



REGION I MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Section/Unit: **OUTPATIENT DEPARTMENT / PEDIATRIC 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	5- 10 mins	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		
	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
2. Immunization Wednesday: 8am – 12pm	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	Present your Immunization Book	2 minutes	Watcher	2 minutes due to simultaneous arrival of patients
	3	Vital signs taking	5 minutes	Nurse on Duty	5 minutes due to simultaneous arrival of patients
	4	Consultation Proper	10-15 minutes	Resident Physician on Duty	Depends upon the patient's disposition
	5	Injection of vaccine	5 minutes	Nurse on Duty	5 minutes due to simultaneous arrival of patients
	6	Patient referred to other clinics, if necessary	Depends upon the Doctor's disposition		

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:


JOYCE P. DE VERA, RN
Nurse I - Pediatric Clinic

RECOMMENDING APPROVAL BY:


RHODERIC B. FAMA, MD, FPSMS
Head - Out-Patient Department

APPROVED BY:


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