



**REGION I MEDICAL CENTER**  
Dagupan City

**CITIZEN'S CHARTER**

Department/Section/Unit: **OUTPATIENT DEPARTMENT / DIABETES CLINIC**

Schedule of Availability of Service: 8:00am - 4:00pm Mondays - Fridays

8:00am - 12:00pm Saturdays (except Sundays and Holidays)


ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
ASSESSMENT	1 2 3 4 5 6	<ul style="list-style-type: none"> <li>- Patient get queue number outside the clinic.</li> <li>- Wait for the Nurse to call your name.</li> <li>- Fills up Center for Diabetes Care Form (CDC)               <ul style="list-style-type: none"> <li>▪ For New Patient</li> <li>▪ For Old Patient</li> </ul> </li> <li>- Taking vital signs.</li> <li>- Anthropometric measurement.</li> <li>- Comprehensive Foot Examination.</li> </ul>	10-20 minutes 5-10 minutes } 5-10 minutes	Nurse on duty	10 minutes depending on the number of patients waiting.
CONSULTATION	1 2 3 4	<ul style="list-style-type: none"> <li>- History taking including confirmed diabetic complications and other medical conditions.</li> <li>- Physical Examination.</li> <li>- Management (prescribing medication; request laboratory test if needed).</li> <li>- Refers to SPECIALIST if needed.</li> </ul>	10-20 minutes	Visiting Consultant / IM Resident	10 minutes depending on the number of patients waiting.
POST CONSULTATION	1 2 3	<ul style="list-style-type: none"> <li>- Explain prescribed medication (mechanism of action; possible adverse side effects; dosage and time).</li> <li>- Health teaching / Counselling.</li> <li>- Instruct patient when to come back for their follow up.</li> </ul>	5-10 minutes	Diabetes Nurse Educator	10 minutes depending on the number of patients waiting.

We, Health Workers of Region I Medical Center commit to:

- Serve the best Medical Care within our capacity, as you enter our hospital premises.
- Respond to your complaints and commendations about our services promptly and take corrective and appropriate measures.

We, continue to do the best because you deserve No Less.


Prepared By:

  
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