



MUNICIPALITY OF TUBIGON

CITIZEN'S CHARTER





TUBIGON COMMUNITY HOSPITAL

ADMINISTRATIVE SERVICES





10. AVAILING OF PROCEDURES AND TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

Schedule of Availability of Service:

Opens 24 hours a day 7 days a week (24/7)

Who May Avail of the Service:

Anybody who needs minor and emergency treatment.

What are the Requirements:

- 1. Registration
- 2. Filled out Emergency Room (ER) Form
- 3. ER Fee Receipt

Duration:

Case to case basis

Step	Applicant/Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Enters Emergency Room	Interview the patient or significant others for the reason of seeking treatment while assisting patient to lie on bed. Taking patient's vital signs.	1-3 minutes	ER Nurse		ER Form Laboratories
2	Registration	Ask if the patient already has a record for retrieval of the case number.	1-2 minute	ER Nurse		
3	Listens and cooperates in the treatment given.	Examines, treats and do procedures to the patient. Writes doctor's order.	Case to case basis	Resident Doctor on Duty		ER Form
4	Participates in the procedure.	ER Nurse carries out Doctor's Order.	Case to case basis	ER Nurse		ER Charge Slip
5	Pay desired procedures done and supplies used: <ul style="list-style-type: none">➤ Blood extraction➤ Catheterization➤ Circumcision➤ Excision➤ Electrocardiogram (ECG)➤ ECG Reading	Write the procedure performed in the ER Charge Slip, the medicines and supplies used.	Case to case basis	Cashier	70.00 35.00 600.00 70.00 220.00 30.00	ER charge slip

	<div>Fee</div> <div><div>➤ Incision and Drainage</div><div>➤ Injection</div><div>➤ Internal Examination (IE)</div><div>➤ IV Insertion</div><div>➤ IV Reinsertion</div><div>➤ NGT Insertion</div><div>➤ Removal of foreign bodies</div><div>➤ Suction of Secretions</div><div>➤ Surgical dressing:<div><div>• Small sized wound</div><div>• Medium size</div><div>• Large sized</div></div></div><div>➤ Suturing (depending on type of suture used)<div><div>• Silk</div><div>• Chromic</div></div></div><div>➤ Suture removal</div></div>				<div>70.00</div> <div>10.00</div> <div>80.00</div> <div>20.00</div> <div>10.00</div> <div>70.00</div> <div>70.00</div> <div>12.00</div> <div>25.00</div> <div>35.00</div> <div>60.00</div> <div>150.00</div> <div>6.00/stitch</div>	
4	Wait for further advise from the doctor.	<div>If patient is for referral:</div> <div>After initial treatment has been done, patient and significant others are advised to transfer to higher center.</div> <div>Issue referral note.</div> <div>If patient needs to be admitted:</div> <div>ROD admits the patient.</div>	5-10 minutes	Resident Doctor on Duty		
5	Take the ER Charge slip and pay desired payment.	List all used items and give the ER charge slip to the SO for payment.	1-3 minutes	Cashier	Case to case basis	ER Charge Skip
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						

