



IROSIN DISTRICT HOSPITAL

CITIZEN'S CHARTER

2021 (1st Edition)



IROSIN DISTRICT HOSPITAL

I. Quality Policy:

The **Irosin District Hospital** 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 the commitment, we shall

- Formulate quality objectives on all functional areas aligned with the Department of Health standards, thrusts and programs;
- Strongly comply with the provision set forth by the RA 1123 or Universal Health Care Act and other applicable statutory and regulatory requirements.
- Institute mechanism 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 ensured that state of the art facilities and 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 **Irosin District Hospital** 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.



IROSIN DISTRICT HOSPITAL

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External Services

1. Out Patient Services

Office or Division:	Irosin District Hospital-Out Patient Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Friday (8:00 AM to 4:00 PM)			
Who may avail:	Patients in need of out patient services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ OPD Card or ✓ Any valid Identification Card 			Out Patient Service front desk Any issuing offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present OPD card for retrieval of OPD Record.	Receives OPD Card and retrieve the patient's PD Record. Issue OPD card for new patients.	None	10 minutes	Record's Section
2. Have vital signs taken.	Take and record the patient's vital signs on the OPD chart. Triaging system		5 minutes	OPD Nursing Attendant
3.	Medical Assessment, Management and Disposition		15-45 minutes	Medical Doctor on duty

2. Emergency Department

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (24/7)			
Who may avail:	Patients in need of “Emergency” Medical Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System Emergent-will be attended promptly Semi-urgent-about 1 hour Non Urgent-about 2-3 hours ✓ Any valid identification card 		<p>Triage</p> <p>Any Issuing Offices</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Patient or watcher proceeds to receiving area. Provides patient data and medical history.	Receives and positions the patient properly Performs the triaging system	None	1 minute	ER Nurse on duty
2. Provide Consent to Care	Get the vital signs (BP temperatures, pulse rate, respiratory rate and oxygen saturation) and weight. Fill up the ER record form properly. Secure consent from the patient or relatives.		5 minutes	ER Nurse on duty
3.	Medical Assessment, Management and Disposition		10-30 minutes	Medical Doctor's on duty

3. Patient Admission Procedures

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (24/7)			
Who may avail:	Patients in need of Hospital Confinement			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System ✓ Any valid identification card 			Triage	
			Any Issuing Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
<p>1. ER or OPD consultation</p> <p>Presents Admitting Orders from Attending Physician</p>	<p>Secure and carry out Admitting orders</p> <p>Inform the ward for room / bed preparation.</p> <p>Endorse patient to ward personnel.</p>	None	10 minutes	ER and OPD Nurse
<p>2. Patient or watcher proceeds to Admitting Section</p> <p>Sign Consent for Collection of Personal Information and Medical Management</p> <p>Provides Patient Personal Information</p>	<p>Explain Hospital Policies, Privacy Notice, Patient Rights and Responsibilities</p> <p>Secure Consent for Collection of Personal Information and Medical Management</p> <p>Check Patient's Philhealth status</p>		10 minutes	Admitting Officer

	Print out Admitting Front Sheet Provide CSAS slip			
3. Patient or watcher proceeds to Medical Social Service	Social Service Assessment		15 minutes	Social Worker

4. Availment of Philhealth Benefits of Patient

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (8:00am to 5:00pm)			
Who may avail:	In-Patient and Out Patient (Philhealth Patient)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System ✓ Any valid identification card 			Triage	
			Any Issuing Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Watcher proceeds to claims section to secure CSAS	Interviews watcher and validates information to be written in CSAS	None	3 minutes	Frontline – Officer of the day (OTD)
2.	Generates clean eligibility Web Service (CEWS)		5 minutes	Philhealth Clerk
3.	Gives one set Claim Forms and instruct watcher on how to fill-out all the forms		5 minutes	Philhealth Clerk
4	Instructs watcher to immediately submit completely filled out claim forms and its attachments.		2 minutes	Billing Section Philhealth Clerk

5. Social Services for Financial Assistance

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (8:00am to 5:00pm)			
Who may avail:	Indigent Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System ✓ Any valid identification card 			Triage	
			Any Issuing Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Patients or companion proceeds to Social Worker for interview. ***if the Patient arrived after office hours or during weekends or holidays , interview shall be done by next working day.	Assessment and classification by social worker, including accomplishment of intake form	None	30 minutes per patients	Social Worker
2. Submit documentary requirements needed and review.	Accepts and verify submitted documents. Ensure completeness of requirements. Endorse/refer patients to providers of financial assistance.		10 minutes	Social Worker

6. DENTAL SERVICES

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Friday (8:00am to 5:00pm)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System ✓ Any valid identification card 			Triage	
			Any Issuing Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	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	OPD Nurse on duty
2. Go to Dental Room.	Record the patient's data and fill up the patient's individual form.		2 minutes	Dental Aide
3.	Dental assessment and management		30 minutes	Dentist

7. Pharmacy

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (24/7)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System ✓ Any valid identification card 			Triage	
			Any Issuing Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
OUT-PATIENT 1. Present Doctor's prescription to the Pharmacy.	Receives Doctor's prescription from the client. Checks the validity and completion of the prescription. Checks the availability of the medicines or supplies.	None	1 minute	Pharmacist
	2. Prepare charge slip and instruct the patient to proceed to the cashier for payment. Advice Social Service consultation to those in need of financial assistance.		2 minutes	Pharmacist
3. Present the charge slip to the cashier and pay the appropriate fees.				

4. Bring back the charge slip together with the Official Receipt to the Pharmacy for dispensing and record purposes.	Record and dispense the prescription.		2 minutes	Pharmacist
IN PATIENT 5. Present the prescription to the nurse on duty	Receives Doctor's prescription from the client. Checks the validity and completion of the prescription. Checks the availability of the medicines or supplies.		1 minute	Pharmacist
6.	Classify patients if Philhealth or Non Patient		2 minutes	Pharmacist
7.	Prepares charge slip to be attached to the patients Statement of Account.		2 minutes	Pharmacist
8.	Dispense the medicines together with the pharmacy charge slip and statement of account to Nurse on duty.		2 minutes	Pharmacist

8. Imaging Procedures

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (24/7)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System ✓ Any valid identification card 		Triage		
		Any Issuing Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Presents Doctor's imaging request	Receives and evaluates Doctor's request from the client.	None	1 minute	Radiologic Technologist
2.	Prepare charge slip and instruct the patient to proceed to the cashier for payment. Advise Social Service consultation to those in need of financial assistance.		1 minute	Radiologic Technologist
3. Returns with charge slip with the official receipt or the Social service slip.	Receives the charge slip and informs the patient of the examination.		2 minutes	Radiologic Technologist
4. Patient proceeds to the examination room.	Verifies the identity of the patient.		1 hour and 10 minutes	Radiologic technologist

	Performs specific examination.			
5.	Informs the patient/relative the date and time of the release of official results.			Radiologic Technologist
6.	Interprets the Imaging results		20 minutes	Radiologic Technologist
7. Receives the official results and sign on the logbook.	Record and release official results.		10 secs.	Radiologic Technologist

9. Laboratory Examination (Outsourced)

Office or Division:	Irosin District Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (24/7)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System ✓ Any valid identification card 			Triage	
			Any Issuing Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Presents Doctor's laboratory request	Receives and evaluates Doctor's request from the client.	None	1 minute	Reception Clerk
2.	Prepare charge slip and instruct the patient to proceed to the cashier for payment. Advice Social Service consultation to those in need of financial assistance.		1 minute	Reception Clerk
3. Returns with charge slip with the official receipt or the Social service slip.	Receives the charge slip and informs the patient of the examination.		2 minutes	Reception Clerk
4. Patient proceeds to the examination room.	Verifies the identity of the patient. Extract and/ collects the			Medical Technologist

	laboratory specimen. Informs the patient/relative the date and time of the release of the official results. Performs specific examination.			
5. Receives the official results and sign on the logbook.	Records and release official results.		10 secs	Reception Clerk



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