

**CITIZEN'S CHARTER 2023
PASIG CITY CHILDREN'S HOSPITAL**

DEPARTMENT OF PEDIATRICS WARD UNIT- RECEIVING AND ASSESSING ADMITTED PATIENTS

THE UNIT RECEIVES PEDIATRIC ADMISSIONS NOT NEEDING INTENSIVE CARE.

Office or Division:	PEDIATRIC WARD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	IN-PATIENTS IN THE WARD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.PATIENT'S CHARTS- CONSENT, ETC	ER
2. ADMITTING ORDERS AND LABORATORIES	ER AND WARD
<small>{{To add additional row: Right click -> Insert -> Insert Rows Below}}</small>	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	PATIENT WAITS TO BE ASESSED BY THE DOCTOR	DOCTOR SEES THE PATIENT	NONE	1-2 HOURS UNLESS THERE ARE OTHER EMERGENCY CASES	DOCTOR-ON-DUTY
2	PATIENT OR RELATIVES ANSWERS QUESTIONS REGARDING ILLNESS AND ALLOWS DOCTOR TO DO PHYSICAL EXAMINATION	DOCTOR DOES HISTORY AND PHYSICAL EXAMINATION OF PATIENT	NONE	20 MINUTES OR LONGER FOR SPECIAL CASES	DOCTOR-ON-DUTY
TOTAL:				35 MINUTES TO 2 HOURS OR LONGER AS NEEDED	

**CITIZEN'S CHARTER
PASIG CITY CHILDREN'S HOSPITAL**

DEPARTMENT OF PEDIATRICS PICU- RECEIVING AND ASSESSING ADMITTED PATIENTS

THE UNIT RECEIVES PEDIATRIC ADMISSIONS NEEDING INTENSIVE CARE.

Office or Division:	PEDIATRIC INTENSIVE CARE UNIT (PICU)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	IN-PATIENTS IN PICU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.PATIENT'S CHARTS- CONSENT, ETC	ER AND PICU
2. ADMITTING ORDERS AND LABORATORIES	ER AND PICU

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	PATIENT WAITS TO BE ASESED BY THE DOCTOR	DOCTOR SEES THE PATIENT	NONE	15-30 MINUTES UNLESS MORE URGENT CASES NEED IMMEDIATE ATTENTION	DOCTOR-ON-DUTY
2	PATIENT OR RELATIVES ANSWERS QUESTIONS REGARDING ILLNESS AND ALLOWS DOCTOR TO DO PHYSICAL EXAMINATION	DOCTOR DOES HISTORY AND PHYSICAL EXAMINATION OF PATIENT	NONE	20 MINUTES OR LONGER FOR SPECIAL CASES	DOCTOR-ON-DUTY
TOTAL:				35 MINUTES OR LONGER DEPENDING ON THE SEVERITY	

**CITIZEN'S CHARTER
PASIG CITY CHILDREN'S HOSPITAL**

**DEPARTMENT OF PEDIATRICS NEONATAL INTENSIVE CARE UNIT- RECEIVING AND ASSESSING
ADMITTED NEONATAL PATIENTS NEEDING INTENSIVE CARE**

THE UNIT RECEIVES NEONATAL ADMISSIONS NEEDING INTENSIVE CARE.

Office or Division:	NEONATAL INTENSIVE CARE UNIT (NICU)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	IN-PATIENTS IN THE NICU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.PATIENT'S CHARTS- CONSENT, ETC	ER, DELIVERY ROOM, NICU
2. ADMITTING ORDERS AND LABORATORIES	ER, DELIVERY ROOM, NICU

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	PATIENT WAITS TO BE ASESSED BY THE DOCTOR	DOCTOR SEES THE PATIENT	NONE	WITHIN 15 MINUTES UNLESS THERE ARE OTHER MORE URGENT CASES	DOCTOR-ON-DUTY
2	PATIENT OR RELATIVES ANSWERS QUESTIONS REGARDING ILLNESS AND ALLOWS DOCTOR TO DO PHYSICAL EXAMINATION	DOCTOR DOES HISTORY AND PHYSICAL EXAMINATION OF PATIENT	NONE	20 MINUTES OR LONGER FOR SPECIAL CASES	DOCTOR-ON-DUTY
TOTAL:				35 MINUTES TO 2 HOURS OR LONGER ON A CASE TO CASE BASIS	

**CITIZEN'S CHARTER 2023
PASIG CITY CHILDREN'S HOSPITAL**

DEPARTMENT OF PEDIATRICS – DAILY ROUNDS OF PATIENTS

THE DOCTORS IN THE DESIGNATED AREA MAKE ROUNDS TO THE PATIENTS DAILY

Office or Division:	PEDIATRIC WARD/ PICU/ NICU
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	IN-PATIENTS IN THE WARD/ PICU/ NICU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.PATIENT'S CHARTS- CONSENT, ETC	WARD/ PICU/ NICU

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1	PATIENT EXPECTS TO BE ASSESSED BY THE DOCTOR AT LEAST ONCE A DAY OR AS NEEDED	DOCTOR SEES THE PATIENT DAILY	NONE	AT LEAST ONCE A DAY OR AS THE NEED ARISES	DOCTOR-ON-DUTY
TOTAL:				AT LEAST ONCE A DAY OR AS THE NEED ARISES	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	PATIENT SATISFACTION SURVEY
How feedback is processed	THE FORMS ARE FORWARDED TO THE OFFICE OF THE HOSPITAL ADMINISTRATOR
How to file a complaint	SECURE COMPLAINT FORM FROM THE OFFICE OF THE HOSPITAL ADMINISTRATOR
How complaints are processed	HOSPITAL ADMINISTRATOR INFORMS THE PEDIATRIC ADMINISTRATION REGARDING THE COMPLAINT AND SETS A MEETING
Contact Information	DEPARTMENT OF PEDIATRICS 8643-2222 LOCAL 606