



**REGION I MEDICAL CENTER**  
Dagupan City

**CITIZEN'S CHARTER**

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

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

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

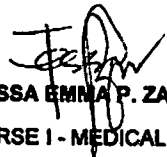
ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
ASSESSMENT	1	Take a seat and wait for your name/number to be called	10 minutes	Nurse on Duty	10 minutes due to simultaneous arrival of patients
	2	Vital signs taking	5 minutes	Nurse on Duty	5 minutes due to simultaneous arrival of patients
CONSULTATION	1	Consultation Proper	10-15 minutes	Resident Physician on Duty	Depends upon the Doctor's disposition
	2	Patient referred to laboratory, x-ray, ECG with charge slip, if necessary, to other clinics and to the emergency room to be admitted	Depends upon the Doctor's disposition and availability of results		
	3	Re-assessment (Present the results)	10-15 minutes	Nurse on Duty Resident Physician on Duty	Depends upon the Doctor's disposition
POST CONSULTATION	1	Health Teaching/ counselling and instruction for the next visit/ follow up.	10-15 minutes	Nurse on Duty	5-10 minutes due to simultaneous arrival of patients

*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.*

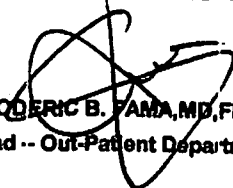
*We, continue to do the best because you deserve No Less.*

PREPARED BY:



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NURSE I - MEDICAL CLINIC

RECOMMENDING APPROVAL BY:



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Head -- Out-Patient Department

APPROVED BY:



JOSEPH ROLAND O. MEJIA, MD, FPSMS, MBAH, MPA, DHSM, CESE  
Medical Center Chief II