



# OSPITAL NG PARAÑAQUE



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**OSPAR- ANCI- RAD-2022-03**

Issue Date:  
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## ANCILLARY DIVISION APPROVAL MATRIX

Section / Department

**RADIOLOGY DEPARTMENT**

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Policy Title:

**CITIZEN CHARTER**

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**Chief Nurse**

**Approved by:**

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**Chief of Clinics**

Darius J. Sebastian, MD, MPH, PHSAE  
**Hospital Administrator**

Jefferson R. Pagsisihan, MD, MHM  
**Hospital Director**

## CITIZEN'S CHARTER

### SCHEDULE:

### **X-RAY**

#### **OPD PATIENTS**

X-ray procedures: 8:00 am to 4:00 pm (Mondays to Fridays)

Claiming of results: 6:00 am to 6:00 pm (Mondays to Fridays)

8:00 am to 12:00 pm (Saturdays, Sundays, and Holidays)

#### **ER/TRIAGE/ADMITTED PATIENTS**

24/7

**\*\*REMINDER: Special procedures are scheduled for proper patient preparation.**

### **ULTRASOUND**

Schedule of RADIOLOGISTS (may change with further advice)

Monday: OB-Sono @ 9:00 am

Tuesday: 9:00 am

Thursday: 2:00 pm

Friday: 2:00 pm

**\*\*REMINDERS: Please proceed to the ultrasound section for scheduling and inquiry.**



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## CT SCAN

**8:00 am to 5:00 pm from Monday to Friday**

Scheduled Procedures: 8:00 am to 5:00 pm from **Monday to Friday**

Claiming of results: 8:00 am to 4:00 pm (Mondays to Fridays)

### PATIENTS CATERED:

Patients from OPD, ER, TRIAGE, and WARDS

### REQUIREMENTS:

1. **REQUEST FORM** with completed patient information, signature of requesting physician, and relevant clinical data.
2. **VALID ID** for verification of patient information, and upon claiming of results especially in MEDICOLEGAL CASES.  
*\*\* One (1) valid ID (issued by the government) for non-medicolegal cases*  
*\*\* One (1) valid ID (issued by the government); and patient's AUTHORIZATION LETTER*  
*(if relatives are to claim the results) for MEDICOLEGAL CASES*
3. **CLAIMING STUB** and **OFFICIAL RECEIPT** to identify the case number of the patient's file



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### DURATION:

**X-RAY PROCEDURES:** 15 minutes for AMBULATORY patients  
30 minutes or more for VEHICULAR ACCIDENTS

Step 1:

**ER/OPD/TRIAGE PATIENTS:** Proceed to the cashier for payment

**OSCA PATIENTS:** Secure an ENDORSEMENT LETTER from OSCA OFFICE, with a photocopy of the letter and OSCA ID (back-to-back)

**INDIGENT/PWD PATIENTS:** Proceed to the Social Welfare Office for an attachment:(i.e.: Public-Private Partnership Malasakit Center, Mayor's Fund, DOH MAP, Quantified Free Service, and OP-SCPF)And secure a photocopy of your ID (back-to-back)

Step 2: Patient information and requested examination are verified in the reception area

Step 3:X-ray procedure is performed by the radiologic technologist

Step 4: Sorting, encoding, image sending via e-mail, and checking of x-ray films and results (by the radiologic technologists and radiologists)

Step 5: Releasing of results within 48 hours.

**\*\* REMINDER: X-ray results are released later than usual during weekends and holidays.**



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### **ULTRASOUND PROCEDURES: 45 minutes**

Step 1: Confirm ultrasound schedule and secure the materials needed for the procedure.

Step 2: **FOR FULLY VACCINATED PATIENTS:** Proof of vaccination must be presented, with temperature screening

**FOR PARTIALLY VACCINATED PATIENTS:** Rapid antigen test result must be negative.

**FOR UNVACCINATED PATIENTS:** Rapid antibody test result must all be negative.

Step 3: **ER/OPD/TRIAGE PATIENTS:** Proceed to the cashier for payment

**OSCA PATIENTS:** Secure an ENDORSEMENT LETTER from OSCA OFFICE, with a photocopy of the letter and OSCA ID (back-to-back)

**INDIGENT/PWD PATIENTS:** Proceed to the Social Welfare Office for an attachment :(i.e.: Public-Private Partnership Malasakit Center, Mayor's Fund, DOH MAP, Quantified Free Service, and OP-SCPF) And secure a photocopy of your ID (back-to-back)

Step 4: Patient information and requested examination are verified by the ultrasound technologist



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Step 5: Ultrasound procedures are performed by the ultrasound technologist and the radiologist.

**\*\*REMINDER: Scanning of admitted/ER/TRIAGE patients, and FASTING PROCEDURES are prioritized.**

Step 6: Encoding and checking of results are done by the radiologist

Step 7: Ultrasound results are released within the day.

**CT SCAN PROCEDURES: 30 minutes** for NON-CONTRAST procedures  
**1 hour** for CONTRAST procedures

### A. FOR NON-CONTRAST PROCEDURES

Step 1:

**ER/OPD/TRIAGE PATIENTS:** Proceed to the cashier for payment

**OSCA PATIENTS:** Secure an ENDORSEMENT LETTER from OSCA OFFICE, with a photocopy of the letter and OSCA ID (back-to-back)

**INDIGENT/PWD PATIENTS:** Proceed to the Social Welfare Office for an attachment:(i.e.: Public-Private Partnership Malasakit Center, Mayor's Fund, DOH MAP, Quantified Free Service, and OP-SCPF)And secure a photocopy of your ID (back-to-back)

Step 2: Patient information and requested examination are verified in the reception area



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Step 3: CT-Scan is performed by the radiologic technologist

Step 4: Sorting, encoding, tomography sending via e-mail, and checking of films and results (by the radiologic technologists and radiologists)

Step 5: Releasing of results is within 7 working days.

**\*\* REMINDER: CT scan results are released later than usual during weekends and holidays.**

## B. FOR CONTRAST PROCEDURES

Step 1: Confirm CT-Scan procedure and secure needed materials for the procedure

Step 2: Confirm that scheduled patients have a current **(within one week)** normal creatinine level or normal estimated glomerular filtration rate (eGFR) prior to an IV contrast-enhanced CT

Step 3: **ER/OPD/TRIAGE PATIENTS:** Proceed to the cashier for payment

**OSCA PATIENTS:** Secure an ENDORSEMENT LETTER from OSCA OFFICE, with a photocopy of the letter and OSCA ID (back-to-back)

**INDIGENT/PWD PATIENTS:** Proceed to the Social Welfare Office for an attachment:(i.e.: Public-Private Partnership Malasakit Center, Mayor's Fund, DOH MAP, Quantified Free Service, and OP-SCPF) And secure a photocopy of your ID (back-to-back)



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Step 4: Patient information and requested examination are verified by the radiologic technologist

Step 5: CT-Scan procedures are performed by the radiologic technologist.

Step 6: Sorting, encoding, tomograph sending via e-mail, and checking of films and results  
(by the radiologic technologists and radiologists)

Step 7:Releasing of results is within 7 working days.