



EASTERN VISAYAS REGIONAL MEDICAL CENTER

CITIZEN'S CHARTER

DEPARTMENT OF FAMILY AND COMMUNITY MEDICINE

PAMAAGI	MGA BUBUHATON	KAIHAON	DOKUMENTO O REKORD NGA GAGAMITON	RESPONSABLE NGA HOSPITAL PERSONNEL
STEP 1	Pagkarawat han pasyente <ul style="list-style-type: none"> ● Ihatag ha clerk han Family Medicine Department an Hospital ID card. ● Panginanoa kun eksakto an datos ngan impormasyon han pasyente. ● Ig scan an electronic ID ha scanner. 	5 mins.	Hospital ID Card	Administrative Clerk
STEP 2	Initial Assessment <ul style="list-style-type: none"> ● Kuhaan hin vital signs ngan rason kay ano napakunsulta an pasyente. 	5 mins.	Patient's OPD triage information sheet (OPD REC FORM - 02)	Nursing aide or Nurse
STEP 3	Pakadto ha Waiting Area han igin-alutaga nga Family Medicine Clinic <ul style="list-style-type: none"> ● Lingkud ha waiting area ngan hulat nga tawagon an imo ngaran hit doctor. ● Gigiyahan han nursing aide o clerk an pasyented ngadto han doctor nga naka-assign ha clinic. 	30 mins. - 1 ka oras	Patient's OPD triage information sheet (OPD REC FORM - 02)	Nursing aide or Nurse
STEP 4	Pagkunsulta ha pasyente <ul style="list-style-type: none"> ● Eksaminon, tutdoan, tambalon ngan tagan han kailangan na serbisyo panlawas. 	5 - 30 mins.	<ul style="list-style-type: none"> ✓ Relevant Medical Documents ✓ Referral form/Tagubilin ✓ OPD REC FORM - 02 ✓ OPDRMS 	Physician
STEP 5	Disposisyon han pasyente <ul style="list-style-type: none"> ● Tagan hin reseta, tagubilin ngan referral slip. 	5 - 10 mins.	<ul style="list-style-type: none"> ✓ Medical/ Drug Prescription ✓ Laboratory Request form ✓ Referral form ✓ Tagubilin ✓ OPDRMS 	Physician
STEP 6	Referral ngadto ha iba nga departamento <ul style="list-style-type: none"> ● Updan han nurse o nursing aide an pasyente pakadto sa clinic na ginreferan. 	10 mins.	Referral slip or thru OPDRMS referral	<ul style="list-style-type: none"> - Nursing Aide - Nurse - Administrative Clerk