



REGION I MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Section/Unit: **OPHTHALMOLOGY SECTION**

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

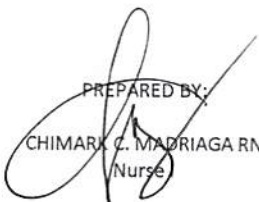
8:00am - 12:00pm Saturdays (except Sundays and Holidays)

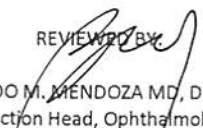
ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
ASSESSMENT	1	- Take a set and wait for your name to be called	5-10 minutes	Nurse on duty	15 minutes due to simultaneous arrival of patients 5 minutes due to simultaneous arrival of patients 10 minutes due to simultaneous arrival of patients
	2	- Vital signs and History taking	5 minutes		
	3	- Visual Acuity Testing	5-10 minutes		
CONSULTATION	1	- Wait for your name to be called	5-10 minutes	Nurse on duty	10 minutes depending on the case of patients 30 minutes to 1 hour depending on the case and diagnostic procedures to be done
	2	- Consultaion proper	5-10 minutes	Ophthalmologist on Duty	
POST-CONSULTATION	1	<i>If OPD only</i> - Health teaching/counselling and instruction for the next visit/follow up	5-10 minutes	Ophthalmologist and or Nurse on duty	10 minutes due to simultaneous arrival of patients 10 minutes due to simultaneous arrival of patients
		<i>If for Admission</i> - Facilitate admission and transfer patient to Emergency Department	20 minutes	Nurse on duty	
MINOR TREATMENTS AND PROCEDURES	1	- Take a set, wait for your name to be called	5-10 minutes	Nurse on duty	10 minutes due to simultaneous arrival of patients 5 minutes due to simultaneous arrival of patients 30 minutes depending on the severity of the case
	2	- Issuance of charge slip and proceed to cashier/collecting section for the payment of the procedure, diagnostic or treatment	5 minutes	Nurse on duty	
	3	- Perform the necessary procedure	20-30 minutes	Ophthalmologist	


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

REVIEWED BY:

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APPROVED BY:

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