



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





TUBIGON COMMUNITY HOSPITAL

ADMINISTRATIVE SERVICES





4. AVAILING OF OUTPATIENT CONSULTATION

Schedule of Availability of Service:

Monday to Fridays
Friday to Saturday
8:00 a.m. – 12:00 noon
1:00 p.m. – 5:00 p.m.

Who May Avail of the Service:

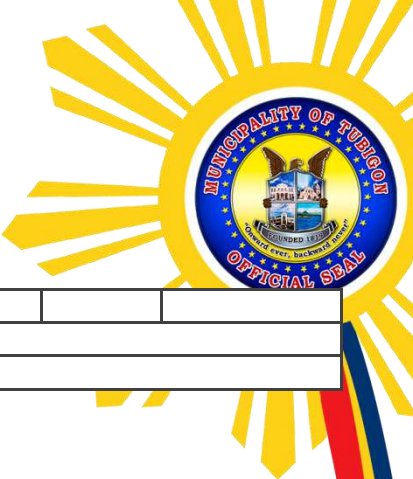
Anybody whose treatment does not require an overnight stay in Tubigon Community Hospital.

What are the Requirements:

- 1. Patient Information Sheet for Registration
- 2. Filled out OPD Form
- 3. Official Receipt
- 4. Laboratory Results if needed

Duration: 44 to 90 minutes

Step	Applicant/Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Go to PACD for Registration/Filling up of forms	Interview and assist patient/companion in filling out forms Register patient	1-3 minutes	PACD: Krizia F. Manigo/Chielo Legaspi		OPD Form/Patient Information Sheet
2	Pay Consultation Fee to the cashier	Receive payment & issues official receipts	1-2 minutes	Cashier	130.00	OR
3	Go to the OPD Section Present Official Receipt (OR)	Interview patient, take vital signs and record to the OPD Form	1-3 minutes	Aileen Lamanilao, RN OPD Nurse		OPD Form OR
3	Go to the OPD Physician when called.	Assess the patient Prescribe medications and/or laboratory examinations	5-10 minutes	Meyzadel B. Mante, MD OPD Physician		OPD Form
4	Listen to the instruction	Give instructions on medications, laboratory tests and follow up.	5 mins	Aileen Lamanilao, RN OPD Nurse		OPD Form
4	If for laboratory work up, go to the cashier for payment of desired laboratory test.	Receive payment and issue Official Receipt (OR)	1-2 minutes	Cashier	Case to case basis	Laboratory Request
5	Go to the laboratory for laboratory desired examination Wait for the result.	Receive the laboratory request. Process laboratory exam	1-3 minutes 30 minutes to 1 hour	Madelyn Piezas, RMT John Mark Ochavillo, RMT Mar Aquiles		OR Laboratory Request
6	Once result is in, patient send result back to the OPD Section for reassessment	Attach laboratory result to the OPD form and forward to the OPD physician	1-3 minutes	Aileen Lamanilao, RN OPD Nurse		Laboratory result
	Approach the physician once called.	Check laboratory result. Prescribe appropriate medicines and give medical advise. If needed, advice	3-5 minutes	Meyzadel B. Mante, MD OPD Physician		Prescription



		admission.				
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						