



# EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

## CITIZEN'S CHARTER

### OUT PATIENT DEPARTMENT



**PAMAAGI: PANGONSULTA / PAGDAWAT SERBISYO PARA SA MGA NAPAAKAN UG HAYOP**

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes ug Huwebes, 8:00 sa buntag -5:00 sa hapon
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan nga napaakan ug hayop
- C. UNSAY MGA KINAHANGLONON: OPD Chart Sa Pasyente , ABTC Vaccination Card, Patient Information Sheet, ABTC patient record, OPD Record, Active Vaccination form, Passive Vaccination form, Vaccination Card
- D. KADUGAYON: 2 ka oras
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA
1	Magparehistro sa Registration Area sa OPD ug Magpakuha Ug Vital Signs	Irehistro ang pasyente. Kuhaon ug vital signs ug isulat sa iyaha nga chart, pagkahuman ihatud didto sa ABTC	15 minutos	OPD Staff	PhP 50.00	<ul style="list-style-type: none"><li>• Patient Information Sheet ug Chart sa Pasyente</li></ul>
2	Magparehistro ug magpaconsultsconsulta sa ABTC doktor para sa tukmang pagkategoriya ug tambal :	Irehistro ang mga pasyente ug ipaconsulta sa ABTC doctor.	30 minutos – registro, konsultasyon	ABTC Staff ABTC Doktor	PhP 115.00 sa unang adlaw sa bakuna	<ul style="list-style-type: none"><li>• Unang bakuna *ABTC patient record * OPD Record</li></ul>

	<p>A. Category I</p> <p>B. Category II</p> <p>C. Category III</p>	<p>A. Walay ihatag nga bakuna sa rabies</p> <p>B. Hatagan ug bakuna sa rabies ( Active vaccine , opsyonal ang Passive Vaccine )</p> <p>C, Hatagan sa Active ug Passive Vaccine</p>			<p>PhP 80.00 sa sunod nga mga adlaw sa pagbakuna</p>	<ul style="list-style-type: none"> <li>Sunod nga bakuna</li> <li>* ABTC patient record</li> <li>*OPD Record</li> </ul>
3	<p>Magpaabot nga magrupo</p> <p>A. Upat sa grupo kon Rabipur ang gamiton</p> <p>B. Lima sa grupo kon Verorab ang gamiton</p> <p>C.Magpa skin test kung kinahanglan hatagan ug Passive nga bakuna sa rabies</p>	<p>Igrupo ang pasyente sigun sa pondo sa bakuna sa rabies nga libre.</p> <p>Hatagan ug usa ka libre nga passive nga bakuna sa rabies ang tanan nga pasyente nga nanginahanglan. Kung kulang kini kay sigon man sa timbang , tagaan kini ug resita unya ipapalit I-skin test kini una ihatag sa cliente.</p>	30 minutos	ABTC Staff		<ul style="list-style-type: none"> <li>Active Vaccination form</li> <li>Passive Vaccination form</li> </ul>
4	<p>Motan-aw sa video mahitungod sa rabies.Motuman sa schedule sa paghatag sa bakuna.</p> <p>A. D0, D3 , ug D7 ang schedule kung buhi,makit-an ang hayop nga nakapaak</p> <p>B. D0,D3,D7, ug D28 ang</p>	<p>Ipasalida ang video sa rabies ug hatagan sa schedule sa bakuna.</p>	30 minutos	ABTC Staff		<ul style="list-style-type: none"> <li>Vaccination Card</li> </ul>

	schedule kung ang nakapaak nga hayop namatay o dili na makit-an. Siguradohon nga tumanon ang schedule sa petsa nga isugyot					
5	Fill-upan ang Customer Satisfaction Survey Form ug ihatag sa staff saABTC	Kolektahon ang survey form ug sultihan kanus-a ang pasyente mobalik sa center.	15 minutos	ABTC Staff		<ul style="list-style-type: none"> <li>Customer Satisfaction Survey Form</li> </ul>
<b>END OF TRANSACTION</b>						

Prepared by:

**ROMIL L. MAGALE, RN, MAN**



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## CITIZEN'S CHARTER

### OUT-PATIENT DEPARTMENT



**PAMAAGI: Out-Patient Consultation and Treatment**

- F. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Biyernes (8:00am-5:00pm), Immunization (Wednesday 8:am-12 noon)
- G. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente nga nagkinahanglan og konsultasyon sa dili dinalian nga kondisyon
- H. UNSAY MGA KINAHANGLONON: Customer Information Sheet (CIS), OPD payment slip, Official Receipt, OPD iHomis, Patient's OPD record, Laboratory Results, Physician's prescription
- I. KADUGAYON: 2 ka oras 35 ka minuto
- J. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Kumpletuhon og sulat ang Customer Information sheet og ihatag sa registration area.	-Hatagan og payment slip ang pasyente, kuyog sa pasyente og pabayron sa cashier -kung ang pasyente Senior Citizen, Person with Disability og Pantawid -ihatag ang ID sa registration area -sa Pantawid nga pasyente dalha ang payment slip sa	20 minutos	OPD Staff  OPD Cashier	Php 75.00	<ul style="list-style-type: none"><li>• Impormasyon sa pasyente</li><li>• OPD payment slip</li></ul>

		Medical Social Service Unit para sa assessment Kuhaan og vital signs				
2	Magbayad sa cashier	Magbase sa cashier na proceso		OPD Cashier		<ul style="list-style-type: none"> <li>Official Receipt</li> </ul>
3	Ihatag ang resibo sa registration area para mamahimoan ug chart	Isulat ang patients data	5 minutos	OPD Staff		<ul style="list-style-type: none"> <li>OPD iHomis</li> </ul>
4	Maglingkod sa waiting area atubangan sa Telebisyon og maghulat ang pangalan tawagon.	Tawagon og ihatod ang Patient's data record kuyog sa pasyente sa consultation waiting area.	10 minutos	OPD Staff		<ul style="list-style-type: none"> <li>Patient's OPD record</li> </ul>
5	Magpahiluna og lingkod gawas sa consultation area og maghulat ang pangalan tawagon.	Medical and Treatment	1 hour (under normal circumstance)	OPD Physicians		
6	Ang mga pasyente nga gihatagan og Laboratory requests sa doctor: -Ihatag ang laboratory result sa OPD staff og maghulat nga tawagon ang pangalan	-Pangitaon ang OPD record sa pasyente, ipapilit ang laboratory results og ihatag sa doctor, og tawagon ang pasyente, palingkuron atubangan sa doctor.	30 minutos	OPD Staff OPD Physician		<ul style="list-style-type: none"> <li>Patient's OPD record &amp; Laboratory Results</li> </ul>
6.1	Sa mga pasyente nga gihatagan og reseta sa doctor nga nagkinahanglan og	Pahimangnoan ang pasyente sa pamaagi una buhaton og papirmahon	30 minutos	OPD Staff		<ul style="list-style-type: none"> <li>Physician's prescription, Patient's OPD</li> </ul>

	procedure: -Og mapalit na ang gireseta ihatag sa OPD staff og magpaabot sa pahimangno	og pagtugot kung kini gikinahanglan gayud.				record
6.2	Mag bayad sa cashier kung adunay bayronon	Sundon ang proseso sa cashier		Cashier		<ul style="list-style-type: none"> <li>OPD Charge Slip, Official Receipt</li> </ul>
<b>END OF TRANSACTION</b>						

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## **CITIZEN'S CHARTER**

### **OUT PATIENT DEPARTMENT**



#### **PROCESS: CONSULTATION & SERVICES FOR ANIMAL BITE TREATMENT CENTER (ABTC CLIENTS)**

K. SCHEDULE OF AVAILABILITY OF SERVICE: Monday and Thursday 8:00AM – 5:00 PM

L. WHO MAY AVAIL OF THE SERVICE: All clients bitten, scratched or licked by animals

M. WHAT ARE THE REQUIREMENTS: Patient's Chart , Vaccination Card, ABTC Vaccination Card, Patient Information Sheet, ABTC patient record, OPD Record, Active Vaccination form, Passive Vaccination form

N. DURATION: 2 hours

O. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Patient will fill-up the Patient Information Sheet and Must Register in the OPD's Registration Area, then proceeds to the Vital Sign area for vital signs taking	OPD staff will receive the Patient Information Sheet and Register patient in the computer, provides Patient Chart and take vital signs, then brings chart to the Animal Bite Treatment Center.	15 minutes	OPD Staff	PhP 50.00	Patient Information Sheet and Patient's Chart

2	<p>Patient will proceed to the Animal Bite Treatment Center for registration and consultation</p> <p>A. Category I</p> <p>B. Category II</p> <p>C. Category III</p>	<p>Register patient and bring to ABTC Physician for consult</p> <p>A. Rabies vaccine not given</p> <p>B. Active Rabies vaccine is given while the Passive Rabies Vaccine is optional</p> <p>C. Active and Passive Rabies Vaccine is given</p>	30 minutes – registration and consultation	ABTC Staff ABTC Physician	<p>PhP 115.00 for the first vaccination</p> <p>PhP 85.00 for the succeeding vaccination</p>	<ul style="list-style-type: none"> <li>First Vaccination *ABTC Record *OPD Record</li> <li>Succeeding vaccination *ABTC Record *OPD Record</li> </ul>
3	<p>Advise clients to wait for grouping</p> <p>A. Four in a group using Rabipur</p> <p>B. Five in a group using Verorab</p> <p>C. IF passive vaccine is required the client will undergo skin test</p>	<p>Group Clients according to the available active vaccine for FREE. Provide One vial of passive vaccine to all clients required. If dose requirement is lacking as it is based on weight, provide a prescription and have client buy the passive vaccine. A SKIN TEST is done prior to administration.</p>	30 minutes	ABTC Staff		<ul style="list-style-type: none"> <li>Active Vaccination Form</li> <li>Passive Vaccination Form</li> </ul>
4	<p>View a video on Rabies Awareness and receives Rabies Vaccination Schedule</p> <p>A. DO, D3 &amp; D7 doses for clients with biting animal is alive and located</p> <p>B. D0,D3,D7 &amp;D28</p>	<p>Play the video for Rabies Awareness and Discuss compliance to the vaccination schedule</p>	30 minutes	ABTC Staff		<ul style="list-style-type: none"> <li>Vaccination Card</li> </ul>



	doses for clients with biting animal is dead and cannot be located					
3	Patient will fill-up the Customer Satisfaction Survey Form and gives it to the staff of the ABTC	Collect the filled up Customer Survey Form from clients	15 minutes	ABTC Staff		Customer Satisfaction Survey Form
<b>END OF TRANSACTION</b>						

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**PROCESS: Out-Patient Consultation and Treatment**

- P. SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Friday (8:00am-5:00pm), Immunization (Wednesday 8:00am-12:00 noon)
- Q. WHO MAY AVAIL OF THE SERVICE: All Patients needs consultation in non-urgent condition
- R. WHAT ARE THE REQUIREMENTS: Accomplished Customer Information Sheet (CIS), OPD payment slip, Official Receipt, OPD iHomis, Patient's OPD record, Laboratory Results, Physician's prescription
- S. KADUGAYON: 2 ka oras 35 ka minuto
- T. DURATION: 2 hours and 35 minutes
- U. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit accomplished Customer Information Sheet	Give payment slip and let he/she pay to the cashier  -Senior Citizens & PWD patients: just present your ID's. -Patients with Pantawid Card: just bring payment slip to MSSU for assessment	20 minutes	OPD Staff	Php 75.00	<ul style="list-style-type: none"><li>• Patients Information Sheet</li><li>• OPD payment slip</li></ul>

2	Pay to cashier	Refer to cashier process		OPD Cashier		<ul style="list-style-type: none"> <li>• Charge Slip</li> <li>• Official Receipt</li> </ul>
3	Wait your name to be called at the vital signs area	Call patients and get vital signs & record to Patient's OPD record -Pre-consultation for PYP & Prenatal patients	5 minutes	OPD Staff		<ul style="list-style-type: none"> <li>• OPD patient chart</li> </ul>
4	Stay at the waiting area in front of the provided Television and wait name to be called,	Call and forward patients OPD record per case to physicians and ushered patients to consultation waiting area.	10 minutes	OPD Staff		<ul style="list-style-type: none"> <li>• Patients OPD record</li> </ul>
5	Sit comfortably outside consultation area and wait name to be called.	Medical and Treatment	1 hour (under normal circumstance)	OPD Physicians		
6	<b>Patients with laboratory requests:</b> -give laboratory results to OPD staff and wait name to be called	-retrieve patient OPD record and attached laboratory results -give results to the physician and usher patient to the physician's table	30 minutes	OPD Staff OPD Physician		<ul style="list-style-type: none"> <li>• Patient's OPD record &amp; Laboratory results</li> </ul>
6.1	Patients with prescription for procedure: -after purchasing the medicine or medical supplies, give it to OPD staff and wait for further	-give instructions and let the patient sign necessary consent if needed before performing the procedure -give charge slip	30 minutes	OPD Staff		<ul style="list-style-type: none"> <li>• Physician's prescription, Patient's OPD record</li> </ul>

	instructions					
6.2	Present charge slip & pay to cashier	Refer to cashier process		Cashier		<ul style="list-style-type: none"> <li>OPD charge slip, Official receipt</li> </ul>
<b>END OF CONSULTATION</b>						

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