

**CITIZEN CHARTER  
PASIG CITY GENERAL HOSPITAL**

**OUT-PATIENT CONSULTATION**

The Pasig City General Hospital provides professional ambulatory medical services for the management of a disease or disorder for walk-in patients who do not need to be hospitalized or need emergency medical services.

<b>Office or Division:</b>	Paulo Roman A. Castro, Jr., MD, PhD Medical Director Tel: 8643-3333 Email: <a href="mailto:pasigcitygen@yahoo.com.ph">pasigcitygen@yahoo.com.ph</a>  Out-Patient Department Tel: 8643-3333 local 135
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Hospital Patient Card (Blue and Yellow cards whenever applicable)	Issued by the City Government of Pasig

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure OPD Slip	<ul style="list-style-type: none"> <li>• Determine classification of Old patient/ New patient/ Senior Citizen</li> <li>• Issue OPD Slip</li> <li>• Instruct patient to go to respective window:               <ul style="list-style-type: none"> <li>○ Window 1: New</li> <li>○ Window 2: Old</li> <li>○ Window 3: Senior Citizen</li> </ul> </li> </ul>		5 minutes  2 minutes 1 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
2	Proceed to respective window	<ul style="list-style-type: none"> <li>Interview patient</li> </ul>		10 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Rodebella, Lydia Cabangangan
3	For New Patients: Claim hospital number	<ul style="list-style-type: none"> <li>For Old/ Returning patients: retrieve chart</li> <li>For New patients: Register patient, make new chart and issue hospital number</li> </ul>		5 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
4	Claim queue number and order of payment	<ul style="list-style-type: none"> <li>Provide queue number and issue order of payment</li> </ul>		2 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
5	Pay OPD consult fee	<ul style="list-style-type: none"> <li>• Collect payment <ul style="list-style-type: none"> <li>○ If with Blue and Yellow Card, proceed to Information for verification</li> </ul> </li> </ul>	Pasig Resident: Php 30 Non-Pasig Resident: Php 60 Senior Citizen: Less 20%	3 minutes	Cashier (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco Mayor, Vigilante Del Rosario Robiso, Mary Analyn Estaño Tabiera, Conchita Pagsanjan)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	Claim Official Receipt (OR)	<ul style="list-style-type: none"> <li>Issue Official Receipt (OR)</li> </ul>		2 minutes	Cashier (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco Mayor, Vigilante Del Rosario Robiso, Mary Analyn Estaño Tabiera, Conchita Pagsanjan)
7	Wait for the queue number to be called			15-20 minutes	
8	Proceed to the respective clinics for consultation	<ul style="list-style-type: none"> <li>Provision of service (consultation)</li> </ul>		45 minutes	Medical Officer: Abonita, Diane Valde Adarlo, Franz Arvin Peralta Aficial, Hennalyn Pascua Alano, Loretta Stephanie Dabu Alcasid, Maria Dianne Valenzuela Alejandrino, Martin Pacis Amparo, Vincent Promentila Ricafranca Añes, Maria Cecilia Mayuga

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Angeles, Patricia Khaye Danao Aniag, Bernadette Louise Teddy Arcinas, Roderick Po Barraquio, Anne Lerpido Binua, Florence Saldua Bulaon, Amalia Campo Cacal, Marla Kaye Tomas Campos, Ronald Augustine Ocubillo Caranzo, Annie- Lyn Padua Centeno, Winston San Jose Chan, Christopher Baro Concepcion, Jonathan Don Manio Concepcion, Jorge Mangoba Cruz, Enoch Mariano Canlas Cruz, Julia Mae Yulde Cruz, Noel Catoc De Leon, Donnah Franceska Gruezo Del Rosario, Vilma Sadullo Dela Paz, Katrina Tubig Delos Reyes, Carmina Arriola

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Estolas, Kristine Sumabat Fabic, Angeli- Jeff Francesca Pedroche Florencio, Ederick Domingo Fontanilla, Mark Anthony Gagalac Foronda, Margaret Lara Fuentes, Anne Nicole Galvez, Arleen Decena Garcia, Eileen Margaret Ablaza Garcia, Korina Blanca Carrillo Gardon, Flor May Quebal Gayamat, Ma. Victoria Dimanlig Geronimo, Mateo Andro Ramirez Gonzaga, Valerie Jarabejo Gonzales, Anne Dominique Lazo Gonzales, Juan Paolo Licaycay Guiang, Carlo Nicolas Espiritu Gumarao, Albertson Ricacho Hablo, Marla Kate Carolasan Henaku-Larbi, Nana Akua P. Hugo, Raisa Theresa Adille Ibay, Mila Zaragoza

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Icaro, Nicole Margareth Isada, Rosario De Gorostiza Jabson, Almario Geronimo Jabson, Justin Ian Alvarez Kho, Stanley Ui Labao, Romeo Ocol Lascano, Jay Joseph Hernandez Libranda, Kathleen Joyce Agawin Licsi, Jorge Caballero Lim, Alvin Che Lim, Senna Sy Lubay, April Ann Alejaga Macatbag, Rudalyn Sibayan Madrigal-Dy, Carmela Guerrero Magdayao, John Delfin Austria Mahusay, Julieta Santiago Mahusay, Majorie Ann Miguel Manansala, Mikka Razel Lalata Mangahis, Arjane Danielle O. Manlangit, Jerome Julianne Guzman Marquez, Anthony Alvarez



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Martinez, Jose Maria De Guzman Martinez, Miguel Justin Leelin Masmela, Eva Duro Mejia, Arrene Mae Manongsong Menor, Vernice Anne Ganatuin Mercado, Mari Chris Humarang Merced, Joel Pecson Milan, Glenn Guzman Miranda, Jennifer Ann Balaton Monreal, Portia Menelia Decano Nuñez, Sean Dennis Bongcales Ocampo, Shelly Anne Antonio Ong, Ma. Rowena Lynn Inovero Ong, Trisha Mae Tanjuakio Ordoñez, Nepthalie Rayos Del Sol Padilla, Lourdes Rhoda Reyes Palisoc, Dennis Padua Pasciolco, Mary Anjaneth Mitra Pascua, Michael Anthony Lu Pascual, John Gregor San Buenaventura

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Piansay, Kennee Deocampo Poblete, Gloria De Leon Portillo, Stephen Pulanco, Leslie Anne Garcia Ramos, Abigail Eunice Sison Ramos, Justiniano Maria Martinez Ranollo, Ma. Neva Luna Batayola Recilla, Elisha Monica Acosta Recio, Cesar Fernandez Reinoso, Alexander Austria Rey, Sherbeth Mae Mercado Rodriguez, Edwin Vasquez Rodriguez, Merinel Hernandez Rodriguez, Rizaldy Francisco Sadian, Herson Espedillon Samonte, Vladimir Piguing Sampang, Loraine Isabelle Maguigad Sanchez, Irene Sangil Santos, Ronald Sapaula Santos-Mistica, Rica Ann San Pedro

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Sibayan, Danyka Danielle Faminialagao Sumayao, Maria Consuelo Hernandez Tan, Imelda Carlos Tan-See, Ann Marie Menghnani Tayzon, Maria Fe Raymundo Teodosio, Lorela Argame Ticzon, Maria Rowena Niña Gonzaga Tison, Nicola Raphaela Rodriguez Tiuseco, Cheryl Tamondong Tolentino, Joalzon Dela Paz Tomas, Alelyn Domingo Vazquez, Catherine Anne. Pangilinan Yao, Christy Sy
9	<p>Acknowledge doctor's advice</p> <ul style="list-style-type: none"> <li>• Get ancillary request</li> <li>• Get medicine prescription</li> <li>• Refer to other specialist/ other department</li> </ul>	<ul style="list-style-type: none"> <li>• If there is a need for further management, advise patient to: <ul style="list-style-type: none"> <li>○ Undergo ancillary procedures (ancillary request); or</li> <li>○ Get medicine (prescription request); or</li> <li>○ Referral to other specialists (referral slip for</li> </ul> </li> </ul>		5 minutes	<p>Medical Officer:</p> <p>Abonita, Diane Valde Adarlo, Franz Arvin Peralta Aficial, Hennalyn Pascua Alano, Loretta Stephanie Dabu Alcasid, Maria Dianne Valenzuela Alejandrino, Martin Pacis</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		interdepartment referral)			Amparo, Vincent Promentila Ricafranca Añes, Maria Cecilia Mayuga Angeles, Patricia Khaye Danao Aniag, Bernadette Louise Teddy Arcinas, Roderick Po Barraquio, Anne Lerpido Binua, Florence Saldua Bulaon, Amalia Campo Cacal, Marla Kaye Tomas Campos, Ronald Augustine Ocubillo Caranzo, Annie- Lyn Padua Centeno, Winston San Jose Chan, Christopher Baro Concepcion, Jonathan Don Manio Concepcion, Jorge Mangoba Cruz, Enoch Mariano Canlas Cruz, Julia Mae Yulde Cruz, Noel Catoc De Leon, Donnah Franceska Gruezo

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Del Rosario, Vilma Sadullo Dela Paz, Katrina Tubig Delos Reyes, Carmina Arriola Estolas, Kristine Sumabat Fabic, Angeli- Jeff Francesca Pedroche Florencio, Ederick Domingo Fontanilla, Mark Anthony Gagalac Foronda, Margaret Lara Fuentes, Anne Nicole Galvez, Arleen Decena Garcia, Eileen Margaret Ablaza Garcia, Korina Blanca Carrillo Gardon, Flor May Quebal Gayamat, Ma. Victoria Dimanlig Geronimo, Mateo Andro Ramirez Gonzaga, Valerie Jarabejo Gonzales, Anne Dominique Lazo Gonzales, Juan Paolo Licaycay Guiang, Carlo Nicolas Espiritu Gumarao, Albertson Ricacho Hablo, Marla Kate Carolasan

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Henaku-Larbi, Nana Akua P. Hugo, Raisa Theresa Adille Ibay, Mila Zaragoza Icaro, Nicole Margareth Isada, Rosario De Gorostiza Jabson, Almario Geronimo Jabson, Justin Ian Alvarez Kho, Stanley Ui Labao, Romeo Ocol Lascano, Jay Joseph Hernandez Libranda, Kathleen Joyce Agawin Licsi, Jorge Caballero Lim, Alvin Che Lim, Senna Sy Lubay, April Ann Alejaga Macatbag, Rudalyn Sibayan Madrigal-Dy, Carmela Guerrero Magdayao, John Delfin Austria Mahusay, Julieta Santiago Mahusay, Majorie Ann Miguel Manansala, Mikka Razel Lalata Mangahis, Arjane Danielle O.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Manlangit, Jerome Julianne Guzman Marquez, Anthony Alvarez Martinez, Jose Maria De Guzman Martinez, Miguel Justin Leelin Masmela, Eva Duro Mejia, Arrene Mae Manongsong Menor, Vernice Anne Ganatuin Mercado, Mari Chris Humarang Merced, Joel Pecson Milan, Glenn Guzman Miranda, Jennifer Ann Balaton Monreal, Portia Menelia Decano Nuñez, Sean Dennis Bongcales Ocampo, Shelly Anne Antonio Ong, Ma. Rowena Lynn Inovero Ong, Trisha Mae Tanjuakio Ordoñez, Nepthalie Rayos Del Sol Padilla, Lourdes Rhoda Reyes Palisoc, Dennis Padua Pasciolco, Mary Anjaneth Mitra Pascua, Michael Anthony Lu

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Pascual, John Gregor San Buenaventura Piansay, Kennee Deocampo Poblete, Gloria De Leon Portillo, Stephen Pulanco, Leslie Anne Garcia Ramos, Abigail Eunice Sison Ramos, Justiniano Maria Martinez Ranollo, Ma. Neva Luna Batayola Recilla, Elisha Monica Acosta Recio, Cesar Fernandez Reinoso, Alexander Austria Rey, Sherbeth Mae Mercado Rodriguez, Edwin Vasquez Rodriguez, Merinel Hernandez Rodriguez, Rizaldy Francisco Sadian, Herson Espedillon Samonte, Vladimir Piguing Sampang, Loraine Isabelle Maguigad Sanchez, Irene Sangil Santos, Ronald Sapaula



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Santos-Mistica, Rica Ann San Pedro Sibayan, Danyka Danielle Faminialagao Sumayao, Maria Consuelo Hernandez Tan, Imelda Carlos Tan-See, Ann Marie Menghnani Tayzon, Maria Fe Raymundo Teodosio, Lorela Argame Ticzon, Maria Rowena Niña Gonzaga Tison, Nicola Raphaela Rodriguez Tiuseco, Cheryl Tamondong Tolentino, Joalzon Dela Paz Tomas, Alelyn Domingo Vazquez, Catherine Anne. Pangilinan Yao, Christy Sy
TOTAL:				1 hour and 40 minutes	