

CITIZEN CHARTER
Outpatient Department

OPD CONSULTATION FOR OLD AND NEW PATIENT

MEDICAL CONSULTATION FOR ADULT AND PEDIATRIC PATIENTS

Office or Division:	PCCH OUTPATIENT DEPARTMENT
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Old and New Patients (Adult and Pediatric Patients) who are not previously admitted in the hospital.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip	OPD Physician
2. Laboratory Results (if applicable)	OPD releasing clerk, Laboratory
3. Tracer	OPD Guard
4. Screening Form	OPD Guard
5. Order of Payment	OPD encoder and clerk
6. Prescription	OPD Physician

#	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Call 02 (8) 6432222 local 107 to secure OPD appointment schedule	*Receives call and sets the appointment.	none	5 minutes	OPD nurse
2	Proceed to OPD following the given schedule and answer the following forms: a. Tracer b. Screening Form (patient and guardian) to OPD Nurse Submit these forms to the OPD Nurse.	*Receives tracer and screening forms	none	3 minutes	OPD Nurse
3	Patient undergoes anthropometric measurements and vital signs determination	*Obtains all measurements including vital signs	none	5 minutes	OPD Nurse
4	Patient registers and data is encoded and receives order of payment	*Encodes patient's data *Issues Order of Payment	none	5 minutes	OPD Clerk

5	Pays at the Cashier and obtain official receipt	*Receives payment and gives official receipt	none	2 minutes	Billing Clerk
6	Proceeds to the OPD waiting area and wait for his or her turn to be called.	*Prompts patient of his or her turn	none	1 minute	OPD Nurse
7	Consults with the doctor, obtains prescription and laboratory requests (if necessary)	*Examines patient and gives corresponding diagnostics and management	none	5-15 minutes	OPD Physician
8	Submits prescription and laboratory requests (if any) to the OPD Nurse for encoding and charging of fees	*Encodes laboratory tests and fees	none	5 minutes	OPD Nurse
9	Waits for the Order of payment for the laboratory requests and prescribed medications	*Gives order of payment	none	5 minutes	OPD Nurse
10	Pays at the Cashier and obtains official receipt	*Receives payment from patient's relative or caregiver	50 pesos for consultation plus additional fees as assessed	2 minutes	Cashier
11	Proceeds to the laboratory and diagnostic area for procedures needed and the pharmacy if relatives decide to purchase from the hospital.	*Extracts blood or receives specimen for laboratory tests *Performs diagnostic procedure *Issues medicines to patient after payment	none	5 minutes	Medical Technologist Doctor/ Specialist Pharmacist
TOTAL			50 pesos plus additional fees as needed	51 minutes or more	