

**CITIZEN'S CHARTER**  
**Department of Pediatrics**

**OPD CONSULTATION FOR OLD AND NEW PATIENT**

<b>DESCRIPTION OF THE SERVICE</b>	<b>MEDICAL CONSULTATION FOR ADULT AND PEDIATRIC PATIENTS</b>			
<b>DEPARTMENT OR SECTION</b>	Department of Pediatrics - Outpatient Department			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL</b>	Old and New Patients (Adult and Pediatric Patients) who are not previously admitted in the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Slip and Laboratory Results (if applicable), Tracer Screening Form, Order of Payment, Prescription		OPD Nurse Station, Billing Department, OPD Clinic, Pharmacy, Cashier, Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Call 02 (8) 6432222 local 107 to secure OPD appointment schedule</b>  Tumawag sa numero 02 (8) 6432222 local 107 upang makakuha ng OPD appointment schedule	*Receives call and sets the appointment.	none	5 minutes	OPD nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso
<b>2. Proceed to OPD following the given schedule and answer the following forms:</b> <b>a. Tracer</b> <b>b. Screening Form (patient and guardian) to OPD Nurse</b> <b>Submit these forms to the OPD Nurse.</b>  Magpunta sa OPD alinsunod sa binigay na schedule at sagutan ang mga sumusunod: a. Tracer b. Screening Form ( pasyente at kamag-anak ng pasyente) Ibigay ang mga ito sa OPD Nurse	*Receives tracer and screening forms	none	3 minutes	OPD Nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso
<b>3. Patient undergoes anthropometric measurements and vital signs determination</b>  Magpakuha ng "anthropometrics" (timbang at tangkad/haba) at "vital signs"	*Obtains all measurements including vital signs	none	5 minutes	OPD Nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso
<b>4. Patient registers and data is encoded and receives order of payment</b>  Iparehistro ang mga kailangang impormasyon. Hintayin mabigyan ng "order of payment".	*Encodes patient's data *Issues Order of Payment	none	5 minutes	OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero

<p><b>5. Pays at the Cashier and obtain official receipt</b></p> <p>Magbayad sa “cashier” at kunin ang resibo.</p>	<p>*Receives payment and gives official receipt</p>	<p>none</p>	<p>2 minutes</p>	<p>Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson</p>
<p><b>6. Proceeds to the OPD waiting area and wait for his or her turn to be called.</b></p> <p>Maghintay ng tawag ng doctor sa “ OPD waiting area”.</p>	<p>*Prompts patient of his or her turn</p>	<p>none</p>	<p>1 minute</p>	<p>OPD Nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p>
<p><b>7. Consults with the doctor, obtains prescription and laboratory requests (if necessary)</b></p> <p>Komunsulta sa doktor, tanggapin ang reseta at “laboratory requests” (kung kinakailangan)</p>	<p>*Examines patient and gives corresponding diagnostics and management</p>	<p>none</p>	<p>5-15 minutes</p>	<p>OPD Physicians: Leah Grace Javier/ Minerva Hollmann/ Maricel Marcelo/ Margarita Santos/ Patricia Soronio/ Marlowe Cordeta/ Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad</p>
<p><b>8. Submits prescription and laboratory requests (if any) to the OPD Nurse for encoding and charging of fees</b></p> <p>Ibigay ang mga reseta at laboratory requests ng doctor sa OPD Nurse para sa “encoding”at pagbibigay ng karampatang presyo.</p>	<p>*Encodes laboratory tests and fees</p>	<p>none</p>	<p>5 minutes</p>	<p>OPD Nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p>
<p><b>9. Waits for the Order of payment for the laboratory requests and prescribed medications</b></p> <p>Hintayin ang “order of payment” para sa reseta at “laboratory requests”.</p>	<p>*Gives order of payment</p>	<p>none</p>	<p>5 minutes</p>	<p>OPD Nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso</p>
<p><b>10. Pays at the Cashier and obtains official receipt</b></p> <p>Magbayad sa kahera at kunin ang resibo</p>	<p>*Receives payment from patient’s relative or caregiver</p>	<p>50 pesos for consultation plus additional fees as assessed</p>	<p>2 minutes</p>	<p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p>
<p><b>11. Proceeds to the laboratory and diagnostic area for procedures needed and the pharmacy if relatives decide to purchase from the hospital.</b></p> <p>Magpunta sa “laboratoryo o “diagnostic area” kung kinakailangan.. Magpunta sa Pharmacy upang kunin ang mga niresetang gamut kung bibili sa ospital.</p>	<p>*Extracts blood or receives specimen for laboratory tests</p> <p>*Performs diagnostic procedure</p>	<p>none</p>	<p>5 minutes</p>	<p>Medical technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag-Dionisio/ Nathaniel Cariño/ Catherine France</p>

\*Issues medicines to patient after payment

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 Gajelon/  
Cherry Macabenta/ Camille  
Nadal/ Airam Nicolas/  
Marvelous Grace Nuqui/  
jan paul Olaso/ Yasmine  
Rose Orcine/ Maria Amira  
Piniano

Radiology Technicians:  
Mark Caoleng/ Annalyn  
Nale/ Jay Gabato/ Rodrigo  
Roque/ Nora Dela Cruz/  
Camille Celestra/ Reshelle  
Reyes/ Jesus Ramos/ Noel  
Tarala/ Jomar Concepcion/  
Vince Joshua Dela Cruz

Pharmacists:  
Cristina Ayala/ Brian  
Alatraca/ Jazaryn  
Eugenio/ Ian Lloyd  
Magkidong/ Kevin  
Malabanan/ Vanessa  
Palma/ Nikka Ramos/

				Christian Tumaming/ Maureen Vitor
<b>TOTAL</b>		<b>50 pesos plus additional fees as needed</b>	<b>51 minutes or more</b>	