



PROVINCIAL, DISTRICT AND MEDICARE HOSPITALS

Quality Management System ISO 9001:2015

CASTILLA DISTRICT HOSPITAL

CITIZEN'S CHARTER

2021 (1st Edition)



I. Quality Policy:

The **Provincial, District and Medicare Hospitals** of the **Provincial Government of Sorsogon** are strongly committed to provide safe, specialized and high quality health care for all Sorsoganons ensuring responsiveness and satisfaction of its clients and stakeholders.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the Department of Health standard, thrusts and programs;
- Strongly comply with the provisions set forth by the RA 11223 or Universal Health Care Act and other applicable statutory and regulatory requirements;
- Institute mechanisms to sustain efficient performance and continually improve the human resources' knowledge, skills, expertise, and health practices making our services readily available.
- Continually improve our processes and infrastructure to ensure that state-of the-art facilities are in place to respond to their client's needs and requirements;
- Uphold client-focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment.

All employees including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial, District and Medicare Hospitals of the Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO-9001:2015 across all levels.



LIST OF SERVICES

A. OUT-PATIENT DEPARTMENT **5-12**

Consultation and Admission

- Medical
- Surgical (minor and medium)
- Pediatrics
- OB Gyne
- Basic Emergency Maternal Obstetrics Newborn Care Services
- Animal Bite Treatment
- Newborn Immunization
- ECG
- Family Planning

B. LABORATORY (Outsourced) **12**

C. X-RAY **13-14**

- Abdomen
- KUB Plain
- Chest X-ray PA/AP
- Skull X-ray AP/L
- Arm AP/L
- Elbow AP/L
- Extremities
- Wrist AP/L
- Forearm AP/L
- Thigh AP/L
- Ankle AP/L
- Leg AP/L
- Knee AP/L
- Foot AP/L
- Pelvimetry
- Hands AP/L
- Lumbo Sacra

D. PHARMACY **15-19**

Billing & Dispensing of Medicines



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J. NURSING SERVICE	
<ul style="list-style-type: none">• Newborn care of patients• Newborn Screening	
K. DENTAL SERVICE	38
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A. OUT PATIENT CHECK UP PROCEDURE

Office or Division:		Castilla District Hospital		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		In-Patient and Out Patient		
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Out Patient Card		Castilla District Hospital Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Present OPD Card for retrieval of OPD Record <i>(Iprisintar an OPD Card paramakua an dating record sapagpatsek-up)</i>	Receives OPD Card and retrieve the patient's OPD Record (Resibihon an OPd Card parailuwasan dating record sapagpatsek-up)	None	5 minutes	Records section
No OPD Card but with old record or new patient. Ask the OPD Nurse to issue OPD Card <i>(Warangdarangkardperodatinangpasyente o wara pang record [Bagongpasyente] Maghagadsa OPD Nurse ninbagong OPD Card</i>	Ask the patient's name, address, age and birthday and makes new OPD card. Give the new OPD card to the records section. <i>(Ilista at gawannbago ng OPD card angpasyente at ibigay and bagong Card</i>	None		OPD Nurse



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	<p>sa Record's Section paramailuwas ang dating record sapagpatsek-up. Kung wara pa record mataposiberip ikasa record's section nawara pa record, gigibuhonninb agong record kan OPD Nurse.</p>			
<p>Wait for the Doctor. (Maghintayparamatsek-up ng doctor,</p>	<p>Doctor does examination, gives prescription and instruction to the patient. (Tiningnan/ itetsel-up, bibigyanngres eta at mgainstruksyo nanangpasye nte)</p>	None		(Doctors-on-duty
<p>Give the laboratory request or x-ray request to the OPD Nurse (Ibigay and request parasa laboratory o x-ray sa OPD Nurse)</p>	<p>Give specimen bottle and instruct the patient how to collect specimen to be brought to the laboratory room. Show the way to the</p>	None		OPD Nurse



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	laboratory. (Bigyangng specimen bottle at instruksyon and pasyente at ituro and laborator. Kung ipapaxraynamanitur oang x-ray room.			
Give the lab result to the OPD Nurse (Ibigay and laboratory result sa OPD Nurse)	Receives the laboratory result of the patients and attach to the OPD record to be seen by the Doctor (Tanggapin and resultang laboratory test at isamasa OPD record ngpasyente at ipakitaalisa doctor)	None		OPD Nurse
	If after the results of the laboratory test of x-ray were seen by the doctor and necessary prescriptions and instructions were given, the patient	None		OPD Nurse



	<p>may go home. But if the patient is for admission or treatment procedure, ask for IW to transport the patient to the Emergency Room. Bring the OPD record with the patient and endorse properly to the ER Nurse.</p> <p>(Pagkatapos Makita ng Doctor and resultang laboratory o x-ray at nabigyan ng seta at mgainstruksyon, ang pasyente ay makakauwina. ngunit kung and pasyente ay iaadmit, dalhin sa emergency room kasama and kanyang OPD record at admission chart at i-endorse sa ER Nurse.</p>			
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OUT PATIENT ADMISSION PROCEDURE

Office or Division:		Castilla District Hospital		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Out-patient and admitted patients		
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Out Patient Card		Castilla District Hospital Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
<p>Show the prescriptions to the ER Nurse-On-Duty</p> <p>(Ipakitasa ER nurse and mgaresetang doctor)</p>	<p>Instruct the watcher to bring the prescription and get the medicine from the hospital's pharmacy, if meds are not available buy it from the outside pharmacy.</p> <p>(Bigyannginstruksyon and bantayngpasyentenakunin and mga gamut naresetasabot ikasaloobngospital. Kung hindi available saospitalkailanganbilhinsabotikasalabasn</p>	None	5-10 minutes	ER Nurse-On-Duty



<p>Sign the Consent to care (Magpirmasa Consent to Care)</p>	<p>gospital) Secure consent from the patient or significant others. Explain the procedures to be done and perform the procedures eg. IV insertion, giving medications etc. (Papirmahinn g consent and pasyente o bantay. Ipaliwanagsap asyente angmgagaga win at isakatuparan and mgainstruksyo nnaisinulatng doctor satsart (maglagayngs wero, magbigayngm ga gamut at iba pa)</p>	<p>None</p>	<p>1 Hour- 1 ½ hours</p>	<p>ER Nurse-On-Duty</p>
<p>Collect specimen for laboratory tests (eg., urine/stool) (Magkolektang specimen parasa laboratory test (hal., ihi/ tae)</p>	<p>Give specimen bottle and instruct the patient how to collect specimen</p>	<p>None</p>	<p>2-3 minutes</p>	<p>ER Nurse-On-Duty</p>



	<p>(e.g., urine/stool) to be brought to the laboratory room. If for x-ray, inform the x-ray technician and give the x-ray request.</p> <p>(Bigyangng Specimen bottle at instruksyon and pasyente. Kung ipapa-xraynamanga wang request x-ray at idaannasa x-ray room kung papuntanasa ward.</p>			
	<p>Inform the ward duties about the admission to let them prepare the patient's bed/room.</p> <p>(Itawagsa ward angbagong admission paramaayosa ngkwarto at higaanngpasyente)</p>	None	3 minutes	ER Nurse-On-Duty



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	Endorse the patient and the chart properly to the Nurse-On-Duty (I-endorse sa Ward Nurse-On-Duty angpasyente at the tsart)	None	5-10 minutes	ER Nurse-On-Duty
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B. LABORATORY (OUTSOURCED)



C. PROVISION OF RADIOLOGY DIAGNOSTIC PROCEDURE

Office or Division:	Castilla District Hospital			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	In-Patient and Out-Patient (Philhealth & Non-Philhealth patient, Pay Patient or in charity patient).			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Physicians Orders/ Referrals		Castilla District Hospital Xray Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Patients/companions/relatives Proceeds to the radiology Department and present the Official X-ray request.	Receives request and evaluation request.	None	2 minutes	Radiologic Technologist
	Prepare change slip for radiologic examinations	None	2 minutes	Radiologic Technologist
	Issues charged slip	None	1 minutes	Radiologic Technologist
Patients/companions/relatives returns with charged slip	Instruct patient where to go for the following: • Pay • Billing • Charity/ Social Workers	None		Radiologic Technologist
Patients/companions/relatives	Receives and	None		Radiologic Technologist



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returns with charge slip. • Pay with official receipt • Charity signed by the social worker	check the charge slips and informs the patient the procedures			
Patient proceed to the examination room	Perform specific c-ray examination	None	5 minutes	Radiologic Technologist
	Gives the Radiograph/X-ray film to the Radiologist	None	2 minutes	Radiologic Technologist
	Interprets/evaluate the Radiograph/X-ray films	None	5 minutes	Radiologic Technologist
Patients/companions/relatives waits for official x-ray results	Inform patient/relative of the patient the time of the release of the official x-ray results	None	1 minute	Radiologic Technologist
Patients/companions/relatives receives official X-ray results by signing on the logbook Records and release the official x-ray results. Radiologic Technologist 2 minutes	Records and release the official x-ray results.	None	2 minutes	Radiologic Technologist



D. DISPENSING PRESCRIPTION AND BILLING OF PATIENTS

Office or Division:	Castilla District Hospital			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	In-patient and out-patient (Philhealth and Non-Philhealth patient, pay patient and charity patient)			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Doctors' Prescription, statement of account form, patients' chart.		Castilla District Hospital Pharmacy Section and Philhealth Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Pharmacy				
OUT PATIENT 1. Present Doctors prescriptions to the Pharmacy (Itaoanresetakan doctor sabotica).	Receives doctors' prescription from the client. (Resibihonanresetakan doctor hale sapasyente o bantaykanpasyente).	None	1 minute	Pharmacist
2.	Prepares charge slip and Instruct the patient to proceed to the cashier for payment. (Maggibokich arge slipasinpabay adansankahera).	None	2 minutes	Pharmacist



<p>2. Present the charge slip to the cashier and pay the appropriate fees for pay patient, for charity to the DSWD personnel. (Darahonan charge slip Sakasheraasinmagbayadkun an pasyente kaya magbayad. Kundaengpambayaddarahun ang charge slip saempleyado kan DSWD).</p>				
<p>3. Bring back the charge slip together with the official receipt to the pharmacy for dispensing and record purpose. (Ibalikangcharge slipasin an Resibosabotikaparamaitao anbulong nan mairacord).</p>	<p>Record and Dispense the prescription. (Isuratsa logbook o record book an resetaasinitao an bulong</p>	<p>None</p>	<p>2 minutes</p>	<p>Pharmacist</p>
<p>IN PATIENT 4. Present the prescriptions to the nurse on duty. (Itaoanreseta o ipahilingsa nurse na duty).</p>	<p>Receives in patients prescription from the nurse on duty (Resibihonanr esetakanpasy entesa nurse on duty).</p>	<p>None</p>	<p>1 minute</p>	<p>Pharmacist</p>
	<p>Classifies patients if philhealth or non-philhealth. (Aramonkun anpasyente may philhealth</p>	<p>None</p>	<p>2 minutes</p>	<p>Pharmacist</p>



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	o wara).			
	Prepares charge slip to be attached to the patients statement of account. (Prepahonan charge slip paramaitakod sa statement of account kanpasyente).	None	2 minutes	Pharmacist
Billing				
	Dispense the medicines together with the pharmacy charge slip and statement of account to the nurse on duty. (Itaoanbulong asin an pharmacy charge slip nan statement of account kanpasyentes a duty na nurse). Receives patients' chart from the nurse on duty. (Resibihunan chart	None	2 minutes	Pharmacist



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	kanpasyente hale sa nurse).			
	Classifies patients' chart whether philhealth or non philhealth, pay patient or charity patient. (Biryuun an mga may Philhealth o daekiPhilhealth).	None	2 minutes	Philhealth Clerk/ IT iHomis
	Prepares bill or Statement of Account for each patient. (Mag giboki charge slip o statement of account).	None	5 minutes	Philhealth Clerk/ IT iHomis
	Submits prepared bill for each patient: For Philhealth patient, to the Philhealth Personnel, Pay patient, to the cashier, Charity patient, to the DSWD officer.	None	2 minutes	Philhealth Clerk/ IT iHomis



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	(Ipasaannagib ona bill kanpasyentes aPhilhealth personnel kun may Philhealth, kundaemabay adsakahera, An charity napasyentesa DSWD officer).			
	Call the attention of the patient for discharge or relative for further instruction. (Apodonanpa syentengmalu was o bantayparama sabihankanta managigibohon).	None	2 minutes	Philhealth Clerk/ IT iHomis



E. AVAILMENT OF SOCIAL SERVICE OF PATIENTS

Office or Division:		Castilla District Hospital		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Indigent Patient		
CHECK OF REQUIREMENTS		WHERE TO SECURE		
		Castilla District Hospital Social Service Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
In patient				
Patients and their families will be visited and interviewed by the social worker	The social worker will conduct daily rounds in the ward to conduct intake interview of the patient and their families. The social worker will take down information and income	None	5 minutes	Social Service personnel
Clients will be classified by the social worker	In the Medical Social Service Intake Sheet, the social worker will write down the classification of the patient. It can either be Class B (total bill will be paid) class C (C1 – 25% discount, C2 –	None	5 minutes	Social Service personnel



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	50% discount, C3 – 75% discount) or Class D (Full Charity).			
	The social worker will file the intake sheet.	None	5 minutes	Social Service personnel
Referred clients (abandoned, raped and other cases will be managed by the social worker.)	Further case management will be done by the social worker. Referral agencies (LGU's/NGO's /DSWD), depending on patient's/client's case.	None	1-2 hours (depending on client's case & availability of other agencies)	Social Service personnel
Clients who cannot meet with the posted bill will go to the social service office for reclassification.	The social worker will reclassify the patient and will give out additional discount to those who cannot pay their bill.	None	10 minutes	Social Service personnel
Out Patient				
Patient will submit themselves for consultation				OPD/ ER Staff, Doctors
Patient who cannot pay the total bill and those with other concerns are being referred to the Social Worker. Referral may come from:	Social Worker will administer the following: • Intake		10 minutes	Social Service personnel



OPD staff, ER Staff, Radiology, Laboratory	Interview • Classification			
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F. DIETARY (OUTSOURCED)

G. PHILHEALTH SERVICES

AVAILMENT OF PHILHEALTH BENEFITS OF PATIENTS

Office or Division:	Castilla District Hospital			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	In-Patient and Out-Patient (Philhealth Patient)			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
		Castilla District Hospital Philhealth Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present Philhealth ID (PIN), Member Data Record, CE-1	Checking Member's PIN validity/ eligibility and it's qualified dependent.	None	5 minutes	Philhealth Clerk
2. Submit philhealth requirements and other legal documents for un (if declared qualified dependent and for correcting/ or updating the errors found in MDR 2.1 Marriage contract (if spouse is the patient) 2.2 Birth certificate with registry number (if patient is child below 21 yrs. Old)	Prepares PMRF, Philhealth Claim form I, for signatures of member of his/her authorized representative .	None	3 minutes	Philhealth
		None	5	Philhealth



<p>3. Submit all the required documents to Philhealth Office:</p> <p>3.1 Employed – Duly accomplished CF 1 (Prov./Gov't) – Updated Member Data Record</p> <p>3.2 Individually Paying – Philhealth Claim form 1 (Voluntary/ Self earnings)</p> <ul style="list-style-type: none"> - Premium Payment Receipt - Updated Member Data Record <p>3.3 Indigent/ sponsored – Philhealth Claim Form 1</p> <ul style="list-style-type: none"> - Updated Member Data Record <p>3.4 Lifetime Member (Senior Citizen/ Pensioner/ Retirees)</p> <ul style="list-style-type: none"> - Philhealth Claim Form 1 - Philhealth lifetime isentification Card - Updated Member Data Record 	<p>Received and check the documents submitted.</p> <p>Prepares Claim Form 2, Claim Form 3.</p> <p>Prepare hospital charges, take note the data and time of confinement, admitting and final diagnosis of the Philhealth patient with advised to may go home.</p>		<p>minutes</p>	<p>Clerk</p> <p>Nurse on Duty</p>
<p>4. Submit hospital charges to billing section</p>	<p>Prepares Final Bill</p> <p>Processing of philhealth benefits claims</p>	<p>None</p>	<p>5 minutes</p> <p>5-10 minutes</p>	<p>Billing Section</p> <p>Philhealth Clerk</p>



WOMEN ABOUT TO GIVE BIRTH ENROLLMENT

Office or Division:	Castilla District Hospital			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant women who are about to give birth/ post delivery women who are still at the hospital (Without Philhealth)			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate/ Baptismal Certificate of the patient, Birth Certification of the Baby		Castilla District Hospital Philhealth Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Patient will present or submit a photocopy of her Birth Certificate and her baby's Birth Certificate to Philhealth Clerk a day before their discharge	Check the submitted papers of patient like Registration number, incorrect spelling of name, Birthdate and other information of patient	None	4 minutes	Hospital Philhealth Clerk
2. To check data written at PMRF and sign it	Prepare PMRF, interviews patient for other information that are needed in filing up the form (Assist patient in filling up the PMRF)	None	4 minutes	Hospital Philhealth Clerk
3. Make an authorization letter authorizing the Philhealth Clerk of the Hospital	Receive the signed PMRF and authorization letter of the Patient	None	6 minutes	Hospital Philhealth Clerk
	Present Patient's Chart to Medical Records officer	None	7 minutes	Medical Records Officer



	and request for a Medical Certificate (Certification that the patient is still at the hospital)			
	Will go to Philhealth LHIO office to enroll the patient (Women About to give birth)	None	25-30 minutes	Hospital Philhealth Clerk
4. At the day of discharge, the patient will return to Philhealth Clerks	Prepares the Claim form 1, Claim form 2 an statement of account of patient, Photocopy the Patient's MDR & Official Receipt from Philhealth, Assist Patient in filling up the forms.	None	4 minutes	Hospital Philhealth Clerk
5. Fill up the Claim form 1, Claim form 2 and the Statement of account and then sign it	Rechecked the filled forms, give the original Member Data Record and the Official Receipt to patient.	None	2 minutes	Hospital Philhealth Clerk
	Prepares Final Bill	None	5 minutes	Billing Section
6. Submit the Final Bill to Philhealth Clerk	Sign the Clearance	None	5 minutes	Hospital Philhealth Clerk
7. Submit the clearance to Nurse on Duty for signature	Sign the Clearance	None	3 minutes	Nurse on Duty
8. Submit the	Sign the	None	3 minutes	Security Guard



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Clearance to the Security Guard on duty for signature	Clearance			on Duty
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DISCHARGE OF PATIENTS FROM WARD

Office or Division:	Castilla District Hospital			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	In-patients			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
“May Go Home Order of Doctor”, Philhealth document (mdr), registered birth certificate of newborn				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
The doctor has “May Go Home Order” written in the patient’s chart. Kailanganang nakasulat na order ng doctor sa chart ng pasyentena “Pwedenangumuwi”.	Nurse on duty informs the patient/watcher about the order. Ipaalamsapas yente/ bantayna may nakasulat ng “PwedenangumuwiangPasyente”.	None	5 minutes	Nurse-on-duty
	Nurse-on-duty prepares the bill and attaches the hospital clearance form in the patient’s chart and brings the	None	5-10 minutes	Nurse-on-duty/ Nursing attendant



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	chart to the billing section. Aayusinngnar s and bill, clearance form at dadalhinang tsartsa billing section.			
	Computes the bill and segregates the Philhealth to Non-Philhealth patients. Charts with bill for the Philhealth patients are given to the Philhealth section. Bill for the non-Philhealth is given to the patient/watcher and signs the clearance form. Kwentahanang bill at ihihwalayang Philhealthtsart sawalangPhilhealth. AngPhilealthtsart ay ibibigaysaPhil health section at ang bill	None	5- 10 minutes	Philhealth Clerk/ iHomis programmer



	ngwalangPhil health ay ibibigaysabant ayngpasyente .			
If patient has Philhealth Insurance, go to Philhealth Section and sign the Form 2 and SOA (Statement of Account from the billing section) Kung may Philhealthangpasyente, pumuntasaPhilhealth Section at pirmahanang form 2 at SOA (Statement of Account)	Processes the Philhealth claims. Iprosesoang Philhealth Claim	None	5-10 minutes	Philhealth Clerk
If the patient is non-Philhealth, bill will be paid to the cashier as per MSWD classification. Kung walangPhilhealth, bayaranang bill sakaherangospital.	Accepts payment and issues official receipt and signs the clearance form. Tanggapinang bayadngpasyente at magbigayngre sibosabinayanna bill at pirmahanang clearance form	None	5-10 minutes	Cashier
Presents the signed clearance and/or receipt of payment to the NOD. Gives back the soiled linen and other things borrowed at the nurses'station (eg. HOT water bag, ice cap, etc.) Ipakita/ibigaysa nurse ang clearance form at	NOD/NA-on-duty will get the patient's chart at the Philhealth Section/billing section and make the	None	5-15 minutes	Nurse-on-duty at ward



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<p>resibongbinayaran. Isolianghiniramnabagaysanars station (hal. Hot water bag, ice cap, etc.)</p>	<p>Discharge Summary, give the left- over medicines and other take home meds instructions, signs the clearance form and remove the Intravenous contraptions of the patient. Kuninngnars/n ars attendant angtsartsaPhil health section osa billing section at gumawang discharge summary, ibigayangmga natirang gamut ngpasyente at iba pang paalalainstruk syonsapag- inomng gamut, pirmahanang clearance form at tanggalinangs werongpasye nte.</p>			
<p>Presents the clearance to the guard-on-duty</p>	<p>Gets the clearance and</p>	<p>None</p>	<p>5 minutes</p>	<p>Guard-on-duty</p>



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Ipakitasagwardyaang clearance form.	watcher's ID. Kuninang clearance form at angipinahiram na watcher's ID.			
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H. ADMINISTRATIVE SERVICES

COLLECTION OF HOSPITAL FEES

Office or Division:		Castilla District Hospital		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Out-patient and those who are admitted at the facility		
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement, Charge Slip		Castilla District Hospital Cashier Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Patient from OPD, Records Section, X-ray, ER, Laboratory and dental with charge slips pays directly to cashier.	Cashier accepts money payment and Issues Official Receipt.		5 minutes	Cashier
2. Pay patient who are already discharge by attending physician, proceed to billing section, for their billing statement and presents the same to the cashier.	Cashier accepts money payment and Issues Official Receipts.		5 minutes	Cashier



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RETRIEVAL OF MEDICAL RECORDS OF OUT PATIENT, PREPARING MEDICAL, BIRTH AND DEATH CERTIFICATE OF IN-PATIENTS AND OUT-PATIENTS.

Office or Division:		Castilla District Hospital		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Out-Patient and Admitted Patient		
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Patient Hospital Card, Discharge Summary		Castilla District Hospital Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Medical Certificate				
OUT-PATIENT <ul style="list-style-type: none"> • Present OPD card • Itaotabiang Card kanpasyentesa record section 	<ul style="list-style-type: none"> • Retrieve medical records of patient • Hahanaponang medical records kanpasyente, asinitaosa OPD Nurse on Duty 	None	5-10 minutes	Records Officer
IN-PATIENT <ul style="list-style-type: none"> • Present Discharge Summary • Itaotabi an Discharge Summary kanpasyente 	<ul style="list-style-type: none"> Receives discharge summary and prepare medical certificates • Resibihonang discharge summary asingigibohon nin Medical Certificates 	None	5-10 minutes	Records Officer
Birth Certificate				
(FOR MARRIED COUPLE) <ul style="list-style-type: none"> • Just present the marriage 	Receive the marriage	None	5-10 minutes	Records Officer



<p>contract •Darahuntabi an Photo copy kan marriage contract</p>	<p>contract •Resibihonang marriage contract •Haputontabi an ama o inamanungod samgadetalye kan Birth Certificate Form.</p>		<p>5-10 minutes</p>	<p>Records Officer</p>
<p>(FOR NON-MARRIED COUPLE) •Bring CTC of Mother & Father •Darahuntabi an sedulakaninaasinama</p>	<p>Receives CTC of the Mother & Father of the baby •Resibihontabi angsedulakan mgamagurang kanakiparama gibuhantabiki Birth Certificate angsaindangb agongmundag naaki</p>		<p>5-10 minutes</p>	<p>Records Officer</p>
<p>Mother shall sign the ASUF Form</p>	<p>Receives the ASUF Form signed by Mother •Resibihontabi ang ASUF napinirmahan kanina</p>			
<p>Death Certificate</p>				
<p>For the information, just proceed to the records Section •Magdumanlangtabiang informant sa Record Section paramapagiboki Death Certificates</p>				



I. EMERGENCY PATIENT ADMISSION PROCEDURE

Office or Division:	Castilla District Hospital			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	In-Patients			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
<p>Explain the patient's condition to the ER Nurse-On-Duty.</p> <p>(Ipaliwanagsa Emergency Room Nurse angnararamdamannngpasyente)</p>	<p>Get the vital signs (BP, temperature, Pulse rate, Respiratory rate and oxygen saturation) and weight. Fill-up the OPD record from properly. (Kunangng vital signs (BP, Temperature, pulse rate, respiratory rate, oxygen saturation kung kinakailangan) at timbang. Gawangng OPD record and pasyente at ilistaangmgaki nakailangand etalye.)</p>	None	5 minutes	ER Nurse-On-Duty



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	Let someone (IW/ Security Guard/ Nursing Attendant) call the Doctor-on-duty. (Ipatawagsa IW o Security Guard o Nursing Attendant and doctor paramatingna nangpasyente .)	None	3-5 minutes	ER Nurse-On-Duty
Wait for the doctor. (Maghintayparamagtsek-up ng doctor. Ipaliwanagsa doctor angnararamdamanngpasyente.)	Doctor does examination/ performs treatment or procedure, gives prescription and instruction to the patient. (Titingnan/itet sek-up/gagamutin angpasyente, bibigyanngres eta at papaliwanaga nngkanyangk aramdaman at mgarason kung bakitsyaipapa syente/ ico-	None	10-20 minutes	Doctor-On-Duty



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	confine.)			
<p>Bring the prescription and get the medicines from the hospital's pharmacy, if meds are available.</p> <p>(Dadalhinngbantayangmgaresetas abotikasaloobng hospital pero kung hindi available ang mga gamut salabasnabotikabilhin).</p>	<p>Instruct the watcher/ relative to bring the prescription and get medicines in the hospital's pharmacy, if available but if not buy the medicines from outside pharmacy.</p> <p>(Bigyannginstruksyonangbantayngpasyen tenakuninang mga gamut naresetasabotikasaloobngospital).</p>	None	5-10 minutes	ER Nurse-On-Duty
<p>Sign the Consent to care</p> <p>(Magpirmasa consent to Care)</p>	<p>Secure consent from the patient or significant others.</p> <p>Explain the procedures to be done and perform the procedure eg. IV insertion, giving medications etc.</p> <p>(Papirmahinnng consent angpasyente</p>	None	1 hour – 1 ½ hours	ER Nurse-On-Duty



	o bantay. Ipaliwanagsap asyenteangm ga Gawain at isakatuparana ngmgainstruk syonnaisinulat ng doctor satsart (maglagayngs wero, magbigayngm ga gamut at iba pa.)			
Collect specimen for laboratory tests (e.g urine/stool) (magkolektang specimen parasa laboratory test (hal. Ihi/tae)	Give specimen bottle and instruct the patient how to collect specimen (e.g. urine/stool) to be brought to the laboratory room. If for X-ray, inform the x-ray technician and give the x-ray request. (Bigyangng specimen bottle at instruksyonan gpasyente. Kung ipapa-xraynamanga wanning request ngxray at	None	2-3 minutes	ER Nurse-On-Duty



	idaannasaxray room kung papuntanasa ward.			
	Inform the ward duties about the admission to let them prepare the patient's bed/room. (Itawagsa ward bagong admission paramaayosa ngkwarto at higaanngpasyente)	None	3 minutes	ER Nurse-On-Duty
	Endorse the patient and the chart to the ward Nurse on duty. (I-endorse sa ward nurse on duty angpasyente at angtsart)	None	3-5 minutes	ER Nurse-On-Duty

J. NURSING SERVICE

K. AVAILMENT OF DENTAL SERVICE OF PATIENT

Office or Division:	Castilla District Hospital			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Out-Patient Records		Castilla District Hospital Dental Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	DURATION	PERSON RESPONSIBLE



		PAID		
1. Go to OPD to get the patients records	Records patients pertinent data Get vital signs, temperature and BP Record patient's chief	None	5 minutes	OPD/ Nurse on duty
2. Go to dental room and give the patients record to the dental aide	Record the patient's data and fill up the patient's individual form	None	2 minutes	Dental Aide
3. Wait for the name to be called				
4. Once called proceed to the Dentist	Conduct check-up/ Oral Examination	None	3 minutes	Dentist
5. Pay the corresponding fee to the cashier	Receives payment and issues official receipt	None	2 minutes	Cashier
6. Proceed to dental room	Conduct the dental/ clinical treatment procedure give post-operative instructions and prescription	None	15 minutes	Dentist Dental Aide
7. Proceed to the Pharmacy	Check the prescription and give the available medication	None	3 minutes	Pharmacist



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Office	Address	Contact Information
CDH-Castilla District Hospital	Sunflower St., Cumadcad, Castilla, Sorsogon	09338228016