

CITIZEN CHARTER
Department of Anesthesiology

Anesthesia Pre-operative Evaluation

Providing Evaluation and Assessment for patients scheduled for Elective and Emergency Procedures

Office or Division:	Department of Anesthesia
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All patients (service/pay) (admitted/ OPD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OPD Patients a. OPD Card b. Referral from Primary Physician	a. OPD Division b. Attending surgeon
2. Admitted Patients: None	None

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For OPD					
1	Give the OPD card and the referral letter from the attending Surgeon	Receive the OPD Card and the Referral Letter	None	1-2 minutes	Anesthesiologist on Duty
2	Prepare laboratory results and supporting documents. Undergo thorough evaluation and physical assessment of the patient.	Comprehensive Evaluation of present illness, medical history and physical examination; recommends further action as needed (additional laboratory tests and/or clearances).	None	30 – 45 minutes	Anesthesiologist on Duty
3	Signing of the Anesthesia Consent	Explanation and discussion of the Anesthetic plan, risks and complications.	None	10 minutes	Anesthesiologist on Duty
TOTAL:			None	30-50 minutes	Anesthesiologist on Duty
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Admitted Patients					
1	Anesthesiologist on duty will visit the patient prior to the procedure. History of patients condition might be asked by the Anesthesiologist. A relative at bedside presence is important, especially for pediatric patients and patients with special needs.	Comprehensive evaluation of present illness, medical history and physical examination.	None	30-45 minutes	Anesthesiologist on Duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Prepare all the laboratory and diagnostics results	Review the laboratory results and diagnostics and recommends further action as needed (additional laboratory tests and/or clearances).	None		
3	Signing of the Anesthesia Consent	Explanation and discussion of the Anesthetic plan, risks and complications.	None		
TOTAL:			None	30-45 minutes	Anesthesiologist on Duty

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	PCCH Outpatient Department Patient Satisfaction Survey
How feedback is processed	PCCH Outpatient Clerk
How to file a complaint	PCCH Admin
How complaints are processed	PCCH Admin
Contact Information	02-8643 2222 loc. 203

CITIZEN CHARTER
DEPARTAMENTO NG ANESTISYA

Paunang Ebalwasyon ng isang pasyenteng nakatakdang maoperahan

Pagbibigay ng ebalwasyon para sa mga pasyenteng naka iskedyul para sa Elektibo o Emerhensya.

Office or Division:	DEPARTAMENTO NG ANESTISYA
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Lahat ng pasyente (OPD o naka admit sa ospital)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pasyente sa OPD a. OPD Card b. Sulat ng referral mula sa Siruhanong tumitingin sa pasyente	a. OPD Division b. Siruhanong tumitingin sa pasyente
2. Pasyenteng naka admit sa gusaling pagamutan o ospital: Wala	Wala

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Para sa pasyente ng OPD					
1	Ibigay ang OPD card at sulat ng referral mula sa Siruhanong tumitingin sa pasyente	Tanggapin ang OPD card at sulat na nagmula sa Siruhanong tumitingin sa pasyente	Libre	1-2 minuto	Doktor ng Anestisya na Naka Duty
2	Ihanda ang mga resulta ng laboratoryo at iba pang mga importanteng sumusuportang dokumento. Hintaying matapos ang masusing ebalwasyon ng	Komprehensibong ebalwasyon ng kasaysayan ng sakit, medikal na kasaysayan, at pisikal na eksaminasyon. Pagrekumenda ng mga karagdagang eksaminasyon at clearance, kung kinakailangan.	Libre	30 – 45 minuto	Doktor ng Anestisya na Naka Duty
3	Pirmahan ang kasulatan ng pagsang-ayon sa ipinaliwanag na plano kung paano bibigyan ng pampatulog o anestisya ang pasyente.	Pagusapan at bigyang diskasyon ang plano para sa anestisya at mga kalakip na panganib at posibleng komplikasyon.	Libre	10 minuto	Doktor ng Anestisya na Naka Duty
TOTAL:			Libre	30-50 minuto	Doktor ng Anestisya na Naka Duty
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Para sa mga pasyenteng naka admit sa gusaling pagamutan o ospital					
1	Ang naka duty na Anesthesiologist ay dadalaw sa pasyente kung saan siya naka admit.	Komprehensibong ebalwasyon ng kasaysayan ng sakit, medikal na kasaysayan, and pisikal na eksaminasyon.	Libre	30-45 minuto	Doktor ng Anestisya na Naka Duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Maaring magtanong nag doktor ng kasaysayan ng sakit ng pasyente. Importante na may kamag-anak na kasama ang pasyente, lalo na para sa mga bata at mga pasyenteng may ispesyal na pangangailangan.				
2	Ihanda ang mga resulta ng laboratoryo at iba pang mahahalagang suportang dokumento.	Maiging pagkilatis sa mga naihandang resulta ng laboratoryo at mga suportang dokumento, at pagrekumenda ng mga karagdagang eksaminasyon at clearance, kung kinakailangan.	Libre		
3	Pirmahan ang kasulatan ng pagsang-ayon sa ipinaliwanag na plano kung paano bibigyan ng pampatulog o anestisya ang pasyente.	Pagusapan at bigyang diskusyon ang plano para sa anestisya at mga kalakip na panganib at posibleng komplikasyon.	Libre		
TOTAL:			Libre	30-45 minuto	Doktor ng Anestisya na Naka Duty

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