



REGION 1 MEDICAL CENTER
ARELLANO STREET, DAGUPAN CITY
CITIZENS CHARTER

Department/Section/Unit: **OPD ORTHOPEDIC**


Schedule of Availability of Service: **8:00 – 4:00 pm Monday-Friday**

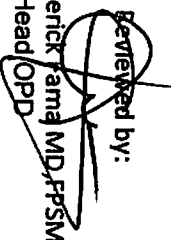
8:00-12:00 pm Saturday


ACTIVITIES	STEPS	WORKFLOW	TIME FRAME	PERSON IN CHARGE	Allowable period of extension and acceptable reason
Consultation (Old, New and follow up)	1	Take a seat and wait for you name to be called.	10-20 minutes	Nurse on duty	Depends on the number of patient waiting
	2	Taking Vital Signs and Gathering patient data	5-10 minutes	Nurse on duty	
	3	Consultation proper	5-20 minutes	Resident on duty	Depending on the case of patient
	4	Wait for doctors disposition patient for: a. ER admission b. Minor Operation c. Work up	10-20 minutes	Resident on duty	Depending on the case of patient
A. ER admission	1	Patient for transfer to ER	5-10 minutes	Nurse on duty	Depends on the case of patient.
B. Minor Operation	1	Wait the Charged slip to the nurse	1-2 minutes	Nurse on duty	
	2	Proceed to cashier section for payment	5-10 minutes	Cashier personnel	Depends on the load of cashier section.
	3	Present the receipt on the Nurse assigned in Minor Operating Room	1-2 minutes	Nurse on duty	
	4	Wait for you name to be called	10-20 minutes	Nurse on duty	Depends on the procedure being done
	5	OPERATION PROPER	10-30 minutes	OPD surgeons	Depend on the kind of operation
	6	Wait for the doctors final disposition	10-20 minutes	OPD surgeon	
C. Patient for work up	1	Wait for the request form	1-2 minutes	Nurse on duty	Depend on the doctors order or number of request being done
	2	Proceed to the cashier for payment	15-20 minutes	Cashier personnel	Depend on the load of cashier

	3	Proceed to x-ray or laboratory	1-2 hours	Department in charge	Depends on the number of patient rendering of the section
	4	Return to the Clinic if the result is done and give to the nurse		Nurse on duty	
	5	Wait for the doctors final disposition	10-20 minutes	Resident on duty	

We, the health Workers of region 1 Medical Center commit to:
 Serve the best Medical Care within our capacity and capability as you enter our hospital premises.
 Respond to your complaints and commendations about our services promptly and take corrective and appropriate measure. We continue to do the best because you deserve No less.

Prepared by:

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 Medical Center Chief II