



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
TACLOBAN CITY HOSPITAL
Tacloban City, Leyte

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
OUT PATIENT DEPARTMENT					
I. CONSULTATION ➤ Pediatrics ➤ Medical ➤ Prenatal Check – Up / OB-Gyne ➤ Dental ➤ Physical Examination	➤ Issue priority number at the Records Section to clients for consultations	1 min.	➤ Records Clerk	➤ Old Patient present: • OPD / Hospital number	FREE
		1 min.		➤ New Patient	FREE
	➤ Takes and records the patient's vital signs accurately and promptly: • Blood Pressure • Pulse Rate • Respiratory Rate • Temperature • Body Weight	5-8 mins	➤ OPD Nurses	➤ OPD / Dispensary Card	FREE
	➤ History taking of patient's illness	5 mins	➤ OPD Nurses	➤ OPD / Dispensary Card	FREE
	➤ Classify patient for consultation according to their needs and priority number • Pedia (White) • Medical ▪ Female (Pink) ▪ Male (Blue) • OB/Prenatal (Green) • Dental (Red)	1-2 mins	➤ Nurses assigned at OPD lounge area	➤ OPD / Dispensary Card	FREE

	<ul style="list-style-type: none"> ➤ Conducts general consultation to patients according to their health needs presented 	10 mins / patient	<ul style="list-style-type: none"> ➤ OPD Physician / Dra. Karen Cudelia C. Go 	<ul style="list-style-type: none"> ➤ OPD / Dispensary Card 	FREE
II. Medical Certificate (Issuance)	<ul style="list-style-type: none"> ➤ Prepares medical certificate to be issued ➤ Records clerk instruct patient / significant others to pay to the cashier ➤ Issues medical certificate duly signed by the physician 	5 mins 1 min 1 min	<ul style="list-style-type: none"> ➤ Records Clerk (Gerry Alapoop) ➤ Records Clerk (Gerry Alapoop) ➤ Records Clerk (Gerry Alapoop) 	<ul style="list-style-type: none"> ➤ OPD / Dispensary Card ➤ Charge slip ➤ Official Receipt 	P 65.00
III. National Rabies Prevention and Control Program (Monday and Thursday)	<ul style="list-style-type: none"> ➤ Prepares and issues Anti-Rabies Vaccine slip to patient / significant othes to pay to the cashier ➤ Administers Anti-Rabies vaccine as ordered by the physician and according to their scheduled days <ul style="list-style-type: none"> • Active vaccine • Passive vaccine ANST (After Negative Skin Test) 	1 min 1-3 mins 5-10 mins	<ul style="list-style-type: none"> ➤ Injection Room Nurses 	<ul style="list-style-type: none"> ➤ ARV Service Fee ➤ OPD / Dispensary Card ➤ Rabies Post-Exposure Prophylaxis Card 	P 50.00 Philhealth DOH
IV. Expanded Program on Immunization (Wednesday)	<ul style="list-style-type: none"> ➤ Receives and checks the OPD card, as to the type of immunization to be administered to the patient (babies) per doctor's order ➤ Prepares and administers vaccines to patients as ordered by the physician 	1-2 mins 3-5 mins	<ul style="list-style-type: none"> ➤ Injection Room Nurses 	<ul style="list-style-type: none"> ➤ OPD / Dispensary Card ➤ Immunization card 	FREE FREE
V. Family Planning	<ul style="list-style-type: none"> ➤ Receives and cheks the OPD card, their general information like Last Menstrual Period and Pregnancy test result (negative) and written order by the physician ➤ Prepares and administers different family planning commodities 	1-2 mins 10 mins	<ul style="list-style-type: none"> ➤ Family planning nurse coordinator (Rhodora Pongos or Criselda Ugsad) 	<ul style="list-style-type: none"> ➤ OPD / Dispensary Card ➤ Target client on Family Planning 	FREE FREE

VI. Administration of Anti-tetanus and Tetanus Toxoid	➤ Prepares and administers Anti-tetanus and Tetanus Toxoid as ordered by the physician	3-5 mins after negative skin test of Anti-tetanus	➤ Injection Room Nurses (Carlota Borata, Rhea Cinco, Denise Agaton, Merie Grace Octaviano)	➤ OPD / Dispensary Card	FREE
VII. TB DOTS	➤ Checks the OPD card including their chest x-ray and sputum result	2 mins	➤ TB Dots Nurse (Rhodora Pongos or Merie Grace Octaviano)	➤ OPD / Dispensary Card ➤ Laboratory result <ul style="list-style-type: none"> • Sputum result • Chest X-ray 	FREE
	➤ Prepares and dispenses Anti-TB drugs as ordered by the doctor	5-10 mins	➤ TB Dots Nurse (Rhodora Pongos or Merie Grace Octaviano)	➤ OPD / Dispensary Card ➤ Registry logbook	P 4,000 / patient charged to Philhealth
VIII. Newborn Screening	➤ Motivation of parents	5 mins	➤ Ward Nurses	➤ Flyers on Newborn Screening	FREE
	➤ Receives and checks OPD card, babies' general information including birth weight and all anthropometric measurements and other informations.	1-2 Mins.	➤ Injection Room Nurses (Carlota Borata, Rhea Cinco, Denise Agaton, Merie Grace Octaviano, Conchitina Rose Vergara)	➤ OPD / Dispensary card	FREE
	➤ Fills up the newborn screening kit legibly and clearly	3-5 Mins.	➤ Injection Room Nurses (Carlota Borata, Rhea Cinco, Denise Agaton, Merie Grace Octaviano, Conchitina Rose Vergara)	➤ Newborn Screening kit	FREE
	➤ Collects the Newborn Screening specimen	5 Mins.	➤ Injection Room Nurses (Carlota Borata, Rhea Cinco, Denise Agaton, Merie Grace Octaviano, Conchitina Rose Vergara)	➤ Newborn Screening kit	P 1,550 charged to Philhealth P600 Non-Philhealth

	➤ Dry the NBS Kit at the NBS dryer for 4 hrs.	4 hours	➤ Injection Room Nurses (Carlota Borata, Rhea Cinco, Denise Agaton, Merie Grace Octaviano, Conchitina Rose Vergara)	➤ Newborn Screening kit ➤ Newborn Screening dryer	FREE
	➤ Fills up the transmittal form	1-3 Mins.	➤ Injection Room Nurses (Carlota Borata, Rhea Cinco, Denise Agaton, Merie Grace Octaviano, Conchitina Rose Vergara)	➤ NBS Transmittal form	FREE
	➤ Send the newborn screening kit to Iloilo via LBC	After 24-48 hours		➤ Newborn screening kit and transmitted form	FREE with MOA
LABORATORY FRONTLINE SERVICES					
A. LABORATORY EXAMINATION OF OUT-PATIENT (EKsaminasyon ha laboratory para ha gawas na pasyente)	I. SUBMIT LABORATORY REQUEST TO LABORATORY PERSONNEL. (ihatag an laboratory request ha usa ka personales ha laboratory)	3 mins.	LABORATORY PERSONNEL		
	II. ASSESSES AVAILABILITY OF LABORATORY EXAMINATION REQUESTED. (kitaon an laboratory request kun mayda abilabli na eksaminasyon dida ha laboratory.)	3 mins.	LABORATORY PERSONEL		
	III. FOR PAYING PATIENT: Goes to the cashier for costing and settle payment. (para han mabayad na pasyente, pakadto ha kahera ha hospital.) FOR INDIGENT PATIENT: Submit laboratory request to COH for indigent approval. (para han diri na bayad, pakadto ha opisina han CHIEF OF HOSPITAL para magpaperma han laboratory request.	5 mins.	CASHIER		

<p>B. LABORATORY EXAMINATION OF IN-PATIENT (eksaminasyon ha laboratoryo para ha sakob na pasyente)</p>	<p>IV. FORWARD LABORATORY REQUEST, RECEIPT/PROOF OF INDIGENCY AND SPECIMEN TO LABORATORY PERSONEL. EXTRACT BLOOD SAMPLE TO PATIENT FOR BLOOD EXAMINATION. (ihatag ha usa ka personales ha laboratory an specimen upod an laboratory request, recebo o permado na laboratory request . kuhaan hin dugo adton pasyente na mapa-eksamin han iya dugo.)</p>	<p>5 mins</p>	<p>LABORATORY PERSONNEL/ MED.TECH</p>		
	<p>V. PERFORM LABORATORY EXAMINATION. (Eksaminon an specimen)</p>	<p>1hr</p>	<p>MED.TECH</p>		
	<p>VI. RELEASE RESULT TO PATIENT/ AUTHORIZED PERSON. (Ihatag an resulta ha pasyente o ha tinapuran han pasyente)</p>	<p>5 mins.</p>	<p>LAB.PERSONNEL</p>		
	<p>VII. PATIENT BRINGS RESULT TO OPD FOR INTERPRETATION OF LABORATORY RESULT. (Dad-on han pasyente an resulta ngadto ha doctor ha OPD)</p>	<p>3 mins</p>	<p>OPD DOCTORS</p>		
	<p>I. NURSE ON DUTY PREPARES THE LABORATORY REQUEST. (An nars na duty maghihimo han laboratory request.)</p>	<p>3 mins</p>	<p>NURSE</p>		
	<p>II. SAMPLE OTHER THAN BLOOD IS FORWARDED BY PATIENT'S CARETAKER TO THE LABORATORY TOGETHER WITH THE LABORATORY REQUEST. (An</p>	<p>3 mins</p>	<p>LABORATORY PERSONNEL</p>		

	specimen gindadara han bantay han pasyente upod han laboratory request ngadto ha laboratoryo.)				
	<p>III. LABORATORY PERSONNEL RECEIVE THE SPECIMEN. (kakarawaton an specimen han usa na personales ha laboratoryo.)</p> <p>IV. MED. TECH. GOES TO THE WARD TO EXTRACT BLOOD SAMPLES. (An Med. Tech makadto ha kuarto han pasyente pagkuha hin dugo.)</p> <p>V. MED. TECH. PERFORM EXAMINATION. (An med.tech mag-eeksamin han specimen.)</p> <p>VI. RELEASES RESULT TO THE NURSE ON DUTY FOR INTERPRETATION. (Ihatag an resulta ha nars na duty para ipabasa ha doctor.)</p>	<p>3 mins</p> <p>5 mins</p> <p>1 hr</p> <p>3 mins</p>	<p>LABORATORY PERSONNEL</p> <p>MED. TECH</p> <p>MED. TECH</p> <p>LABORATORY PERSONNEL</p>		
PHARYMACY FRONTLINE SERVICES					
IN-PATIENT PRESCRIPTION (reseta hin pasyente sulod han Ospital)	<p>PHILHEALTH PATIENT (mayda Philhealth nga pasyente)</p> <p>1. Go to pharmacy and bring the prescription for the issuance of medicines (pakadto ha botika ngan dad a an reseta pagkuha han medisina)</p> <p>NON-PHILHEALTH PATIENT (waray Philhealth nga pasyente)</p> <p>1. Go to pharmacy and bring the prescription for costing/pricing of medicines (pakadto ha botika ngan dad a an reseta pagpresyo han medisina)</p>	<p>1-3 min.</p> <p>15-30 sec.</p>	<p>Pharmacist</p> <p>Pharmacist/ Pharmacy Aide</p>		

	<p>2. Go to cashier to pay the cost/amount of medicines (<i>pakadto ha kahera pagbayad han kantidad han medisina</i>)</p> <p>3. Go to pharmacy and present the official receipt for the issuance of medicines (<i>pakadto ha botika ngan ipakita an resibo para matagan hin medisina</i>)</p> <p>INDIGENT PATIENT (<i>an mga kblas nga pasyente</i>)</p> <p>1. Go to COH office and bring the prescription for approval/signature (<i>pakadto han opisina han COH ngan dad a an reseta para aprobahan/pirmahan</i>)</p> <p>2. Go to pharmacy and bring the approved prescription by the COH for the issuance of medicines (<i>pakadto ha botika ngan dad a an reseta na gin aprobahan han COH para matagan hin medisina</i>)</p>	<p>1-3 min.</p> <p>1-3 min.</p> <p>5-10 min.</p> <p>1-3 min.</p>	<p>Cashier</p> <p>Pharmacist/ Pharmacy Aide</p> <p>COH</p> <p>Pharmacist</p>		
<p>OUT-PATIENT PRESCRIPTION (<i>reseta hin pasyente nga nagpakonsulta la</i>)</p>	<p>PAYING PATIENT (<i>mabayad nga pasyente</i>)</p> <p>1. Go to pharmacy and bring the prescription for costing/Pricing of medicines (<i>pakadto ha botika ngan dad a an reseta pagpresyo han medisina</i>)</p> <p>2. Go to cashier to pay the cost/ amount of medicines (<i>pakadto ha kahera pagbayad han kantidad han medisina</i>)</p> <p>3. Go to pharmacy and present the official receipt for the issuance of</p>	<p>15-30 sec.</p> <p>1-3 min.</p> <p>1-3 min.</p>	<p>Pharmacist/ Pharmacy Aide</p> <p>Cashier</p> <p>Pharmacist/ Pharmacy Aide</p>		

	<p><i>medicines (pakadto ha botika ngan ipakita an resibo para matagan hin medisina)</i></p> <p>INDIGENT PATIENT <i>(an mga kabras nga pasyente)</i></p> <ol style="list-style-type: none"> 1. <i>Go to COH office and bring the prescription for approval/signature (pakadto han opisina han COH ngan dad a an reseta para aprobahan/pirmahan)</i> 2. <i>Go to pharmacy and bring the approved prescription by the COH for the issuance of medicines (pakadto ha botika ngan dad a an reseta na gin aprobahan han COH para matagan hin medisina)</i> 	<p>5-10 min.</p> <p>1-3 min.</p>	<p>COH</p> <p>Pharmacist</p>		
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Chief of Hospital


