



REGION I MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Section/Unit: **OUTPATIENT DEPARTMENT / ENT 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 name/number to be called. - Taking of vital signs.	5-10 minutes	Nurse on duty	10 minutes depending on the number of patients waiting.
CONSULTATION	1 2 3	- History taking. - Physical Examination. - Management (prescribing medication; request laboratory test if needed).	10-15 minutes	ENT Physician on duty	10 minutes depending on the number of patients waiting.
MINOR SURGERY	1 2	- Issue of payment slip according to procedure then proceed to collecting section for payment. - Perform the necessary procedure.	20-30 minutes	ENT Physician on duty	10 minutes depending on the number of patients waiting.
POST CONSULTATION	1 2 3	- Health teaching. - Instruct patient when to come back for their follow-up. - The patient refer to other clinic and emergency department if the patient is for admission/for operation, (if apply)	5-10 minutes	Nurse on duty	10 minutes depending on the number of patients waiting.

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

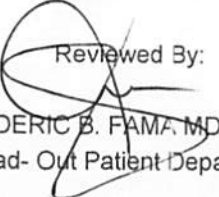
- *Serve the best Medical Care within our capacity, as you enter our hospital premises.*
- *Respond to your complaints and commendations about our services promptly and take corrective and appropriate measures.*

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


Prepared By:


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Medical Center Chief II