



REGION 1 MEDICAL CENTER
Dagupan City

Citizen's Charter

Department /Section/ unit : REGISTRATION SECTION

Schedule of Availability of Service: Monday-Friday 8:00-5:00pm/ Saturday 7am-12noon

ACTIVITIES	STEPS	Work Flow	Time Frame	PERSON IN CHARGE	Allowable Period of Extension & Acceptable
1.Issuance of patient ID card & preparation of OPD card to NEW PATIENTS for OPD consultation/ check-up	1	Fill out Patient information sheet (PIS) at the information table .	2 minutes	Patient	
	2	Take a seat & wait for your name to be called at window 2	5 minutes	Registration Staff	
	3	Pay corresponding amount at window 5 or window 3 . Secure official receipt and ID card then proceed to designated OPD clinic for check up /consultation.	2 minutes	Collecting Staff	
	4	Prepare OPD card & submit to designated clinic .	2 minutes	Registration Staff	
2.Retrieval of old OPD card for follow -up check up or consultation of new case for old patient.	PATIENTS with ID				
	1	Present patient ID card to to window 4		Patient	
	2	Take a seat and wait for your name to be called.	5 minutes	Registration Staff	
	3	Pay corresponding amount at window 5 or 3. Secure official receipt then proceed to designated OPD clinic.	2 minutes	Collecting Staff	
	4	Retrieve old OPD card and submit to designated clinic.	2 minutes	Registration Staff	

		PATIENTS w/o ID			
	1	Fill out PIS at the information table.	2 minutes	Patient	
	2	Take a seat and wait for your name to be called at window 2.	5 minutes	Registration Staff	
	3	Pay corresponding amount at window 5 or 3 . Secure official receipt & ID card then proceed to designated OPD clinic for check-up/ consultation.	2 minutes	Collecting Staff	
	4	Prepare OPD Card & submit to designated clinic .	2 minutes	Registration Staff	

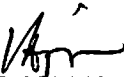
We, Health Workers of Region 1 Medical Center commit to;

-serve the best Medical Care within our capacity and capability, as you enter our hospital premises.


-respond to your complaints and commendation about our services promptly and take corrective and appropriate measures.

We, continue to do the best because you deserved it.


Prepared by:


VICKY T. AQUINO
 OIC- Registration Section

Approved by :


MARLENE N. MANALO
 SAO, HIMS

Noted by:


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