



**CITIZEN'S CHARTER
DEPARTMENT OF SURGERY**

Frontline Service	: OPD Consultation for Old and New Surgery Patients
Description of the service	: The service aims to provide outpatient consultations for cases needing assessment and management by surgical specialists in the roster of the department
Service or Division	: Medical
Type of Transaction	: Government to Citizens
Who may avail the service	: Adult and pediatric patients needing surgical/cutting specialty evaluation who were not previously admitted in the Covid Referral Facility
Requirements	: Referral Slip and Laboratory and Imaging Results (if applicable)
Fees	: Php 50
Total maximum duration of service	: 1 Hour
Schedule of Availability of Service	: ENT (Mondays, 8-12 nn), Neurosurgery (Wednesdays, 1-5 pm, Fridays, 8-12 nn), Plastic Surgery (Thursdays, 8-12 nn), Ophthalmology (Thursdays, 8-12 nn), Orthopedics (Fridays, 8-10 am), General Surgery (Thursdays and Fridays, 8-5 pm)
Contact Number	: 02 (8) 6432222 local 107

STEPS	CLIENT STEPS	REQUIRED DOCUMENTS	EMPLOYEE RESPONSIBLE	TIME TO COMPLETE THE PROCEDURE	FEE	LOCATION OF OFFICE
1	<p>Call 02 (8) 6432222 local 107 to secure OPD appointment schedule</p> <p><i>Tumawag sa numero 02 (8) 6432222 local 107 upang makakuha ng appointment schedule</i></p>	Referral Slip Laboratory/ Imaging Results (if applicable)	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	5 minutes	N/A	OPD Nurse Station
2	<p>Proceed to OPD or diagnostic center (depending on surgeon/specialist needed) following the given schedule and fill out the following forms:</p> <p>a. Tracer b. Screening Form (patient and guardian)</p> <p>Submit forms to OPD Nurse once properly filled out</p> <p><i>Magpunta sa OPD o diagnostic center alinsunod sa binigay na schedule at sagutan ang mga sumusunod:</i></p> <p><i>a. Tracer</i> <i>b. Screening Form (pasyente at kamag-anak ng pasyente)</i></p> <p><i>Ibigay sa OPD Nurse pagkatapos sagutan.</i></p>	Referral Slip Laboratory/ Imaging Results (if applicable) Tracer Screening Form	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	3 minutes	N/A	Triage Area (Step 1) Diagnostic Center
3	<p>Obtain anthropometrics and vital signs</p> <p><i>Magpakuha ng timbang at "vital signs"</i></p>	Tracer Vital signs Sheet	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	5 minutes	N/A	Triage Area (Step 2) Diagnostic Center
4	<p>Registration, encoding of patient's data and issuance of Order of Payment</p>	Tracer Vital signs Sheet	OPD nurse: John Dean Macasaet/	5 minutes	N/A	OPD Waiting Area



	<i>Pagrehistro ng impormasyon ng pasyente. Hintayin mabigyan ng "order of payment".</i>		Irish Jocelle Javier/ Mary Grace Bepinoso OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero			Diagnostic Center
STEPS	CLIENT STEPS	REQUIRED DOCUMENTS	EMPLOYEE RESPONSIBLE	TIME TO COMPLETE THE PROCEDURE	FEE	LOCATION OF OFFICE
5	Pay at the Cashier and obtain official receipt <i>Magbayad sa cashier at kunin ang resibo</i>	Order of Payment	Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	2 minutes	Php 50	Cashier Window (Ambulance Bay)
6	Proceed to OPD or diagnostic center waiting area and wait for the doctor's call. <i>Maupo sa "OPD o diagnostic center waiting area" at hintayin ang tawag ng doktor</i>	Official Receipt	Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo	1 minute	N/A	OPD Waiting Area Diagnostic Center
7	Consultation with doctor, obtain prescription and laboratory and imaging requests (if necessary) <i>Konsultasyon sa doctor, pagkuha ng reseta at "laboratory requests" (kung kinakailangan)</i>	Referral Slip Laboratory/Imaging Results (if applicable)	Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo	5-15 minutes	N/A	OPD Consultation Area Diagnostic Center



<p>8</p>	<p>If minor procedures are necessary (such as casting or suture removal), proceed to OPD Clinic proper once all necessary equipment and materials have been prepared.</p> <p><i>Kung kailangan sumailalim sa minor procedure (tulad ng pagkabit ng semento o pagtanggap ng tahi), pumasok sa loob ng OPD kapag nahanda na lahat ng kailangan na kagamitan.</i></p>	<p>Material requests</p>	<p>Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo</p> <p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p>	<p>15 minutes</p>	<p>N/A</p>	<p>OPD Clinic Diagnostic Center</p>
<p>9</p>	<p>Submit prescription and laboratory tests (if any) to the OPD Nurse for encoding and charging of fees</p> <p><i>Ibigay ang mga reseta at laboratory requests ng doctor sa OPD Nurse para sa encoding at pagbibigay ng karampatang presyo.</i></p>	<p>Prescription Laboratory Requests</p>	<p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p>	<p>5 minutes</p>	<p>N/A</p>	<p>OPD Waiting Area Diagnostic Center</p>
<p>10</p>	<p>Wait for the Order of payment for the laboratory requests and prescribed medications</p> <p><i>Hintayin ang "order of payment" para sa reseta at "laboratory requests"</i></p>	<p>Prescription Laboratory Requests</p>	<p>OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero</p>	<p>5 minutes</p>	<p>N/A</p>	<p>OPD Waiting Area Diagnostic Center</p>
<p>11</p>	<p>Pay at the Cashier and obtain official receipt</p> <p>Magbayad sa cashier at kunin ang resibo</p>	<p>Order of payment</p>	<p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p>	<p>2 minutes</p>	<p>Variable</p>	<p>Cashier Window (Ambulance Bay)</p>
<p>12</p>	<p>Proceed to Extraction Area to obtain and submit specimen. Proceed to Pharmacy to claim medications.</p> <p>Magpunta sa "Extraction Area" upang makuhanan at magpasa ng "specimen" . Magpunta sa Pharmacy upang kunin ang mga resetang gamot.</p>	<p>Laboratory requests Prescription</p>	<p>Pharmacists: Cristina Ayala/ Brian Alatraca/ Jaezaryn Eugenio/ Ian Lloyd</p>	<p>5 minutes</p>	<p>N/A</p>	<p>Extraction Area (Tent) Pharmacy Window</p>



			<p>Magkidong/ Kevin Malabanan/ Vanessa Palma/ Nikka Ramos/ Christian Tumaming/ Maureen Vitor</p> <p>OPD Medical technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine</p>			<p>(Ambulance Bay)</p>
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			Rose Felipe/ Amir Leynard Felizardo/ Christne Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano			
END OF TRANSACTION						

**CITIZEN'S CHARTER
DEPARTMENT OF SURGERY**

Frontline Service	: Covid Referral Facility OPD Follow-Up Surgery Consultation
Description of the service	: The service aims to provide outpatient initial and follow-up surgical consultations for patients who were previously admitted in the Covid Referral Facility
Service or Division	: Medical
Type of Transaction	: Government to Citizens
Who may avail the service	: Adult and pediatric patients who were previously admitted in the Covid Referral Facility who need follow-up surgical care or specialty evaluation
Requirements	: Referral Slip and Laboratory and Imaging Results (if applicable)
Fees	: Php 50
Total maximum duration of service	: 1 Hour
Schedule of Availability of Service	: Mondays, Tuesdays, Wednesdays, 8 am to 5 pm
Contact Number	: 02 (8) 6432222 local 107

STEPS	CLIENT STEPS	REQUIRED DOCUMENTS	EMPLOYEE RESPONSIBLE	TIME TO COMPLETE THE PROCEDURE	FEE	LOCATION OF OFFICE
1	Call 02 (8) 6432222 local 107 to secure OPD appointment schedule <i>Tumawag sa numero 02 (8) 6432222 local 107 upang makakuha ng appointment schedule</i>	Referral Slip Laboratory/ Imaging Results (if applicable)	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	5 minutes	N/A	OPD Nurse Station
2	Proceed to OPD following the given schedule and fill out the following forms:	Referral Slip	OPD nurse: John Dean Macasaet/	3 minutes	N/A	Triage Area (Step 1)



	<p>c. Tracer d. Screening Form (patient and guardian) Submit forms to OPD Nurse once properly filled out</p> <p><i>Magpunta sa OPD alinsunod sa binigay na schedule at sagutan ang mga sumusunod:</i> c. Tracer d. Screening Form (pasyente at kamag-anak ng pasyente) <i>Ibigay sa OPD Nurse pagkatapos sagutan.</i></p>	Laboratory/ Imaging Results (if applicable) Tracer Screening Form	Irish Jocelle Javier/ Mary Grace Bepinoso			
3	<p>Obtain anthropometrics and vital signs</p> <p><i>Magpakuha ng timbang at "vital signs"</i></p>	Tracer Vital signs Sheet	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	5 minutes	N/A	Triage Area (Step 2)
4	<p>Registration, encoding of patient's data and issuance of Order of Payment</p> <p><i>Pagrehistro ng impormasyon ng pasyente. Hintayin mabigyan ng "order of payment".</i></p>	Tracer Vital signs Sheet	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero	5 minutes	N/A	OPD Waiting Area
STEPS	CLIENT STEPS	REQUIRED DOCUMENTS	EMPLOYEE RESPONSIBLE	TIME TO COMPLETE THE PROCEDURE	FEE	LOCATION OF OFFICE
5	<p>Pay at the Cashier and obtain official receipt</p> <p><i>Magbayad sa cashier at kunin ang resibo</i></p>	Order of Payment	Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	2 minutes	Php 50	Cashier Window (Ambulance Bay)
6	<p>Proceed to OPD waiting area and wait for the doctor's call.</p> <p><i>Maupo sa "OPD waiting area" at hintayin ang tawag ng doktor</i></p>	Official Receipt	Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/	1 minute	N/A	OPD Waiting Area



			Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo			
7	<p>Consultation with doctor, obtain prescription and laboratory and imaging requests (if necessary)</p> <p><i>Konsultasyon sa doctor, pagkuha ng reseta at "laboratory requests" (kung kinakailangan)</i></p>	<p>Referral Slip Laboratory/Imaging Results (if applicable)</p>	<p>Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo</p>	5-15 minutes	N/A	OPD Consultation Area Diagnostic Center
8	<p>If minor procedures are necessary (such as suture removal), proceed once all necessary equipment and materials have been prepared.</p> <p><i>Kung kailangan sumailalim sa minor procedure (tulad ng pagtanggal ng tahi), hintayin na mahanda lahat ng kailangan na kagamitan bago ito gawin.</i></p>	<p>Material requests</p>	<p>Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo</p> <p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p>	15 minutes	N/A	OPD Consultation Area OPD Clinic (if necessary)
9	<p>Submit prescription and laboratory tests (if any) to the OPD Nurse for encoding and charging of fees</p> <p><i>Ibigay ang mga reseta at laboratory requests ng doctor sa OPD Nurse para sa encoding"at pagbibigay ng karampatang presyo.</i></p>	<p>Prescription Laboratory Requests</p>	<p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p> <p>OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero</p>	5 minutes	N/A	OPD Waiting Area
10	<p>Wait for the Order of payment for the laboratory requests and prescribed medications</p>	<p>Prescription Laboratory Requests</p>	<p>OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/</p>	5 minutes	N/A	OPD Waiting Area



	<i>Hintayin ang "order of payment" para sa reseta at "laboratory requests"</i>		Jayson Cabiao/ Allan Petero			
11	Pay at the Cashier and obtain official receipt <i>Magbayad sa cashier at kunin ang resibo</i>	Order of payment	Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	2 minutes	Variable	Cashier Window (Ambulance Bay)
12	Proceed to Extraction Area to obtain and submit specimen. Proceed to Pharmacy to claim medications. <i>Magpunta sa "Extraction Area" upang makuhanan at magpasa ng "specimen" . Magpunta sa Pharmacy upang kunin ang mga resetang gamot.</i>	Laboratory requests Prescription	Pharmacists: Cristina Ayala/ Brian Alatraca/ Jazaryn Eugenio/ Ian Lloyd Magkidong/ Kevin Malabanan/ Vanessa Palma/ Nikka Ramos/ Christian Tumaming/ Maureen Vitor OPD Medical technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerase/ Carl Dacones/ Aeron John Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn	5 minutes	N/A	Extraction Area (Tent) Pharmacy Window (Ambulance Bay)



			Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christne Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano			
END OF TRANSACTION						



**CITIZEN'S CHARTER
DEPARTMENT OF SURGERY**

Frontline Service	: Elective Surgery for Non-Covid/Covid-Recovered Patients
Description of the service	: The service aims to perform elective surgical procedures for clean cases (patients who are non-Covid or confirmed Covid-recovered)
Service or Division	: Medical
Type of Transaction	: Government to Citizens
Who may avail the service	: Adult and pediatric patients who were not previously admitted in the Covid Referral Facility who have been previously assessed by our surgeons (via OPD consultation) to need elective surgical procedures
Requirements	: Referral Slip and Laboratory and Imaging Results (if applicable)
Fees	: Php 50 (for outpatient consultations); variable (for procedure proper)
Total maximum duration of service	: 1 hour (for outpatient consultations); variable (for procedure proper)
Schedule of Availability of Service	: For pre-operative consultation schedules and process, kindly refer to Frontline Service pathway "OPD Consultation for Old and New Surgery Patients; Schedule of surgical procedure subject to availability of OR, surgeon, anesthesiologist
Contact Number	: 02 (8) 6432222 local 107

STEPS	CLIENT STEPS	REQUIRED DOCUMENTS	EMPLOYEE RESPONSIBLE	TIME TO COMPLETE THE PROCEDURE	FEE	LOCATION OF OFFICE
1	<p>Call 02 (8) 6432222 local 107 to secure OPD appointment schedule for cardiopulmonary or pediatric clearance in preparation for surgery</p> <p><i>Tumawag sa numero 02 (8) 6432222 local 107 upang makakuha ng appointment schedule para sa pagsusuri ng internist o pediatrician para sa clearance sa operasyon</i></p>	Referral Slip Laboratory/ Imaging Results (if applicable)	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	5 minutes	N/A	OPD Nurse Station
2	<p>Proceed to OPD following the given schedule and fill out the following forms:</p> <p>e. Tracer f. Screening Form (patient and guardian) Submit forms to OPD Nurse once properly filled out</p> <p><i>Magpunta sa OPD alinsunod sa binigay na schedule at sagutan ang mga sumusunod:</i> <i>e. Tracer</i> <i>f. Screening Form (pasyente at kamag-anak ng pasyente)</i> <i>Ibigay sa OPD Nurse pagkatapos sagutan.</i></p>	Referral Slip Laboratory/ Imaging Results (if applicable) Tracer Screening Form	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	3 minutes	N/A	Triage Area (Step 1)
3	<p>Obtain anthropometrics and vital signs</p> <p><i>Magpakuha ng timbang at "vital signs"</i></p>	Tracer Vital signs Sheet	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso	5 minutes	N/A	Triage Area (Step 2)



4	<p>Registration, encoding of patient's data and issuance of Order of Payment</p> <p><i>Pagrehistro ng impormasyon ng pasyente. Hintayin mabigyan ng "order of payment".</i></p>	Tracer Vital signs Sheet	<p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p> <p>OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero</p>	5 minutes	N/A	OPD Waiting Area
STEPS	CLIENT STEPS	REQUIRED DOCUMENTS	EMPLOYEE RESPONSIBLE	TIME TO COMPLETE THE PROCEDURE	FEE	LOCATION OF OFFICE
5	<p>Pay at the Cashier and obtain official receipt</p> <p><i>Magbayad sa cashier at kunin ang resibo</i></p>	Order of Payment	<p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p>	2 minutes	Php 50	Cashier Window (Ambulance Bay)
6	<p>Proceed to OPD waiting area and wait for the doctor's call.</p> <p><i>Maupo sa "OPD waiting area" at hintayin ang tawag ng doktor</i></p>	Official Receipt	<p>OPD Physicians: Leah Grace Javier/ Minerva Hollmann/ Maricel Marcelo/ Margarita Santos/ Patricia Soronio/ Marlowe Cordeta</p>	1 minute	N/A	OPD Waiting Area
7	<p>Consultation with doctor, obtain prescription and laboratory and imaging requests (if necessary)</p> <p><i>Konsultasyon sa doctor, pagkuha ng reseta at "laboratory requests" (kung kinakailangan)</i></p>	Referral Slip Laboratory/Imaging Results (if applicable)	<p>OPD Physicians: Leah Grace Javier/ Minerva Hollmann/ Maricel Marcelo/ Margarita Santos/</p>	5-15 minutes	N/A	OPD Consultation Area



			Patricia Soronio/ Marlowe Cordeta			
8	Submit prescription and laboratory tests (if any) to the OPD Nurse for encoding and charging of fees <i>Ibigay ang mga reseta at laboratory requests ng doctor sa OPD Nurse para sa encoding at pagbibigay ng karampatang presyo.</i>	Prescription Laboratory Requests	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero	5 minutes	N/A	OPD Waiting Area
9	Wait for the Order of payment for the laboratory requests and prescribed medications <i>Hintayin ang "order of payment" para sa reseta at "laboratory requests"</i>	Prescription Laboratory Requests	OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero	5 minutes	N/A	OPD Waiting Area
10	Pay at the Cashier and obtain official receipt <i>Magbayad sa cashier at kunin ang resibo</i>	Order of payment	Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	2 minutes	Variable	Cashier Window (Ambulance Bay)
12	Proceed to Extraction Area to obtain and submit specimen. Proceed to Pharmacy to claim medications. <i>Magpunta sa "Extraction Area" upang makuhanan at magpasa ng "specimen". Magpunta sa Pharmacy upang kunin ang mga reseta ng gamot.</i>	Laboratory requests Prescription	Pharmacists: Cristina Ayala/ Brian Alatraca/ Jaezaryn Eugenio/ Ian Lloyd Magkidong/ Kevin Malabanan/ Vanessa Palma/ Nikka Ramos/ Christian	5 minutes	N/A	Extraction Area (Tent) Pharmacy Window (Ambulance Bay)



			<p>Tumaming/ Maureen Vitor</p> <p>OPD Medical technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christne Garbosa/ Gelou Mae Garcia/ Marimar</p>			
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			Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano			
13	<p>Once cardiopulmonary or pediatric clearance has been secured, consult Anesthesiologist on duty for pre-operative assessment.</p> <p><i>Kapag nabigyan na ng clearance ng internist o ng pediatrician, papatingin sa anesthesiologist para matingnan at ma-examine bago operahan.</i></p>	Cardiopulmonary or pediatric clearance	<p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p> <p>OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian</p> <p>Anesthesiologists: Frances Rian Encarnacion/ Roxanne Aquino/ Catherine Memoracion/ Therese Hautea-Lumicday/ Esther Maala</p>	15-30 minutes	N/A	OPD



14	<p>Once assessed by anesthesiologist, secure schedule of surgery.</p> <p><i>Kapag nasuri na ng anesthesiologist, antaying maayos ang schedule ng operasyon.</i></p>	Cardiopulmonary or pediatric clearance Anesthesia pre-op assessment	<p>Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo/ May Lopez-Cureg/ Mirah Compuesto</p> <p>Anesthesiologists: Frances Rian Encarnacion/ Roxanne Aquino/ Catherine Memoracion/ Therese Hautea-Lumicday/ Esther Maala</p> <p>OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian</p>	10 minutes	N/A	OPD/OR
STEPS	CLIENT STEPS	REQUIRED DOCUMENTS	EMPLOYEE RESPONSIBLE	TIME TO COMPLETE THE PROCEDURE	FEE	LOCATION OF OFFICE
15	<p>Once with confirmed schedule, undergo RT-PCR Swab test (patient and 1 companion) 3 days before scheduled surgical procedure.</p> <p><i>Kapag may schedule na ng operasyon, magpa-swab tatlong araw bago sa schedule.</i></p>	Swab request	OPD Physicians: Leah Grace Javier/ Minerva Hollmann/	5 minutes	(refer to lab)	Swab area (Ambulance Bay)



			<p>Maricel Marcelo/ Margarita Santos/ Patricia Soronio/ Marlowe Cordeta</p> <p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p> <p>OPD Medical technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela</p>			
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			<p>Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christne Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano</p>			
16	<p>If RT-PCR swab is negative, proceed with admission 1 day before schedule (if inpatient procedure) or proceed to OR on day of procedure at instructed time.</p> <p><i>Kapag negatibo ang resulta ng swab, magpaadmit sa araw bago ng operasyon kung kailangan. Kung hindi kailangan magpaadmit, pumunta sa OR sa takdang oras at araw.</i></p>	<p>Cardiopulmonary or pediatric clearance Anesthesia pre-op assessment Swab result</p>	<p>Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo/ May Lopez-Cureg/ Mirah Compuesto</p> <p>OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p> <p>OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold</p>	30 minutes to 1 hour	N/A	Admitting section or OR



			John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian			
17	<p>Follow surgery pathway for procedure proper and post-op care</p> <p><i>Sundin ang mga protocol sa operating room para sa operasyon at pag-alaga pagkatapos ng operasyon</i></p>	OR records and documents	<p>Surgeons: Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Jocelyn Lledo / May Lopez-Cureg/ Mirah Compuesto</p> <p>Anesthesiologists: Frances Rian Encarnacion/ Roxanne Aquino/ Catherine Memoracion/ Therese Hautea-Lumicday/ Esther Maala</p> <p>OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/</p>	variable	variable	OR



			Janelle Bernabe/ Regine Fabian			
18	<p>Once cleared for discharge, settle outstanding bills with billing and cashier in order to secure clearance.</p> <p><i>Kapag nasuri na ng iyong doctor at pwede na kayo pauwiin, magbayad sa cashier para mabigyan ng clearance makauwi.</i></p>	<p>Discharge documents Billing documents</p>	<p>Ward nurse: Joanna Mapa/ Desirene Moreno/Jillen Austero/ Gierselle Belonio/ Edel Fancubilla/ Michelene Florentiono/ Maybelle Maulit/ Angelic Pearl Rario /Geline Amores/ Jhon Raquel Apura/ Apple Batoy/ Merideth Briones/ Christina Cunanan/ Michael francis Samolde/ Aiza Rose Francisco/ Beauty Hufancia/ Grace Salave/ Jensen Abellon/ Gilbert Bagaindoc/ Jo Anne bautista/ Karen Bartolome/ Charie Corsanes/ Diorelle Maigui/ Aileen Riego/ May Ann Rom/ John Michael Villalobos</p> <p>OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/</p>	1 hour	variable	Billing section Cashier



			Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier			
END OF TRANSACTION						

PROCEDURE FOR FILING OF COMPLAINTS:

- If there are complaints regarding the services rendered by any member of the Department of Surgery, kindly put all concerns in writing (addressed to the Department Chairman) and submit to the OPD Head Nurse (if OPD concern) or the OR Head Nurse (if OR concern). An investigation will be done to verify said concerns, after which a written update and resolution will be provided to the given contact details of the aggrieved party.
- *Kung meron kayong nais na iparating na reklamo ukol sa kahit sinong miyembro ng Department of Surgery, magbigay ng dokumento na naka-directa sa Department Chairman, kung saan nakasulat lahat ng saloobin tungkol sa reklamo. Ibigay ang sulat sa OPD Head Nurse (kung tungkol sa OPD ang reklamo) o sa OR Head Nurse (kung tungkol sa OR ang reklamo). Iimbestigahan ang inyong reklamo at bibigyan kayo ng dokumento kung ano ang naimbestigahan at kung ano ang naging solusyon.*

FEEDBACK MECHANISM:

- Feedback for each encounter may be provided through the evaluation/feedback forms that are available in the OPD and OR, which may be submitted to any nurse or staff in the area.



- *Maaaring magbigay ng komento o feedback tungkol sa bawat konsultasyon o operasyon gamit ang mga evaluation forms na nakalaan sa inyo sa OPD at sa OR. Ito ay pwedeng ibigay sa nurse o staff na nasa OPD o OR.*

PREPARED BY CANDICE ELAINE C. LIM, MD, FPOA (Chairman, Department of Surgery)