



REGION I MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Section/Unit: **OUTPATIENT DEPARTMENT / DOTS 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	Wait for the Nurse to call your name. Taking vital signs.	5-10 minutes	Nurse on Duty	10 minutes depending on the number of patients waiting waiting.
CONSULTATION	1	Patient work up a. Get request for sputum examination, xray form b. Save 2 specimen for AFB and submit to laboratory Laboratory	10 mins/ patient 2 mins/ patient 5 days work period	TB Medical Coordinator TB Nurse Coordinator	10 minutes depending on the number of patients waiting waiting. 5 minutes 30 minutes
	2	Submit result of sputum	2 mins/ patient	Patient	5 minutes depending on the number of patients waiting waiting.
	3	Enroll through DOTS Tutok Gamutan	10 mins/ patient	TB Nurse Coordinator	15 minutes depending on the number of patients waiting waiting.
	4	Referral through Tuberculosis (TBDC) for un-confirmed case of Pulmonary TB	Twice a month	Tuberculosis Diagnostic Committee Committee	10 minutes depending on waiting
POST CONSULTATION	1 2	- Health teaching / Counselling. - Instruct patient when to come back for their follow up treatment.	5-10 minutes	Nurse TB Coordinator	5-10 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.

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