



EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

CITIZEN'S CHARTER



OB – GYNE WARD

PAMAAGI: Admisyon

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 24 hours (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente nga nanginahanglan sa serbisyo
- C. UNSAY MGA KINAHANGLONON: Chart sa pasyente
- D. KADUGAYON: 30 ka minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Human Manganak gikan sa Angkanan O sa Operating Room O sa Emergency Room	Ang nars sa ward mu dawat sa endorsement gkan sa DR/OR/ER; ipahimutang and pasyente sa iyang higdaanan; e lista ang detalye sa pasyente sa logbook ug sa census report.	10 minutos	Nars sa Ward	Wala	Chart sa pasyente / kardex; admission Logbook; daily census Report

2	Mag palit sa mga kinahanglan nga mga tambal ug mu submit sa request sa laboratoryo	Sugdan sa pag hatag ug painum sa mga tambal ang pasyente ug e follow up ang resulta sa laboratory ug e refer kini sa doktor	10 minutos	Nars sa Ward	Kun adunay Philhealth ang pasyente: Wala Kun wala: Depende sa kadaghanon ug klase sa mga tambal	Reseta sa mga tambal ug request sa laboratoryo
3	Mag andam ug pangalan sa bata para ilang masulat sa sample nga alive birth sa bata	Interbyuhon sa midwife ang ginikanan sa bata ug iya kining e sulat didto sa sample nga live birth. Pag kumpleto na ang mga detalye ngagi pangayo, e hatud sa watcher ang papel ngadto sa Medical Records aron kini ma type.	10 ka minutos	Midwife/nursing attendant	wala	Livebirth Draft; Kopya sa marriage contract sa mga kasado ; Cedula ug ID sa inahan ug amahan sa bata para sa mga di pa kasado
END OF TRANSACTION						

PAMAAGI: Referral

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 24 hours (NO NOON BREAK)
B. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente nga nanginahanglan sa serbisyo
C. UNSAY MGA KINAHANGLONON: Kompletong impormasyon sa pasyente
D. KADUGAYON: 1 ka oras
E. UNSAON NGA MAKAGAMIT SA SERBISYO:

[illegible]

PAMAAGI: Pag-discharge

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 24 hours (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente nga nanginahanglan sa serbisyo
- C. UNSAY MGA KINAHANGLONON: Order sa doctor nga pwede nang maka-uli ng pasyente
- D. KADUGAYON: 1 ka oras og 30 ka minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	E submit ngadto sa billing section ang ilang MDR ug CF1 aron ma lihok daan ilang philhealth	E hatud sa billing section ang charge slip sa pasyente kuyug sa CF2 ug CF3 alang samga adunay philhealth aron ma kwenta ang ilahang hospital bill.	2 ka oras depende sa gidaghanon sa kwentahon	Nars sa ward ug Billing Section	Wala	Charge slip; CF2 & CF3
2	Mag paabot sa pahibalo sa nurse nga andam na ilang bill	Pag andam na ang bill pahibaw-on ang pasyente ngamahimo na silang mu balik ngadto sa billing section aron makuha ilang bill ug sila maka bayad na ngadto sa cashier.		Nars sa Ward	Wala	Chart sa Pasyente

3	Andamon ang immunization card sa bata ug mag paabot sa tawag alang sa newborn screening.	Ang incharge sa newborn screening mag buhat na sa procedure nya hatagan pud and bata ug BCG	10 minutos / bata	Newborn Screening Incharge; Nars sa ward	wala	Immunization Record
4	Pag naka bayad na sa bill e pakita sa nurse ang Clearance slip	Pakaligu-on ang bag-ong nanganak aron ma IE	5 minutos	Midwife	Wala	Wala
5	Mu tubag sa survey	Hatagan ug survey form ang pasyente	5 minutos	Nars sa Ward	Wala	Customer Satisfaction Survey
6	Maminaw sa mga instruction sa nars	Tagaan ug instruction ang pasyente kabahin sa iyang mga tambal nga padayonon sa balay ug ang mga aktibidades nga pwed niyang mahimo ug angay likayan u gang eskedyul sa iyang follow up check up	5 minutos	Nars sa Ward	Wala	Alagang Tagubilin Form
7	E hatag ang copia sa gwardiya sa ilang clearance sa dili pa cla kagawas sa ospital	Tagaag instruction ang pasyente nga aron makagawas sila ilang e hatag sa gwardiya ang clearance	5 minutos	Nars sa Ward; Gwardiya	Wala	Clearance Slip
END OF TRANSACTION						

Prepared By:
MA. FATIMA ASUQUE



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CITIZEN'S CHARTER



OB-GYNE WARD

PROCESS: Admission of Patients to the Ward

- F. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- G. WHO MAY AVAIL OF THE SERVICE: All Postpartum patients, newborn babies and Gynecologic patients
- H. WHAT ARE THE REQUIREMENTS: Patient's Chart, Administered treatment and Care
- I. DURATION: 30 minutes
- J. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	After Delivery at the DR / OR	Ward NOD will receive the endorsement from the DR/ER/OR nurse; Place the patient comfortably on bed. Log patients in the designated logbooks and list them down in the Daily Census Report	10 minutes	Ward Nurse	None	Patient's Chart / Kardex; Logbooks; Daily Census Report

2	SO will go to the pharmacy and laboratory to procure prescribed medications and tests.	Follow up on the availability of medications for it to be started and follow up on the results of the tests to be referred to the Physician	10 minutes	Ward Nurse	<p>If with Philhealth: NONE</p> <p>If without philhealth: Payments will depend on the prescription and tests needed</p>	Prescription and laboratory request; Available medications/ Medication Sheet/ Medication Tickets
3	Patient will prepare a Name for their baby and answer all questions to be asked by the midwife for the Certificate of Live Birth	Midwife on duty will conduct an interview on the needed data for the Livebirth in a draft copy and instruct them on the needed requirements. (Marriage Certificate for married; Cedula and ID of both parents of the newborn for unmarried couples)	10 minutes	Midwife / Nursing Attendant	None	Livebirth Draft; Photocopy of Marriage Certificate or Cedula and Valid ID's
END OF CONSULTATION						

PROCESS: Referral of Patients to Other Institutions

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: All Postpartum patients, newborn babies and Gynecologic patients who needs a higher treatment facility
- C. WHAT ARE THE REQUIREMENTS: Patient's Chart, Referral Slip, Trip Ticket
- D. DURATION: 1 hour
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Will understand the need for further management	The Doctor will explain to the patient and their significant others the need to transfer to a higher facility. Once the patient decides, the doctor will contact the hospital where the patient will be transferred and prepares a Referral Slip.	20 minutes	Doctor	None	Patient's Chart; Referral Form

2	Facilitate their Clearance	The nurse will prepare the patient's charge slip and forward it to the billing section. Once payment is made, the nurse will contact the ambulance for transport	20 minutes	Ward Nurse	Depends on their bill	Statement of Account; Clearance
3	Prepare their things for transfer	The nurse will prepare a trip ticket for the transfer. Upon the availability of the ambulance the patient will be transported to their desired hospital immediately.	20 minutes	Ward Nurse	None	Trip Ticket
END OF CONSULTATION						

PROCESS: Discharge

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: All Postpartum patients, newborn babies and Gynecologic patients
- C. WHAT ARE THE REQUIREMENTS: Patient's Chart, Administered treatment and care
- D. DURATION: 2 hours and 30 minutes
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit MDR and CF1 to the billing section	Forward Charge slip and CF2 CF3 for those who have philheath to the Billing Section; inform patients that they will be informed	2 hours (depends on the number of patients)	Ward Nurse	None	Charge Slips; CF2 and CF3

		once their bill is ready	for billing)			
2	Wait for the prompt of the nurse that their bill is ready; Take a full body bath while waiting for their bill	Once their bill is ready they will get it from the Billing Section and Proceed to the Cashier for the payment and let the Cashier sign their clearance slip. They will go back to the billing section to present their receipt and the Billing Officer will countersign their Clearance Slip		Billing Section / Cashier	Depends on their total bill	Statement of Account; Clearance Slips; Official Receipt
3	Bring baby to the newborn screening area	Newborn Screening in Charge will perform the procedure prior to discharge of all newborns and administration of BCG is also done	10 minutes	Newborn Screening In Charge	none	Immunization Record
4	After payment is made, SO will present their Clearance Slip to the nurse	Instruct patients to go to the IE area after taking a full body bath	5 minutes	Midwife	none	none
5	Patient will answer our customer satisfaction Survey	Let patient answer our customer satisfaction Survey	5 minutes	Ward Nurse	None	Customer Satisfaction Survey Form
6	Listen attentively to the Discharge instructions given to them	Nurse will discuss to the patient their discharge instructions that includes their medications to be continued at home and their follow up check-up	5 minutes	Ward Nurse	None	Alagang Tagubilin Form

		The nurse will sign the clearance slip, takes out the other copy for filing				
7	Gives their clearance slip to the security guard	Instruct patients to give the other copy of their clearance to the guard	5 minutes	Security Guard	None	Clearance Slips
END OF CONSULTATION						

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