



**REGION 1 MEDICAL CENTER**  
**ARELLANO STREET, DAGUPAN CITY**  
**CITIZENS CHARTER**

Department/Section/Unit: **OPD SURGERY**

Schedule of Availability of Service: **8:00 – 4:00 pm Monday-Friday**

**8:00-12:00 pm Saturday**

ACTIVITIES	STEPS	WORKFLOW	TIME FRAME	PERSON IN CHARGE	Allowable period of extension and acceptable reason
<b>Consultation (Old, New and follow up)</b>	<b>1</b>	Take a seat and wait for you name to be called.	10-20 minutes	Nurse on duty	Depends on the number of patient waiting
	<b>2</b>	Taking Vital Signs and Gathering patient data	5-10 minutes	Nurse on duty	
	<b>3</b>	Consultation proper	5-20 minutes	Resident on duty	Depending on the case of patient
	<b>4</b>	Wait for doctors disposition patient for: a. ER admission b. Minor Operation c. Work up	10-20 minutes	Resident on duty	Depending on the case of patient
<b>A.ER admission</b>	<b>1</b>	Patient for transfer to ER	5-10 minutes	Nurse on duty	Depends on the case of patient.
<b>B.Minor Operation</b>	<b>1</b>	Wait the Charged slip to the nurse	1-2 minutes	Nurse on duty	
	<b>2</b>	Proceed to cashier section for payment	5-10 minutes	Cashier personnel	Depends on the load of cashier section.
	<b>3</b>	Present the receipt on the Nurse assigned in Minor Operating Room	1-2 minutes	Nurse on duty	
	<b>4</b>	Wait for you name to be called	10-20 minutes	Nurse on duty	Depends on the procedure being done
	<b>5</b>	OPERATION PROPER	10-30 minutes	OPD surgeons	Depend on the kind of operation
	<b>6</b>	Wait for the doctors final disposition	10-20 minutes	OPD surgeon	
<b>C. Patient for work up</b>	<b>1</b>	Wait for the request form	1-2 minutes	Nurse on duty	Depend on the doctors orderor number of request being done
	<b>2</b>	Proceed to the cashier for payment	15-20 minutes	Cashier personnel	Depend on the load of cashier

	<b>3</b>	<b>Proceed to x-ray or laboratory</b>	<b>1-2 hours</b>	<b>Department in charge</b>	<b>Depends on the number of patient rendering of the section</b>
	<b>4</b>	<b>Return to the Clinic if the result is done and give to the nurse</b>		<b>Nurse on duty</b>	
	<b>5</b>	<b>Wait for the doctors final disposition</b>	<b>10-20 minutes</b>	<b>Resident on duty</b>	<b>Depending on the doctors discretion.</b>

**We, the 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 commendations about our services promptly and take corrective and appropriate measure. We continue to do the best because you deserve No less.**

**Prepared by:**

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