

Office/Division	Step	Step by Step		Person Responsible	Maximum Waiting Time	Requirements/ Supporting Documents	Fees Collected if any	Location
		Client	Service Provider					
<b>Out-Patient Department</b>								
a. Issuance	1	Get a queuing number from the Guard on Duty	Issue queuing number Note: Priority lane is for patient with disability, term pregnant & Senior Citizens	Guard on Duty	1 min.	None	None	Security Service Section
b. Registration of Patient	1	Register at the registration logbook as directed	Instruct patient to register at the out-patient registration logbook & waiting time monitoring logbook Note: Priority lane is for patient with disability, term pregnant & Senior Citizens	Officer of the Day Guard on duty	1 min.	None	None	Public Assistance & Complaint Desk Security Service Section
	2	Waiting until the indicated number given be called upon call go to assessment area		Nurse on duty Midwife on duty				
c. Pre-Assessment	1	Upon call proceed to Assessment or Vital Signs/Area a.1. Prepare/Submit yourself for initial assessment & Vital signs	Assess clinical urgency of patient Note: for emergency case the OPD nurse/midwife endorse the patient to the emergency room	Nurse on duty midwife on duty	5 min.	None	None	Assessment and Vital Sign Area

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d. Retrieval/Establish OPD Record  For old patient w/ OPD Dispensario Card	1	Go to Receiving & Triaging Area  a. Present issued outpatient Dispensario Card	Ask patient to present issued patient index card for verification of OPD dispensario number for retrieval of old Medical Record	NOD/MOD	1-5 mins.	OPD Dispensario Card	None	Out patient Record Section
For old patient w/ lost OPD Dispensario Card	1	Fill-up index information slip	Verify OPD Dispensario number at patient index card issue	NOD/MOD	1-2 mins.	Information slip	None	Out-patient Record Section
	2	Receive charge slip and proceed to cashier for payment	charge slip instruct to pay	NOD/MOD	1 min.	Charge Slip	Php. 20.00	Cashier
	3	Present official Receipt to OPD Personnel for re-issuance of duplicate OPD Dispensario Card	Issues OPD Card bearing a permanent hospital number	NOD/MOD	2 mins.	Official Receipt	None	Receiving and Triaging Area
For New Patient	1	Fill-up Index Information Slip	Verify if patient is a new patient with existing OPD number. NOTE: *If w/ OPD number shall follow steps as with lost OPD Card *If no OPD number interview the patient and fillu-up new pre-numbered out patient record card and issue on payment OPD dispensario card.	NOD/MOD	10 mins.	Index Information Slip	None	Out-patient record section

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e. Assessment of Patient	1	a. Proceed to Receiving and Triaging Area  1. Submit/present yourself for physical assessment 2. Verbalize chief complaints and reason for consultation 3. Proceed to waiting area and wait for your name/card number to be called	Assesses general condition and obtain past present medical history	NOD/MOD	10 mins.	Out-Patient Record	None	Receiving and Triaging Area
Medical Management	1	Upon call got to Consultation Room accompanied by the staff	Assesses the patient prescribe medication, and or laboratory examination give instruction and disposition	Physician on Duty	15 mins.	Out patient Record	None	Consultation Room
Home Instruction		Submit the Outpatient Record Card to the Nurse listen to the instruction	Give instructions on medications, Diagnostic test and follow-up schedule	Nurse on duty	10 mins.	Out patient Record	None	Outpatient Department

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PHARMACY								
	1	Presents signed and complete prescription to the Pharmacist	If medicines are available - notes prices on prescription - prepares Charge slip - Instruct patient to pay the cashier	Rhoda S. Blanza  Pede M. De Los Reyes	2 mins.	Prescription		Pharmacy ADH Main Building
	2	Presents charge slip and pay to the cashier's office	Receives payment and issue official receipt	Jenelyn C. Joaquin	3 mins.	Charge Slip		Admin. Building
	3	Present official receipt and prescription	Indicates official receipt number on the prescription	Rhoda S. Blanza  Pede M. De Los Reyes	1 min.	Official Receipt Prescription		Pharmacy ADH Main Building
4	Receives medicine with instruction	- Issue medicine to patient - counsels patient - record medicine issued and files prescription	Rhoda S. Blanza  Pede M. De Los Reyes	2 mins.	Prescription		Pharmacy ADH Main Building	

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<b>LABORATORY</b>								
	1	Present Laboratory request form and official receipt of payment	Receive laboratory request form and record in the receiving logbook	Med. Tech.	2 mins.	Laboratory Request Form with official receipt of payment >Laboratory Result Form >Receiving Logbook >Releasing Logbook	CBC = Php. 250.00 Blood Typing = Php. 100.00 BSMP = Free RBS = Php. 90.00	ADH Main Building Left Wing
	2	Wait while processing the Laboratory Request	Collect and label Blood Specimen 1. CBC 2. Blood typing 3. BSMP 4. Random Blood Sugar (RBS)  Collect and label specimen 1. Urine 2. Stool  Process and examine specimen	Med. Tech.	25 mins.		Urianrlysis = Php. 100.00 Fecalysis = Php. 100.00	
	3	Sign the Releasing Logbook for the Result	Release and record laboratory request form in the logbook					
Direct Sputum Smear Microscopy (DSSM)		Present LRF and submit the first sputum specimen and have one hour interval for the second specimen  Get the result for the following day	Receive the specimen and LRF Do the smearing and staining Record result	Med. Tech.	1 day	Laboratory Request Form NTB laboratory Register	Free	

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In-Patient Laboratory			Receive laboratory request from the nursing station	Med. Tech.	2 mins./patient	Laboratory Request Form		
			Proceed to the wards and do the extraction and labeling 1. CBC 2. Newborn Screening		5 mins./patient	Receiving Logbook Releasing Logbook		
			Process and examine specimen		2 mins.			
			Record and release results to Nurse on Duty or Midwife on Duty			Newborn Screening Logbook		
Send-Out Laboratory Specimen			Receive Laboratory Request Form		5 mins.	Outsource Laboratory Result Logbook		
			Collect and Label Specimen					
			After processing, give specimen and LRF to Nurse on Duty					
			Record Outsource result					

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<b>Nursing Service In-Patient</b>								
a. Admission	1	Wait to be brought to assigned rooms	Assist client to assigned room and bed	MOD	3 mins.			WARD
	2		Receives the medicines from the SO	NOD	5 mins.	Prescription		Pharmacy
	3	Report any adverse reaction following administration of drugs	Carry out Doctor's order a) IV medications b) Oral meds	NOD				
	4		Fill-out lab. Request form and send it to lab. Dept.	NOD		Lab. Request Form		Laboratory
	5	Report any progress/complications and concerns	Monitor and document progress conduct health educ. Daily rounds w/ ROD	NOD		Patient's Chart		
b. Discharge	1		Verify Doctor's Order and Inform patients/SO	NOD				
	2	Submit necessary documents to Admin. Office	Verify requirements for Philhealth using Portal	NOD/MOD				Admin. Building
			Fill-up billing discharge form	MOD		Billing Discharge Form		

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	3	Pay accounts and obligation to the cashier's office and present or to the NOD/MOD if applicable	Instruct patient to proceed to billing/cashier	NOD/MOD			Billing Discharge Form	Admin. Building
	4		Fill out home instruction form/referral form and other diagnostic procedure on OPD passes and explain significance and continuity of case	NOD			Home instruction form Referral Form  Laboratory Request Form	Nurse's Station
	5		Issue gate pass	NOD/MOD			Gate pass slip	Guard
c. Referral	1	Receive Instructions	Check Doctor's Order for referral	NOD	5 mins.	Clinical Chart		Nurse's Station
			Inform patient about referral and prepare necessary documents for referral inform ambulance driver of referral	NOD	5 mins.	Referral Form		
		Pay accounts and obligations	Instruct patient to proceed to cashier's/billing section	NOD	5-15 mins.	Billing & Discharge Form		Admin. Building
			Conduct patient to another Hospital	NOD	3 mins.	Referral Form trip ticket		Admin. Building



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<b>Newborn Screening</b>								
	1	Consent for Newborn Screening	Fill out the Newborn Screening Form and send it to the Laboratory	NOD	5 mins.	Newborn Screening Form		Nurse's Station
			Explain procedures and significance of newborn screening collect specimen, dry and send to RITM thru courier	Med. Tech.	15-30 mins.		Php. 600.00	Labrotory
<b>TB DOTS In-patient</b>	1		Identify presumptive TB patients among admitted patient	ROD				Ward
	2	Willingness to undergo Lab. Exam/Diagnostic procedure	Prepared laboratory request form for DSSM and Radiology request form for X-ray	NOD		NTP Lab. Request Form		Nurse's Station
	3	Submit quality specimen as instructed  Consent for X-ray	Instruct patient to provide quality specimen and send it to lab. for DSSM for X-ray, conduct patient for X-ray at QPMC	NOD		NTP Request Form Radiology Request Form		Ward
	4		Release Result	Laboratory	1 day or 24 hrs.			Lab. Department

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a. For Clinically Diagnose TB (+) X-ray	5	Willingness to undergo Tx	Refer to TB DOTS clinic or hospital TB team who will decide whether to initiate treatment	ROD	5-10 mins.	NTP Intra-hospital Referral Form		TB Clinic
b. For bacteriologically diagnose TB (DSSM +)		Willingness to undergo Tx	Refer to TB Clinic for initiation of treatment	ROD	5-10 mins.	NTP Intra-hospital Referral Form		TB Clinic
		Receive properly filled up NTP Card	Issue NTP Treatment Card					
		Receive medication, take medication on-time and report any adverse reaction	Instruct, counsel patient of time of medication, laboratory exam, and drug reaction that will occur on duration of Tx	TB Nurse	10-30 mins.	NTP Card		TB Clinic
		Visit as scheduled at TB DOTS Clinic	Instruct follow-up check-up at DOTS Clinic			NTP Card		

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<b>Emergency Services</b>								
a. Receiving and Triage	1	Go directly to Emergency Room	Receive patient for consultation/treatment and management	Nurse on Duty	3 mins.	Out-Patient Record Chart		Emergency Room
	2	Submit self for assessment	Conduct triage and assessment	NOD	5 mins	Triage Record		
			Record demographic data, chief complains and vital signs		5 mins.			
b. Nursing Care	1	Cooperates and follows instruction of nurse	Conduct immediate nursing care *Depending on the case	NOD	5-10 mins	Triage Record Out-Patient Record Chart		
c. Referral	1	Wait for the assessment of the Doctor	Refer patient to Doctor on duty	NOD	5 mins.	Triage Record		
		Cooperates and understand	Examines and assesses patient's condition  Prepares request for ancillary procedures  Determines whether patient is for discharged or for admission or for referral to other hospital	Doctor on Duty	10 mins.  5 mins.  5 mins.	Out-patient record		

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<b>Admission</b>								
a. Consent	1	Patient/Relative signs consent for Admission	Secure consent for admission	NOD	3 mins.	Consent for Admission		Emergency Room
b. Verify and Carry out Doctor's Order	2	Cooperates and follows instruction of Nurse	Verify and carry out doctors order  Prepares and administers prescribed medicine  Request Diagnostic procedure  Request medication and supplies from the pharmacy  Notify the ward	NOD	15-30 mins.	Doctor's order sheet  Prescription Pad, Laboratory Request Form  Radiology Request Form		
c. Endorsement	3	Wait to Transfer	Endorse to ward	Nurse Institutional worker	5 mins.	Patient medical record		

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<b>Discharge Process</b>								
a. Discharge	1	Understands and follows instruction	Carries out Doctor's Order  Instruct Home medication; follow up visit/schedule and home care advise	NOD  NOD	5-10 mins.  5 mins.	Out-patient Record		
b. Instruction		Understand and follows instruction	Instruct the patient/significant others to proceed to billing section	Cashier	10-15 mins.	Charge slip		Admin. Office

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<b>TB DOTS</b>								
Registration	1	Get a queuing number from the guard on duty	Issue a queuing number	Guard on duty	1 min.	Queuing number	1 min.	Security Service Section
	2	Wait for the indicated number to be called	Call patient according to number	NTP Nurse	5 mins.		5 mins.	TB DOTS Clinic
Assessment	3	Go to Nurse on duty when the number is called present any of the following: *OPD Card/Hospital number *NTP referral *Chest x-ray result *DSSM/Genexpert result	Assess patient accordingly to the guidelines of the NTP if for consultation or for TST, DSSM/Genexpert  Check vital signs particularly the height and weight	NTP Nurse	5-10 mins	OPD Card NTP Laboratory Form DSSM/Genexpert Instruction slip	5-10 mins	TB DOTS Clinic
Medical Management	4	Patient's name will be called according to number by the Residents on duty for consultation	Assess patients whose name's number is called	NOD	10 mins.	OPD Card OPD patients chart		TB DOTS Clinic
Home Instruction	5	Listen to home instruction and date of follow-up consult if indicated	Advise home instructions and the data of follow-up consult if indicated	NTP	5 mins.	OPD Card OPD patient chart Prescription		