



EASTERN VISAYAS REGIONAL MEDICAL CENTER

CITIZEN'S CHARTER

DEPARTMENT OF PEDIATRICS

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 Pediatric Department an Hospital ID card ug Referral Form/Tagubilin kun mayda. ● Panginano-a kun eksakto an datos ngan impormasyon han pasyente. ● Ig-skan an electronic ID ha scanner. 	5 mins.	<ul style="list-style-type: none"> ✓ Hospital ID Card ✓ Referral Form/Tagubilin kun mayda 	Administrative Clerk
STEP 2	Initial Assessment <ul style="list-style-type: none"> ● Kuhaan hin vital signs , anthropometric measurements ngan rason kay ano napakunsulta an pasyente. 	5 mins.	<ul style="list-style-type: none"> ✓ Patient's OPD triage information sheet (OPD REC FORM - 02) 	- Nursing aide - Nurse
STEP 3	Pakadto ha waiting area han Department of Pediatrics 3rd floor <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 pasyente ngadto han doctor nga naka-assign ha clinic. 	30 min - 1 ka oras	<ul style="list-style-type: none"> ✓ Patient's OPD triage information sheet (OPD REC FORM - 02) 	- Nursing aide - Nurse
STEP 4	Pagkunsulta ha pasyente <ul style="list-style-type: none"> ● Eksaminon, tutdoan, tambalon ngan tagan han kinahanglanon na serbisyo panlawas. 	5 - 30 mins.	<ul style="list-style-type: none"> ✓ Relevant Medical Documents ✓ Referral form/Tagubilin ✓ OPD REC FORM - 02 	Doctor
STEP 5	Disposisyon han pasyente <ul style="list-style-type: none"> ● Tagan hin prescription, tagubilin ngan referral slip. ● Tagan hin request han kinahanglanon na laboratoryo, diagnostic procedures. 	5 - 10 mins.	<ul style="list-style-type: none"> ✓ Medical/ Drug Prescription ✓ Laboratory Request form ✓ Referral form ✓ Tagubilin 	Doctor
STEP 6	Referral ngadto ha iba nga departamento <ul style="list-style-type: none"> ● Uupdan han nurse o nursing aide an pasyente pakadto ha clinic na gin-referan. 	10 mins.	<ul style="list-style-type: none"> ✓ Referral slip o OPDRMS referral 	- Nursing aide - Nurse - Administrative clerk
STEP 7	An pasyente na kinahanlan ig admit <ul style="list-style-type: none"> ● Uupdan han nurse an pasyente pakadto ha emergency room. 	5 mins.	<ul style="list-style-type: none"> ✓ Patient's record 	- Nurse - Doctor