



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.

Prepared By:

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DOTS Clinic Nurse

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Medical Center Chief II



REGION I MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Section/Unit: **PROGRAMMATIC MANAGEMENT ON DRUG RESISTANT TB SATELLITE TREATMENT CENTER**
Schedule of Availability of Service: 8:00am - 12:00nn Mondays - Saturdays

ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
ASSESSMENT & SCREENING	1	Verification of Requirements -Smear Result, X-ray, Referral Form, and Treatment Card from previous treatment if available	5-10 mins	Nurse on Duty	10 minutes, depending on the number of patients waiting.
	2	Explanation of step by step procedure and Consent signing	30 mins- 1 hour	MDR TB Physician or Nurse on Duty	30 minutes
	3	Interview Proper a. History Taking b. Vital Signs Taking			
	4	Sputum Collection for GENE EXPERT	30 mins	Nurse on Duty	30 minutes
	5	Waiting for GENE EXPERT result > if Rif- SUSCEPTIBLE/MTB (-), wait for the acknowledgement form then go back to the referring unit > if Rif- RESISTANT, for scheduling of orientation on Cat 4 treatment	1-2 days 2-5 mins	Nurse on Duty	1 day
ENROLLMENT FOR TREATMENT	1	a. Detailed orientation on treatment b. Signing of Contract/Consent on treatment c. Providing of pre-enrollment checklist d. Request for Baseline blood chemistry, chest x-ray and specimen collection given	30-45 mins	Nurse on Duty	15 minutes
	2	Drug education and Drug ramping	2-3 days after orientation	Nurse on Duty	depending upon completion of requirements
SUPERVISED TREATMENT/D.O.T.	1	Taking of individualized regimen/medication	5-15 mins	Nurse on Duty	5-10 minutes depending on the number of patients waiting
	2	Health teaching / Counselling.			
CONTACT TRACING	1	Bring all family members or contact people for work up (Xray, PPD)	20- 30 mins mins	Nurse on Duty	5-10 minutes depending on the number of patients waiting

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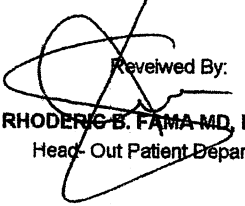
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