



REGION 1 MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Secton/Unit: Physical Medicine & Rehabilitation
Schedule of Availability of Service: Monday – Friday 8AM – 4PM

ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Available Period of Extension and Acceptable Reason
OPD / IPD Patient Pre-evaluation & pre-treatment	1	Filling of PMR Clinical Record Gathering & Recording of Demographic data & vital signs Organizing referral slips, available work-ups Scheduling for physiatric consult	10 mins	Physical Therapist / Physical Therapy Technician	10 mins
Physiatric Evaluation & Re-evaluation	1	Medical History taking Physical Examination Requesting for diagnostic exams & evaluation of diagnostic results Therapeutic prescription: Pharmacological Therapeutic prescription: Physical therapy	10-30 mins	Physiatrist	10 mins

		Appropriate referrals			
Physical Therapy/ Occupational Therapist	1	Implementation of therapeutic prescription Scheduling for succeeding sessions Referrals for follow-up	Physical Therapist / Occupational Therapist	1 hour	30 mins

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:

Ma. Hazel R. Gazmen, MD, DPBRM, FPARM
Chairman
Physical Medicine and Rehabilitation