



**CITIZEN CHARTER
DEPARTMENT OF SURGERY**

**Frontline Service
Description of the service**

: OPD Consultation for Old and New Surgery Patients
: The service aims to provide outpatient consultations for cases needing assessment and management by surgical specialists in the roster of the department

Office or Division:	Medical
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Adult and pediatric patients needing surgical/cutting specialty evaluation who were not previously admitted in the Covid Referral Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip and Laboratory and Imaging Results (if applicable)	PCCH or other hospital/ clinic

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Call 02 (8) 6432222 local 107 to secure OPD appointment schedule		N/A	5 minutes	OPD Nurse
2	Proceed to OPD or diagnostic center (depending on surgeon/specialist needed) following the given schedule and fill out the following forms: a. Tracer b. Screening Form (patient and guardian) Submit forms to OPD Nurse once properly filled out		N/A	3 minutes	OPD Nurse/ Aide Diagnostic Center Staff
3	Obtain anthropometrics and vital signs		N/A	5 minutes	OPD Nurse/ Aide Diagnostic Center Staff
4	Registration, encoding of patient's data and issuance of Order of Payment		N/A	5 minutes	OPD Nurse/ Aide

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Pay at the Cashier and obtain official receipt		Php 50	2 minutes	Cashier Staff
6	Proceed to OPD or diagnostic center waiting area and wait for the doctor's call.		N/A	1 minute	Surgery Doctors
7	Consultation with doctor, obtain prescription and laboratory and imaging requests (if necessary)		N/A	5-15 minutes	Surgery Doctors
8	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.		N/A	15 minutes	Surgery Doctors OPD Nurses
9	Submit prescription and laboratory tests (if any) to the OPD Nurse for encoding and charging of fees		N/A	5 minutes	OPD Nurse/Clerk
10	Wait for the Order of payment for the laboratory requests and prescribed medications		N/A	5 minutes	OPD Clerk
11	Pay at the Cashier and obtain official receipt		Variable	2 minutes	Cashier Staff
12	Proceed to Extraction Area to obtain and submit specimen. Proceed to Pharmacy to claim medications.		N/A	5 minutes	Pharmacist/Med Tech
TOTAL:			Php 50 or more	58-68 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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.
How feedback is processed	Evaluation/feedback forms will be processed by Admin Office
How to file a complaint	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).
How complaints are processed	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.
Contact Information	02 (8) 6432222 local 107- OPD, local 203- OR



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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip and Laboratory and Imaging Results (if applicable)	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Tumawag sa numero 02 (8) 6432222 local 107 upang makakuha ng appointment schedule		N/A	5 minutes	OPD Nurse
2	Magpunta sa OPD o diagnostic center alinsunod sa binigay na schedule at sagutan ang mga sumusunod: a. Tracer b. Screening Form (pasyente at kamag-anak ng pasyente) Ibigay sa OPD Nurse pagkatapos sagutan.		N/A	3 minutes	OPD Nurse/ Aide Diagnostic Center Staff
3	Magpakuha ng timbang at "vital signs"		N/A	5 minutes	OPD Nurse/ Aide Diagnostic Center Staff
4	Pagrehistro ng impormasyon ng pasyente. Hintayin mabigyan ng "order of payment".		N/A	5 minutes	OPD Nurse/ Aide

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Pay at the Cashier and obtain Magbayad sa cashier at kunin ang resibo		Php 50	2 minutes	Cashier Staff
6	Maupo sa “ OPD o diagnostic center waiting area” at hintayin ang tawag ng doktor		N/A	1 minute	Surgery Doctors
7	Konsultasyon sa doctor, pagkuha ng reseta at “laboratory requests” (kung kinakailangan)		N/A	5-15 minutes	Surgery Doctors
8	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.		N/A	15 minutes	Surgery Doctors OPD Nurses
9	Ibigay ang mga reseta at laboratory requests ng doctor sa OPD Nurse para sa encoding at pagbibigay ng karampatang presyo.		N/A	5 minutes	OPD Nurse/Clerk
10	Hintayin ang “order of payment” para sa reseta at “laboratory requests”		N/A	5 minutes	OPD Clerk
11	Magbayad sa cashier at kunin ang resibo		Depende sa request	2 minutes	Cashier Staff
12	Magpunta sa “Extraction Area” upang makuhanan at magpasa ng “specimen” . Magpunta sa Pharmacy upang kunin ang mga reseta ng gamot.		N/A	5 minutes	Pharmacist/Med Tech
TOTAL:			Php 50 o higit pa	58-68 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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.
How feedback is processed	Ang mga evaluation form ay binabasa at binibigyang pansin ng Admin Office
How to file a complaint	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).
How complaints are processed	Ilimbestigahan ang inyong reklamo at bibigyan kayo ng dokumento kung ano ang naimbestigahan at kung ano ang naging solusyon.
Contact Information	02 (8) 6432222 local 107- OPD, local 203- OR



**CITIZEN CHARTER
DEPARTMENT OF SURGERY**

**Frontline Service
Description of the service**

: Covid Referral Facility OPD Follow-Up Surgery Consultation
: The service aims to provide outpatient initial and follow-up surgical consultations for patients who were previously admitted in the Covid Referral Facility

Office or Division:	Medical
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Adult and pediatric patients who were previously admitted in the Covid Referral Facility who need follow-up surgical care or specialty evaluation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip and Laboratory and Imaging Results (if applicable)	PCCH or another hospital/ clinic

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Call 02 (8) 6432222 local 107 to secure OPD appointment schedule		N/A	5 minutes	OPD Nurse
2	Proceed to OPD or diagnostic center (depending on surgeon/specialist needed) following the given schedule and fill out the following forms: a. Tracer b. Screening Form (patient and guardian) Submit forms to OPD Nurse once properly filled out		N/A	3 minutes	OPD Nurse/ Aide Diagnostic Center Staff
3	Obtain anthropometrics and vital signs		N/A	5 minutes	OPD Nurse/ Aide Diagnostic Center Staff
4	Registration, encoding of patient's data and issuance of Order of Payment		N/A	5 minutes	OPD Nurse/ Aide

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Pay at the Cashier and obtain official receipt		Php 50	2 minutes	Cashier Staff
6	Proceed to OPD or diagnostic center waiting area and wait for the doctor's call.		N/A	1 minute	Surgery Doctors
7	Consultation with doctor, obtain prescription and laboratory and imaging requests (if necessary)		N/A	5-15 minutes	Surgery Doctors
8	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.		N/A	15 minutes	Surgery Doctors OPD Nurses
9	Submit prescription and laboratory tests (if any) to the OPD Nurse for encoding and charging of fees		N/A	5 minutes	OPD Nurse/Clerk
10	Wait for the Order of payment for the laboratory requests and prescribed medications		N/A	5 minutes	OPD Clerk
11	Pay at the Cashier and obtain official receipt		Variable	2 minutes	Cashier Staff
12	Proceed to Extraction Area to obtain and submit specimen. Proceed to Pharmacy to claim medications.		N/A	5 minutes	Pharmacist/Med Tech
TOTAL:			Php 50 or more	58-68 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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.
How feedback is processed	Evaluation/feedback forms will be processed by Admin Office
How to file a complaint	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).
How complaints are processed	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.
Contact Information	02 (8) 6432222 local 107- OPD, local 203- OR



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DEPARTMENT OF SURGERY**

**Frontline Service
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: Covid Referral Facility OPD Follow-Up Surgery Consultation
: The service aims to provide outpatient initial and follow-up surgical consultations for patients who were previously admitted in the Covid Referral Facility

Office or Division:	Medical
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Adult and pediatric patients who were previously admitted in the Covid Referral Facility who need follow-up surgical care or specialty evaluation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip and Laboratory and Imaging Results (if applicable)	PCCH o sa ibang ospital at clinic

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Tumawag sa numero 02 (8) 6432222 local 107 upang makakuha ng appointment schedule		N/A	5 minutes	OPD Nurse
2	Magpunta sa OPD o diagnostic center alinsunod sa binigay na schedule at sagutan ang mga sumusunod: a. Tracer b. Screening Form (pasyente at kamag-anak ng pasyente) Ibigay sa OPD Nurse pagkatapos sagutan.		N/A	3 minutes	OPD Nurse/ Aide Diagnostic Center Staff
3	Magpakuha ng timbang at "vital signs"		N/A	5 minutes	OPD Nurse/ Aide Diagnostic Center Staff
4	Pagrehistro ng impormasyon ng pasyente. Hintayin mabigyan ng "order of payment".		N/A	5 minutes	OPD Nurse/ Aide

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Pay at the Cashier and obtain Magbayad sa cashier at kunin ang resibo		Php 50	2 minutes	Cashier Staff
6	Maupo sa “ OPD o diagnostic center waiting area” at hintayin ang tawag ng doktor		N/A	1 minute	Surgery Doctors
7	Konsultasyon sa doctor, pagkuha ng reseta at “laboratory requests” (kung kinakailangan)		N/A	5-15 minutes	Surgery Doctors
8	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.		N/A	15 minutes	Surgery Doctors OPD Nurses
9	Ibigay ang mga reseta at laboratory requests ng doctor sa OPD Nurse para sa encoding at pagbibigay ng karampatang presyo.		N/A	5 minutes	OPD Nurse/Clerk
10	Hintayin ang “order of payment” para sa reseta at “laboratory requests”		N/A	5 minutes	OPD Clerk
11	Magbayad sa cashier at kunin ang resibo		Depende sa request	2 minutes	Cashier Staff
12	Magpunta sa “Extraction Area” upang makuhanan at magpasa ng “specimen” . Magpunta sa Pharmacy upang kunin ang mga resetang gamot.		N/A	5 minutes	Pharmacist/Med Tech
TOTAL:			Php 50 o higit pa	58-68 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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.
How feedback is processed	Ang mga evaluation form ay binabasa at binibigyang pansin ng Admin Office
How to file a complaint	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).
How complaints are processed	Ilimbestigahan ang inyong reklamo at bibigyan kayo ng dokumento kung ano ang naimbestigahan at kung ano ang naging solusyon.
Contact Information	02 (8) 6432222 local 107- OPD, local 203- OR



**CITIZEN CHARTER
DEPARTMENT OF SURGERY**

**Frontline Service
Description of the service**

: Elective Surgery for Non-Covid/Covid-Recovered Patients
: The service aims to perform elective surgical procedures for clean cases (patients who are non-Covid or confirmed Covid-recovered)

Office or Division:	Medical
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip and Laboratory and Imaging Results (if applicable)	PCCH o sa ibang ospital at clinic

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Call 02 (8) 6432222 local 107 to secure OPD appointment schedule		N/A	5 minutes	OPD Nurse
2	Proceed to OPD or diagnostic center (depending on surgeon/specialist needed) following the given schedule and fill out the following forms: a. Tracer b. Screening Form (patient and guardian) Submit forms to OPD Nurse once properly filled out		N/A	3 minutes	OPD Nurse/ Aide Diagnostic Center Staff
3	Obtain anthropometrics and vital signs		N/A	5 minutes	OPD Nurse/ Aide Diagnostic Center Staff
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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Pay at the Cashier and obtain official receipt		Php 50	2 minutes	Cashier Staff
6	Proceed to OPD or diagnostic center waiting area and wait for the doctor's call.		N/A	1 minute	Surgery Doctors Pedia Doctors
7	Consultation with doctor, obtain prescription and laboratory and imaging requests (if necessary)		N/A	5-15 minutes	Surgery Doctors Pedia Doctors
8	Submit prescription and laboratory tests (if any) to the OPD Nurse for encoding and charging of fees		N/A	5 minutes	OPD Nurse/Clerk
9	Wait for the Order of payment for the laboratory requests and prescribed medications		N/A	5 minutes	OPD Clerk
10	Pay at the Cashier and obtain official receipt		Variable	2 minutes	Cashier Staff
11	Proceed to Extraction Area to obtain and submit specimen. Proceed to Pharmacy to claim medications.		N/A	5 minutes	Pharmacist/Med Tech
12	Once cardiopulmonary or pediatric clearance has been secured, consult Anesthesiologist on duty for pre-operative assessment.		N/A	15-30 minutes	OPD Nurse/Clerk OR Nurse Anesthesiologist on duty
13	Once assessed by anesthesiologist, secure schedule of surgery.		N/A	10 minutes	Surgeon Anesthesiologist OR Nurse
14	Once with confirmed schedule, undergo RT-PCR Swab test (patient and 1 companion) 3 days before scheduled surgical procedure.		(refer to lab)	5 minutes	OPD Doctor OPD Nurse Med Tech
15	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		N/A	30 minutes to 1 hour	Surgeon OPD/ OR Nurse Admitting Clerk (if needed)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	time.				
16	Follow surgery pathway for procedure proper and post-op care		variable	variable	Surgeon Anesthesiologist OR Nurse
17	Once cleared for discharge, settle outstanding bills with billing and cashier in order to secure clearance.		variable	1 hour	Ward Nurse OR Nurse Billing Clerk Cashier
TOTAL:			Php 50 or more	1hour and above	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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.
How feedback is processed	Evaluation/feedback forms will be processed by Admin Office
How to file a complaint	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).
How complaints are processed	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.
Contact Information	02 (8) 643



PASIG CITY CHILDREN'S HOSPITAL

PASIG CITY COVID-19 REFERRAL FACILITY

**CITIZEN CHARTER
DEPARTMENT OF SURGERY**

Frontline Service
Description of the service

: Elective Surgery for Non-Covid/Covid-Recovered Patients
 : The service aims to perform elective surgical procedures for clean cases (patients who are non-Covid or confirmed Covid-recovered)

Office or Division:	Medical
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	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

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1. Referral Slip and Laboratory and Imaging Results (if applicable)	PCCH o sa ibang ospital at clinic

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Tumawag sa numero 02 (8) 6432222 local 107 upang makakuha ng appointment schedule		N/A	5 minutes	OPD Nurse
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3	Magpakuha ng timbang at “vital signs”		N/A	5 minutes	OPD Nurse/ Aide Diagnostic Center Staff
4	Pagrehistro ng impormasyon ng pasyente. Hintayin mabigyan ng “order of payment”.		N/A	5 minutes	OPD Nurse/ Aide
5	Pay at the Cashier and obtain Magbayad sa cashier at kunin ang resibo		Php 50	2 minutes	Cashier Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	Maupo sa “ OPD o diagnostic center waiting area” at hintayin ang tawag ng doktor		N/A	1 minute	Surgery Doctors Pedia Doctors
7	Konsultasyon sa doctor, pagkuha ng reseta at “laboratory requests” (kung kinakailangan)		N/A	5-15 minutes	Surgery Doctors Pedia Doctors
8	Ibigay ang mga reseta at laboratory requests ng doctor sa OPD Nurse para sa encoding at pagbibigay ng karampatang presyo.		N/A	5 minutes	OPD Nurse/Clerk
9	Hintayin ang “order of payment” para sa reseta at “laboratory requests”		N/A	5 minutes	OPD Clerk
10	Magbayad sa cashier at kunin ang resibo		Variable	2 minutes	Cashier Staff
11	Magpunta sa “Extraction Area” upang makuhanan at magpasa ng “specimen”. Magpunta sa Pharmacy upang kunin ang mga resetang gamot.		N/A	5 minutes	Pharmacist/Med Tech
12	Kapag nabigyan na ng clearance ng internist o ng pediatrician, papatingin sa anesthesiologist para matingnan at ma-examine bago operahan.		N/A	15-30 minutes	OPD Nurse/Clerk OR Nurse Anesthesiologist on duty
13	Kapag nasuri na ng anesthesiologist, antaying maayos ang schedule ng operasyon.		N/A	10 minutes	Surgeon Anesthesiologist OR Nurse
14	Kapag may schedule na ng operasyon, magpa-swab tatlong araw bago sa schedule.		(refer to lab)	5 minutes	OPD Doctor OPD Nurse Med Tech
15	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.		N/A	30 minutes to 1 hour	Surgeon OPD/ OR Nurse Admitting Clerk (if needed)
16	Sundin ang mga protocol sa operating room para sa operasyon at pag-alaga pagkatapos ng operasyon		variable	variable	Surgeon Anesthesiologist OR Nurse

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
17	Kapag nasuri na ng iyong doctor at pwede na kayo pauwiin, magbayad sa cashier para mabigyan ng clearance makauwi.		variable	1 hour	Ward Nurse OR Nurse Billing Clerk Cashier
TOTAL:			Php 50 o higit pa	1 oras o higit pa	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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.
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How complaints are processed	limbestigahan ang inyong reklamo at bibigyan kayo ng dokumento kung ano ang naimbestigahan at kung ano ang naging solusyon.
Contact Information	02 (8) 6432222 local 107- OPD, local 203- OR