



REGION I MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Section/Unit: **OUTPATIENT DEPARTMENT / SPECIALTY 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 CARE AND CHART PREPARATION	1	Take a seat and wait for your name to be called	5-10 minutes	Nurse on Duty	Depends on the number of patients
	2	Nursing Assessment	5 minutes	Nurse on Duty	
CONSULTATION	1	Consultation Proper	Not Applicable	Consultant and Resident on Duty	Depends on the number of patient
	2	Wait for doctors disposition a. Discharge disposition b. Referral to other clinics c. ER Admission			
CHEMOTHERAPY PROCEDURE	1	Wait for the charge slip and proceed to cashier for payment	10-20 minutes	Nurse on Duty	Depends on the number of requests
	2	Start of chemotherapy proper	3-8 hours	Resident, Consultant and Nurse on duty	Depending on the type of Treatment
	3	Wait for the doctor's final disposition	10-20 minutes	Consultant and Doctors on Duty	Depends on the number of patient
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

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:

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