



REGION 1 MEDICAL CENTER
Dagupan City



CITIZEN'S CHARTER

Department/Secton/Unit: **Department of Radiology**
Schedule of Availability of Service: **24-Hours Daily**

ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
OPD PATIENTS for Radiologic Service/s	1	Patient enters the Radiology Department with corresponding request for X-Ray/Ultrasound/CT Scan procedure and receipt of payment from the . The Charge Slip of the requested procedure is issued from the Office or Clinic of the attending physician. -OPD Patients/watchers are informed of the Scheduling and preparation of the procedure	10 mins	Receptionist / Rad Tech on Duty	10 mins
	2	The patient is requested to wait for the name or number to be called and submit one self to			

		A. X-ray Routine Procedure	10 mins		10 mins
		B. X-ray Special Procedure	1 hour		1 hour
		C. Ultrasound Procedure	15 mins		15 mins
		D. CT Scan Procedure	1 hour		1 hour
	3.	Come Back for the Official Results		Receptionist / Rad Tech on Duty	
		A. X-ray Routine Procedure	Within 24 hours		24 hours
		B. X-ray Special Procedure	Within 24 hours		24 hours
		C. Ultrasound Procedure	Within 4 hours		4 hours
		D. CT Scan Procedure	Within 24 hours		24 hours
WALK IN-PATIENT	4	Present the Referral request for the X-ray/Ultrasound/CT Scan for issuance of charge slips	5 min	Receptionist / Rad Tech on Duty	10 mins
	5	Proceed to the Cashier for the payment			
	6	Present the Official Receipt and wait for patient's turn for the procedure	5 mins		15 mins
In-Patient for Radiologic Service/s	1	Present the X-ray request to the Rad Tech on duty given by the assigned nurse from the ward/s	5 mins	Rad Tech on duty	15 mins

	2	The Receptionist / Ultrasound Tech on duty informs the different ward/s to submit the request for the procedure of the day	5 mins	Receptionist / Ultrasound Tech	15 mins
	3	The different ward / assign nurse proceed to the CT Scan for the scheduling / issuance of the charge slips	5 mins	Rad Tech on Duty	
	4	Proceed to the Cashier			
	5	Present the Official Receipt for the CT Scan procedure			
	6	The CT Scan Staff on duty informs the nurse assign / watcher to wait for the procedure	5 to 10 mins		20 mins
	7	Release of the Official Results		Receptionist / Rad Tech on Duty	
		A. X-ray Routine Procedure	Within 24 hours		24 hours
		B. X-ray Special Procedure	Within 24 hours		24 hours
		C. Ultrasound Procedure	Within 4 hours		4 hours
		D. CT Scan Procedure	Within 24 hours		24 hours

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.*

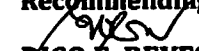
We, continue to do the best because you deserve No Less.

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