



CITIZEN'S CHARTER

Office or Division:	Out-Patient Department Check-up Procedures
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who May Avail:	Patient's/Clients
CHECKLIST OF REQUIREMENTS	
1. Referral form	Rural Health Unit's or Barangay Health Workers
2. OPD Cards	Hospital Record's Section

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present OPD card for retrieval of OPD Record</p> <p><i>Ipresentar ang OPD Card para makua an dating record sa pagpa Check up.</i></p>	<p>Receives OPD Card and retrieve the patient's PD Record.</p> <p><i>Resibihon san OPD Card para iluwas ang dating record sa pagpa Check up.</i></p>	None	5 minutes	<p>Record's Section</p> <p>Nora R. Morales Rogelio T. ALim Joseph Malejana</p>
<p>2. No OPD card but with old record or new patient. Ask the OPD Nurse to issue OPD card.</p> <p><i>Warang darang kard pero dati nang pasyente o wala pang record (Bagong Pasyente) Maghagad sa OPD Nurse sin bagong OPD Card.</i></p>	<p>As the patient's name, address, age and birthday and makes OPD card. Give the new OPD card to the record's section.</p> <p><i>Ilista at gibohan ki bagong OPD card ang pasyente ska itao ang bagong OPD Card sa record's section para mailuwas ang dating record sa pagpa Chek-up. Kung wala pa record matapos iberipika sa record's section na wala pa ki record, gigibohan nin bagong record kang OPD Nurse.</i></p>	None	5 minutes	<p>OPD Nurse</p> <p>(Nora R. Morales)</p>
<p>3. Wait for the Doctor</p> <p><i>Mag ulat sa Doctor</i></p>	<p>Doctor examination, does gives prescription and instruction to the patient.</p> <p><i>Hiniling/Tsenekupan, tinawan ki reseta at mga instruksyon and pasyente.</i></p>	None	15 minutes	<p>Doctors on Duty</p> <p>Ceniza Ximena Lerum Loi Eloisa A. Leosala Marciano Rosario Fiel Michaela Guevara David R. Daza</p>

<p>4. Give the laboratory request or X-ray request to the OPD Nurse</p> <p><i>Itao ang request para sa laboratory exam and X-ray sa OPD Nurse</i></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 laboratory.</p> <p><i>Tawan ki specimen bottle at instruksyonan anfg pasyente at ituro ang laboratory room. Kung lpa X-ray naman ituro ang x-ray Room.</i></p>	None	2-3 minutes	OPD Nurse (Nora R. Morales)
<p>5. Give the laboratory results to the OPD Nurse</p> <p><i>Itao ang resulta sa examinasyon sa OPD Nurse</i></p>	<p>Receives the laboratory result of the patient and attach to the OPD record to be seen by the Doctor.</p> <p><i>Tanggapin ang resulta ng laboratory test at isama sa OPD record ng pasyente at ipakita uli sa doctor.</i></p>	None	2-3 minutes	OPD Nurse (Nora R. Morales)
	<p>If after the results of the laboratory or x-ray were seen by the doctor and necessary prescriptions and instructions were given, the patient may go home. But if the patient is for admission or treatment procedure, ask for IW to transport to the Emergency Room. Bring the OPD record with the patient and endorse properly to the ER Nurse.</p> <p><i>Pagkatapos Mailing kang doctor ang resulta kan laboratory o x-ray at nbigyan ng rseta at mga instruksyon, ang pasyente ay makakauwi na, ngunit kung ang pasyente ay iaadmit, dalhin sa emergency room kasama ang kayang OPD record at admission chart at l-endorse sa ER Nurse</i></p>	None	5 minutes	OPD Nurse Nora R. Morales Nursing Attendant



CITIZEN'S CHARTER

Office or Division:	Emergency Department Admission Procedures
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who May Avail:	Patient's/Client's
CHECKLIST OF REQUIREMENTS	
1. Referral form	Rural Health Unit's or Barangay Health Workers
WHERE TO SECURE	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Explains the patient's condition to the ER Nurse on Duty.</p> <p>Ipaliwanag sa Emergency room Nurse ang nararamdaman ng pasyente.</p>	<p>Get the vital signs (BP, temperatures, Pulse rate, Respiratory rate and Oxygen saturation) and weight. Fill up the OPD record form properly.</p> <p>Kunan ng vital signs (BP, temperatures, Pulse rate, Respiratory rate and Oxygen saturation) at timbang. Gawan ng OPD record ang pasyente at ilista ang mga kinakailangan detalye.</p>	None	5 minutes	ER Nurse on Duty
<p>2.</p>	<p>Let someone (Nursing Attendant/Security Guard/Nursing Attendant) call the Doctor on duty.</p> <p>Ipatawag sa IW o Security guard o Nursing attendant ang Doctor para matingnan ang pasyente.</p>	None	5 minutes	ER Nurse on Duty
<p>3. Wait for the Doctor</p> <p>Maghintay para matsek-up ng Doctor. Ipaliwanag sa Doktor ang</p>	<p>Doctor does examination/performs treatment or gives prescription and instruction to the patient.</p> <p>Tingnan/Itsek-</p>	None	10-30 minutes	<p>Doctors on Duty</p> <p>Ceniza Ximena Lerum Loi Eloisa A. Leosala Marciano Rosario Fiel Michaela Guevara</p>

nararamdaman ng pasyente.	up/gagamutin ang pasyente, bibigyan ng reseta at papaliwanagan ng kanyang karamdaman at mga rason kung bakit sya iapapasyente/ i-coonfine.			David R. Daza
4. Bring the prescription and get the medicines from the Hospital pharmacy, if medicines are available. Dadalhin ng bantay and mga reseta sa botika sa loob ng ospital para kung hindi available ang mga gamut, sa labas ng ospital bibilhin.	Instruct the watcher/relative to bring the prescription and get medicines in the hospital pharmacy if available. If not available buy the medicines outside pharmacy. Bigyan ng instruksyon angbantay ng pasyente na kunin ang gamut na reseta sa loob ng hospital	None	2-3 minutes	ER Nurse on duty
5. Sign the Consent to Care Magpirmasa Consent to care	Secure consent from the patient or relatives. Explain the procedures to be done and perform the procedures eg. IV insertion, giving medications etc. <i>Papirmahang consent ang pasyente o bantay, ipaliwanag sa pasyente ang mga gagawin at isakatuparan ang mga instruksyon na isinulat ng Doktor sa tsart. (maglagay ng swero, magbigay ng mga gamut at iba pa)</i>	None	2-3 minutes	ER Nurse on duty
6. Collect specimen for Laboratory tests (eg. Urine/stool)	Give specimen bottle and instruct the patient how to collect specimen (eg. Urine/stool) to be brought to the laboratory room. If for X-ray, inform the X-ray technicians and give the x-ray request. Bigyan ng specimen bottle at instruksyon ang pasyente. Kung ipapa x-ray naman gawan ng	None	2-3 Minutes	ER Nurse on duty

	request at idaan nasa x-ray room kung papunta nasa ward.			
7.	<p>Inform the ward duties about the admission to let them prepare the patient's bed/room.</p> <p>I tawag sa ward ang bagong admission para maayos ang kwarto o bed</p>	None	2-3 Minutes	ER Nurse on duty
8.	<p>Endorse the patient and chart to the ward Nurse on duty</p> <p>I-endorse sa ward nurse on duty ang pasyente at tsart.</p>	None	2-3 Minutes	ER Nurse on duty



CITIZEN'S CHARTER

Office or Division:	PHILHEALTH SECTION
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who May Avail:	Patient's/Clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Membership Data Record, Birth Certificate, Marriage Contract, Cert of Indigency	Philhealth Office, BLGU, MSWDO

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Philhealth ID (PIN) Member Data Record	Checking Member's PIN and its qualified dependents through PORTAL	None	3 minutes	Philhealth Clerk
2. Submit Philhealth requirements and other legal documents for undeclared qualified dependents and for correcting/or updating the errors found in MDR. Marriage Contract (If spouse is the patient) Birth Certificate with registry number (If patient is child below 21 years old)	Prepares PMRF, Philhealth Claim Form 1 for signature of member of his/her authorized representative.	None	3 minutes	Philhealth Clerk
3. Submit all re required documents to Philhealth Office Employed: Duly accomplish CF 1 Prov/Govt: Updated Membership Data Record Individually paying: Philhealth claim form 1 Voluntary Self earning: Premium payment	Received and check the documents submitted. Prepare Claim form 1 and Claim Form 2 Prepare hospital charges take note the data and time of confinement, admitting and final diagnosis ofn the Philhealth patient with advised to may go	None	5 minutes	Philhealth Clerk Nurse on Duty

receipt Updated Membership data record Indigent/Sponsored: Philhealth claim form 1 Updated Membership data record Lifetime Member: Senior Citizens: Philhealth Claim Form 1 Philhealth Lifetime identification card Updated Membership data Record	home			
4. Submit hospital charges to billing section	Prepare Final bill Processing of Philhealth claims	None	3 minutes 10 Minutes	Billing clerk Philhealth Clerk



CITIZEN'S CHARTER

Office or Division:	SOCIAL SERVICES SECTION
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who May Avail:	Patient's/Client's
CHECKLIST OF REQUIREMENTS	
1. ID's, Cert of Indigency	MSWDO, BLGU
WHERE TO SECURE	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. IN-PATIENT</p> <p>1. Patients and their families will be visited and interviewed by the social worker</p> <p>Clients will be classified by the social worker</p>	<p>The social worker will conduct daily rounds in the ward to conduct intake interview of the patient and their families. The social worker will write down information such as name, age, address, occupation and income.</p> <p>In the Medical Social worker 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: 50% discount C3: 75% discount and Class D: Full Charity)</p>	None	5 minutes per patient	<p>Social Worker</p> <p>Jhona Mae R. Oliquino</p> <p>Trina Mirabueno</p>
<p>2. Referred clients (abandoned, raped and other cases will be managed by the Social worker)</p>	<p>The social worker will file the intake sheet</p> <p>Further case management will be done by the social worker. Referral linkages and coordination to different agencies (LGU's/NGO's/DSWD), depending on patients client's case.</p>	None	<p>5 minutes</p> <p>1-2 hours Depending as client case & availability of other agencies</p>	<p>Social Worker</p> <p>Jhona Mae R. Oliquino</p> <p>Trina Mirabueno</p>

<p>Clients who cannot meet with the posted bill will go to the social worker office for reclassification</p>	<p>The social worker will reclassify the patient and will give out additional discount to those who cannot pay their bill</p>		<p>10 minutes per patient</p>	
<p>OUT-PATIENT</p> <p>Patient will submit themselves for consultation</p> <p>Patient who cannot pay the total bill and those with other concerns are being referred to the social worker, Referral may come from; OPD staff, ER Staff, Radiology and Laboratory</p>	<p>Social worker will administer the following</p> <p>Intake interview Classification</p>	<p>None</p>	<p>10 minutes</p>	<p>OPD/ER staff, Doctor</p> <p>Social Worker</p> <p>Jhona Mae R. Oliquino</p> <p>Trina Mirabueno</p>



CITIZEN'S CHARTER

Office or Division:	DENTAL SERVICES SECTION	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizens	
Who May Avail:	Patient's/Client's	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. OPD Cards		Hospital Record Section

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OPD to get the patients records	Records patients pertinent data. Get vital signs, temperature and BP Record patient's chief complains	None	5 minutes per patient	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 patients 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 fees to the cashier	Receives payment and issues official receipt	P 150.00	2 minutes	Cashier
6. Proceed to Dental room	Conduct the dental/clinical treatment procedures give post operative instruction and prescription	None	15 minutes	Dentist /Dental Aide
7. Procedures to the Pharmacy	Check the prescription and give the available medications	None	3 minutes	Pharmacist



CITIZEN'S CHARTER

Office or Division:	PHARMACY SECTION
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who May Avail:	Patient's/Client's
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Prescription	OPD, ER, Nurse Station, Dental Room

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT_PATIENT 1. Present Doctors prescription to the pharmacy. <i>Itao an Resetakan Doctor sa Botika</i>	Receives Doctors prescription from the client. <i>Resibihon an reseta kan doctor hale sa pasyente o bantay kang pasyente</i>	None	2 minutes	Pharmacist
2.	Prepare charge slip and instruct the patient to proceed to the cashier for payment. <i>Mag gibo ki charge slip asin pabayadon sa kahera</i>	Medicines Price	2 minutes	Pharmacist
3. Present the charge slip to the cashier and pay the appropriate fees for pay patient, for charity, to the DSWD Personnel. <i>Darahon ang charge slip sa kahera asin magbayad</i>				
4. Bring back the charge slip together with the Official Receipt to the Pharmacy for dispensing and record purposes. <i>Ibalik ang charge slip asin ang resibo sa botika para matawan kang bulong asin</i>	Record and dispense the prescription <i>Isurat sa logbook o record book an reseta asin itao ang bulong</i>	None	2 minutes	Pharmacist

ma record kang botika.				
IN PATIENT 5. Present the prescription to the nurse on duty <i>Itao an reseta kang doctor sa botika</i>	Receives doctor's prescription from the client <i>Resibihon an reseta kang doctor hale sa pasyente o bantay kang pasyente.</i>	None	2 minutes	Pharmacist
6.	Classify patients if Philhealth or Non Philhealth <i>I check ang kun an pasyente may philhealth o waga.</i>	None	2 minutes	Pharmacist
7.	Prepares charge slip to be attached to the patients Statement of Account <i>Gibohan ki charge slip para ma i attached sa statement of account kang pasyente.</i>	None	3 minutes	Pharmacist
8.	Dispense the medicines together with the pharmacy charge slip and statement of account to the Nurse on duty.	None	2 minutes	Pharmacist

