**Clinic Care System**

**Algorithm**

PHASE 1 – Appointment Setting

1. Check if patient is able to set appointment
2. If yes, patient to access clinic website
3. Else, patient to call via phone or approach receptionist for assistance to register and set appointment
4. Patient to register personal data (Full Name, Birthdate, Age, Sex, Home Address, Phone #, Email (if available), Civil Status, Occupation, Office Address and Contact # (if applicable) Emergency Contact Person (Full Name, Phone #, relationship to Patient) Philhealth ID and/or Health Insurance Provider (if available))
5. If patient is below 18 y/o and/or PWD, include legal guardian data (Full Name, Home Address, Phone #, Occupation, Office Address and Contact # (if applicable), Philhealth ID and/or Health Insurance Provider (if available))
6. Determine if appointment is for diagnostics or for consultation
7. If appointment is for diagnostics:
   1. Is there a preferred physician to conduct diagnostics?
      1. If yes, input name of preferred physician then input name of requesting physician and specify diagnostics procedure requested
      2. Else, input name of requesting physician and specify diagnostics procedure requested
8. If appointment is for consultation:
   1. Is appointment a referral (by another doctor)?
      1. If yes, input name of physician referred to patient then
      2. input referring physician and primary reason for referral
   2. If patient has a preferred physician
      1. input referring physician and primary reason for consultation
   3. Else, input primary reason for consultation
      1. Receptionist to transfer patient to medical history queue
9. Display available time and date of appointment (for diagnostics, referral and consult)
10. Patient to reserve preferred date and time of appointment from the displayed schedules
11. Receptionist to issue queue number to patient
12. Patient to obtain queue number from receptionist and proceed to phase 2

PHASE 2 – Appointment Proper

1. If for diagnostics, patient to proceed to appointment
   1. Preferred doctor/diagnostics staff to conduct diagnostics test to patient
   2. Preferred doctor/diagnostics staff to generate report of diagnostics test result
   3. Recipient to log procedures done during diagnostics for billing purposes, then proceed to phase 3
2. If for consultation (referral appointment and patients with preferred doctor):
   1. If patient has reserved appointment schedule:
      1. Physician staff to access reserved patient’s data from registration
      2. Physician staff to interview patient for medical history
      3. Physician staff to turn-over patient data and medical history to doctor
      4. Doctor to conduct consultation session with reserved patient
         1. If follow-up check-up is needed, Physician staff to arrange follow-up schedule and log date and time of follow-up appointment
         2. If patient requested medical certificate, med cert issued by doctor
         3. If doctor deemed patient needs medication, prescription is issued
      5. Physician staff to log services availed by reserved patient during consultation, for billing purposes, then proceed to phase 3
   2. If patient has no reserved appointment schedule:
      1. Receptionist to assign patient to available nurse for medical assessment
      2. Nurse to interview patient for medical history
      3. Nurse to access patient data and primary reason for consult from registration
      4. Nurse to assess medical history and primary reason of consult
      5. Nurse to assign patient to appropriate physician’s specialization for consult
      6. Nurse to turn over patient record (patient data, medical history and assessment) to receptionist for appointment setting
      7. Receptionist to check vacant schedules of physicians
      8. Receptionist to assign patient to available physician’s patient queue
      9. Receptionist to turn-over patient record available physician’s staff
      10. Physician’s staff to prepare accommodated patient’s record for turnover to physician
      11. Doctor to conduct consultation session with accommodated patient
          1. If follow-up check-up is needed, Physician staff to arrange follow-up schedule and log date and time of follow-up appointment
          2. If patient requested medical certificate, med cert issued by doctor
          3. If doctor deemed patient needs medication, prescription is issued
      12. Physician staff to log services availed by accommodated patient during consultation, for billing purposes, then proceed to phase 3

PHASE 3 – Billing

For Diagnostics:

1. Receptionist to turn-over generated result of diagnostics test performed to patient
2. Billing to generate bill receipt for diagnostics conducted
3. Patient to pay for bills issued for the appointment
4. END

For Consultation:

1. Physician staff to turn-over medical certificate requested to patient
2. Physician staff to turn-over prescription issued by physician
3. Pharmacy to dispense available medication on patient’s prescription
4. Pharmacy to encode quantity and price of available medicine dispensed
5. Billing to generate bill receipt for consultation and purchase of meds
6. Patient to pay for bills issued for the appointment
7. END