tooth Extraction, Tooth Restoration), as warranted (if available)<br><br>4.2. Issue Prescription / Laboratory Request / Referral Form/ Medical Certificate<br><br>4.3. Fill-up necessary information in the ITR | NONE | 10 minutes<br><br>15 minutes | Medical Officer<br><br>Dentist<br><br>Medical / Dental Officer |



|  |  |             |                   |   |
|--|--|-------------|-------------------|---|
| 5. Present Prescription and affix signature on Dispensed to User Record (DTUR) | 5. Dispense medicines (if available)<br><br>5.1. Clarify discharge instructions<br><br>5.2. Ensure client signs DTUR | NONE        | 3 minutes         | Nurse /<br>Nurse Aide /<br>Administrative<br>Aide |
| <b>TOTAL</b>   |  | <b>NONE</b> | <b>40 minutes</b> |   |