

# DIFFUN DISTRICT HOSPITAL

## **CITIZEN'S CHARTER (INFORMATION BILLBOARD 24/7)**

User

[COMPANY NAME] [Company address]



Republic of the Philippines  
PROVINCE OF QUIRINO  
-o0o-  
DIFFUN DISTRICT HOSPITAL  
Diffun, Quirino  
E-mail address: [diffundisthospital@yahoo.com](mailto:diffundisthospital@yahoo.com)



## *PHILHEALTH ACCREDITED*

### **VISION**

Diffun District Hospital as a center of excellence providing high quality health care services to the community by competent personnel with its modernized medical equipment.

CITIZEN'S CHARTER  
INFORMATION BILLBOARD  
24/7

### **MISSION**

To provide 24 hours quality health care and effective services to the communication and neighboring provides and towns regardless of race, creed and economic status.

FRONTLINE SERVICE PER SECTION	STEP BY STEP PROCEDURES		RESPONSIBLE OFFICER/EMPLOYEE (OFFICER)	WAITING TIME MAXIMUM	REQUIRMENTS/ SUPPORTING DOCUMENTS	LOCATION
MEDICAL SECTION	CLIENT	SERVICE PROVIDER				
1. ADMISSION/ CONFINEMENT	1.GET OLD OPD RECORD OR DIRECTLY BROUGHT TO THE ER	1.INTERVIEW, TAKES VITAL SIGNS, AND FILLS UPDATA AT THE CLINICAL CHART	OPD NURSE	5-10 MINS. / PATIENT	ISSUANCE OF PATIENT'S CARD	OPD
		2.EXAMINES, EVALUATE, ASSESSES, FORMULATE ADMITTING DIAGNOSIS, AND WRITES ORDERS IN THE CLINICAL CHART	PHYSICIAN ON DUTY	10-15 MINS. / PATIENT	NON-PHIC PATIENT-NONE PHIC PATIENT-PHILHEALTH REQUIREMENTS FILLED UP CLIENT CHART	OPD/ER
		3.INFORM AND TRANSPORTS PATIENT TO WARD	NURSE ON DUTY/ IW	5 MINS. / PATIENT	CLINICAL CHART	NURSE STATION
		4.BRINGS PATIENT TO HIS DESIGNATED ROOM	NURSE ON DUTY/ IW	5-10 MINS. / PATIENT	DOCTOR'S ORDER	WARD
		5.CARRIES OUT REGULAR DOCTOR'S ORDER	NURSE ON DUTY	5 MINS. / PATIENT		WARD
		6. PERFORMS LABORATORY EXAMS IF NOT DONE AT ER.	MEDICAL TECHNOLOGIST			
		7. GETS SPECIMEN REQUIRES TEST:	MEDICAL TECHNOLOGIST			
		A. CBC/PLATELET COUNT		30-45 MINS./PATIENT	DOCTOR'S/ LAB.REQUEST	
		B. URINALYSIS		30 MINS. /PATIENT	DOCTOR'S/ LAB. REQUEST	
		C. CROSSMATCHING		1 HOUR/PATIENT	DOCTOR'S/ LAB. REQUEST	
D. PREG.TEST		15 MINS. /PATIENT	DOCTOR'S/ LAB. REQUEST			
E. HbsAG		15 MINS. /PATIENT	DOCTOR'S/ LAB. REQUEST			
F. BLOOD TYPING		10 MINS. /PATIENT	DOCTOR'S/ LAB. REQUEST			
G. NBS		1 HOUR / PATIENT	DOCTOR'S/ LAB. REQUEST			
H. FECALYSIS		30 MINS. /PATIENT	DOCTOR'S/ LAB. REQUEST			
I. Thypi-dot		30 MINS. /PATIENT	DOCTOR'S/ LAB. REQUEST			
J. BSMP		1HOUR	DOCTOR'S/ LAB. REQUEST			
K. BLOOD CHEMISTRY		4HOURS	DOCTOR'S/ LAB. REQUEST			

	3.APPLIES FOR PHIHEALTH CLAIMS	I. FBS II. BUN III. BUA IV. TOTAL CHOLESTEROL V. TRIGLYEERIDES VI. CREATININE VII. ALT VIII. AST 8. ASSESSES PHILHEALTH QUALIFICATIONS	PHILHEATH STAFF	5MINS.	SPONSORED/4P'S/GOVERNMENT EMPLOYEE/ PRIVATE 1. UPDATED PHIC 2. PHIC CLAIM FORM 1 & 2 3. PRIVATW/SELF-EMPLOYEED 4. ADDITIONAL REQUIREMENTS 5. PREMIUM REMITTANCE 6. CLINICAL CHART 7. PHILHEALTH REQUIREMENTS	PHILHELTH SECTION
	4.PAYS HOSPITAL BILLS	9. PREPARE SOA 10. RECEIVES PAYMENT & ISSUES OFFICIAL RECEIPT	BILLING CLERK BILLING CLERK	5-10 MINS. 10 MINS.		BILLING SECTION BILLING SECTION
2. CONSULTATION (OPD PATIENTS )	1.GET PRIORITY NUMBER AND RECORD FOR OLD PATIENT 2.GET RECORD FOR OLD PATIENT 3.WAIT FOR THE NUMBER TO BE CALLED	1. INTERVIEW GET DATA, VITAL SIGNS, AND CHIEF COMPLAINTS 2. RETRIEVES RECORD OF THE PATIENT  3MAKES THOROUGH PE, EVALUATION, DIAGNOSIS, TREATS AND GIVES PRESCRIPTION OR ORDERS. DIAGNOSTIC EXAM LABORATORY TO AID FOR DIAGNOSIS AND TREATMENT.	OPD NURSE/MIDWIFE  RECORDS OFFICER  PHYSICIAN ON DUTY	20 MINS.  5 MINS.  10 MINS.	OPD CARD	OPD  RECORD SECTION  RECORD SECTION

	4.GOES TO LABORATORY	7. GETS SPECIMEN REQUIRES TEST: A. CBC/PLATELET COUNT B. URINALYSIS C .CROSSMATCHING D. PREG.TEST E. HbsAG F. BLOOD TYPING G. NBS H. FECALYSIS I. Thypi-dot J. BSMP K. BLOOD CHEMISTRY I. FBS II. BUN III. BUA IV. TOTAL CHOLESTEROL V. TRIGLYEERIDES VI. CREATININE VII. ALT VIII. AST	MEDICAL TECHNOLOGIST	30-45 MINS./PATIENT 30 MINS. /PATIENT 1 HOUR/PATIENT 15 MINS. /PATIENT 15 MINS. /PATIENT 10 MINS. /PATIENT 1 HOUR / PATIENT 30 MINS. /PATIENT 30 MINS. /PATIENT 1HOUR 4HOURS	DOCTOR'S/ LAB.REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST DOCTOR'S/ LAB. REQUEST	LABORATORY
	5.PAYS FEE	5. RECEIVED PAYMANENT & ISSUANCE RECEIPT	BILLING CLERK	5 MINS.	OFFICIAL RECEIPT	BILLING SECTION CASHIER'S OFFICE
	6.GOES BACK TO LABORATORY	6. RECORD PAYMENT	MED. TECH.	3-5 MINS.	OFFICIAL RECEIPT	LABORATORY
	7.BRING LAB RESULT TO PHYSICIAN	7. EVALUATES, ASSESSES, AND MAKE DIAGNOSIS, GIVES PRESCRIPTION, HEALTH ADVICES AND INSTRUCTION	PHYSICIAN ON DUTY	30 MINS.	LABORATORY RESULT	OPD
	8.GIVES PRESCRIPTION	8. CHECK MEDS AVAILABLE AND CUMPUTE FOR THE TOTAL AMOUNT OF MEDS PRESCRIBED.	PHARMACIST	10 MINS.	PRESCRIPTION	PHARMACY
	9.PAYS MEDICINE	9. RECEIVES PAYMENT AND GIVES RECEIPT.	BILLING CLERK	10 MINS.	OFFICIAL RECEIPT	BILLING SECTION



		4. ACCOMPLISHES CLAIM FORM 2 & 3 5. SUBMITS DULY ACCOMPLISHED PHIC CLAIM FORMS	CLERK/PHYSICIAN PHILHEALTH CLERK	30 MINS. 30 MINS.		PHIC OFFICE
5. ISSUANCE OF LIVE BIRTH/DEATH CERTIFICATE	1.FILLS UP FORM AT THE BUSINESS OFFICE COUNTER 2.REVIEW ENTRY ON LBC ESP. ON SPELLING OF NAME 3.PAYS FEE  4.GOES TO ATTENDING PHYSICIAN	1. PREPARES A. LIVE BIRTH B. DEATH CERTIFICATE 2. AFFIXES SIGNATURE AND MAKES EARLY ON THE LOGBOOK  3. RECEIVES PAYMENT/SEAL 4. AFFIXES SIGNATURE  5.DRY SEAL	MEDICAL REORD CLERK  MEDECAL RECORD CLERK  BILLING CLERK  ATTENDING PHYSICIAN  MEDICAL RECORD CLERK	10-15 MINS. 5-10 MINS. 510 MINS.  5-10 MINS.  3 MINS.  3MINS.	CLINICAL CHART AND MARRIAGE CERTIFICATE    PREPARED LIVE BIRTH/ DEATH CERT. ATTENDING PHYSICIAN ACCOMPLISHED CERTIFICATION	MEDICAL RECORD SECTION  MEDICAL SECTION RECORD  BILLING SECTION
6. GIVING MEDICATION (IN-PATIENT)		1.TAKING VITAL SIGNS A. TEMPERATURE -INFORM PATIENT THAT YOU ARE GOING TO GET THE TEMPERATURE -ACTUAL GETTING OF THE TEMPERATURE -ACTUAL READING OF THE TEMPERATURE -RECORDING B. REPIRATORY RATE -INFORM THE PATIENT -ACTUAL COUNTING OF RR -RECORDING C. BLOOD PRESURE -INFORM THE PATIENT -ACTUAL BP MONITORING D. HEART RATE -INFORM THE PATIENT -ACTUAL HEARING AND COUNTING	MIDWIFE/NURSING AIDE	15 SEC.  5 MINS.  10 MINS.  5 MINS.  15 MINS. 1 MIN.  5 SEC. 5 SEC.  15 SEC. 1MIN. 5 SEC.	PATIENT'S CHART THERMOMETER, STETOSCOPE	WARD

		<ul style="list-style-type: none"> <li>- RECORDING</li> <li>E. FETAL HEART RATE</li> <li>-INFORM THE PATIENT</li> <li>-LOCATE THE SITE</li> <li>-ACTUAL HEARING AND COUNTING</li> <li>-RECORDING</li> </ul>		<p>15 SEC. 1 MIN. 5 SEC.</p>		
7. INTRAVENOUS INSERTION		<p>A. PEDIA</p> <ul style="list-style-type: none"> <li>a. EXPLAIN TO THE WATCHER THE REASON WHY GIVEN AN IVF</li> <li>b. IDENTIFY THE IV SITE</li> </ul> <p>B. ADULT</p> <ul style="list-style-type: none"> <li>a. EXPLAIN TO THE PATIEN/WATCHER THE REASON WHY GIVEN AN IVF</li> <li>b. IDENTIFY THE IV SITE</li> <li>c. DISINFECT THE IV SITE</li> <li>d. INSERTION OF THE IV CATHERTER</li> </ul>	<p>NURSE/IV THERAPIST</p> <p>NURSE/IV THERAPIST</p> <p>NURSE/IV THERAPIST</p> <p>NURSE/IV THERAPIST NURSE/IV THERAPIST NURSE/IV THERAPIST</p>	<p>3 MINS.</p> <p>10 MINS.</p> <p>3 MINS.</p> <p>30 SEC. 5 MINS.</p>	<p>MICROPORE, SLINT, COTTON</p> <p>ALCOHOL, ABBOCATH</p>	WARD
8. FAMILY PLANNING	<p><u>OLD PATIENT</u></p> <p>1.GOES DIRECTLY TO THE FAMILY PLANNING ROOM</p> <p>2.TELLS HER PURPOSE OF VISIT</p> <p>3.GIVE VOLUNTARY DONATION AT THE BOX</p> <p>4.GOES HOME SATISFIED</p> <p><u>NEW PATIENT</u></p>	<p>1.ASK PURPOSE OF THE OLD CLIENT FOR RE-SUPPLY BRING OUT OLD FP RECORD</p> <p>2. TAKE BP AND ASK IF PATIENT HAS OTHER PROBLEM</p> <p>3. GIVE SUPPLY PILLS, INJECT DMPA</p> <p>4. GIVE RECORD THE NEXT APPOINTMENT DATE</p> <p>5. GREETES CLIENT</p>	<p>FP NURSE</p> <p>FP NURSE</p> <p>FP NURSE</p> <p>FP NURSE</p>	<p>5 MINS.</p> <p>5 MINS.</p> <p>5 MINS</p> <p>5 MINS. 10 MINS. 5 MINS.</p> <p>20 MINS. 15 MINS.</p>	<p>NONE</p> <p>APPOINTMENT DATE GIVEN TO HER BY FP NURSE</p> <p>NONE FP RECORD</p> <p>FP FORM</p>	<p>FP ROOM</p> <p>FP ROOM</p>



	<p>5.GOES DIRECTLY TO FP ROOM</p> <p>6.UNDERGOES COMLETE PHYSICAL EXAMINATION</p> <p>7.CLIENT WILL NOW SELECT WICH FP METHOD TO USE</p> <p>8.CLIENT RECEIVES THE PILLS/DMPA OR IUD INSERTION AND GOES HOME SATISFIED</p>	<p>TAKE THE COMPLETE DATA OF CLIENT BY FILING UP THE FP FORM EXPLAIN THE FP METHODS</p> <p>6. PERFORM PHYSICAL EXAM,</p> <p>7. EXPLAIN THE FP METHOD AS SELECTED BY THE CLIENT: THE EFFECTS, SIDE EFFECTS AND WEEKS TO COME BACK FOR RE-SUPPY</p> <p>8. COMPLETE THE RECORDING OF FP FORM</p>	<p>FP NURSE</p> <p>FP NURSE</p> <p>FP NURSE</p>	<p>15 MINS.</p>	<p>FP FORM</p>	
ADMINISTRATIVE SECTION	<p>PEER AND EMPLOYEES PATIENT</p> <p>PHIC</p>	<p>1.PREPARE PAYROLL</p> <p>2 PREPARE TRANSACTION DOCUMENT</p> <p>3. PREPARES PHIC CLAIMS</p> <p>4. PREPARES MANDATORY MONTHLY REPORT ON PHIC.</p> <p>5. PREPARES APPLICATION FOR ACCREDITATION.</p> <p>6. PREPARE COMMUNICATION</p> <p>7. RECEIVES AND RELEASES COMMUNICATION</p> <p>8. PREPARES PATIENT'S CHART</p>	<p>OFFICE CLERK</p> <p>OFFICE CLERK</p> <p>PHIC STAFF</p> <p>PHIC STAFF</p> <p>ADMIN. OFFICER</p> <p>OFFICE CLERK</p> <p>OFFICE CLERK</p> <p>OFFICE CLERK</p>	<p>1HOUR</p> <p>10 MINS.</p> <p>5 MINS.</p> <p>1HOUR</p> <p>2-3 DAYS</p> <p>5 MINS.</p> <p>5 MINS.</p> <p>5 MINS.</p>	<p>BOND PAPER, COMPUTER</p> <p>TRANSMITTAL</p> <p>TRANSMITTAL</p> <p>LIST OF REQUIREMENTS</p> <p>BOND PAPER, COMPUTER</p>	<p>ADMIN. OFFICE</p> <p>PHIC SECTION</p> <p>PHIC SECTION</p>

		9. PREPARES DTR	OFFICE CLERK	5 MINS.		
		10. PREPARES REPORT OF COLLECTION	OFFICE CLERK	MONTHLY		
		11. PREPARES REPORT OF COLLECTIONS.	CASHIER	1 HOUR		CASHIER SECTION
		12. UPDATE PERSONNEL LEAVE RECORDS AND PREPARES APPLICATION FOR LEAVE.	OFFICE CLERK	1 HOUR	FORM 6/CLEARANCE	
		13. MAINTAINS AND CHECKS OFFICE AND FINANCIAL RECORDS	ADMIN. OFFICER	30 MINS.		
	PTO	14. PREPARES FINANCIAL REPORT	ADMIN. OFFICER	30 MINS.		
	PBO	15. PREPARES ANNUAL BUDGET	OFFICE CLERK/AO	2-3 DAYS	AOP	
		16. UPDATES VEHICLE TRIP TICKETS.	DRIVER/CLERK	5 MINS.	TRIP TICKET	
	PATIENT	17. BILLS PATIENTS AND ISSUES OFFICIAL RECEIPT, STATEMENT OF ACCOUNT, AND PROMMISSORY NOTES.	BILLING CLERK	5 MINS.	OR	BILLING SECTION
		BILLING HOURS MONDAY –FRIDAY 8:30AM-4:00PM SATURDAY, SUNDAY, AND HOLIDAY- 8:30-1:00 PM	CASHIER			
		18. SUPERVISES THE WORK OF EMPLOYEES IN THE RECEIPT OF THE DISBURSEMENT OF ALL FUNDS OF THE AGENCY	ADMIN. OFFICER	1 HOUR	REPORT	
		19. VERIFIES ACCURACY OF PAYROLLS AND VOUCHERS	CASHIER	10 MINS.	FINANCIAL REPORT	
		20. REVIEWS REPORTS OD COLLECTION AND DISBURSEMENT	CASHIER	10 MINS.	PAYROLL	

		21. WITHDRAWS CASH ADVANCES FOR DISTRIBUTIONS TO DISBURSING OFFICERS.	CASHIER	10 MINS.	CASK BOOK	
		22.SUPERVISES THE PREPARATION OF PAY ENVELOPS, PAYMENT OF SALARY, WAGES, AND OTHER EXPENSES	CASHIER	3 MINS.		
		23. POSTS RECORDS OF COLLECTIONS AND DISBURSEMENTS TO THE CASH BOOKS.	CASHIER	5 MINS.		
		24. ASSISTS IN THE ADMINISTRATION AND COORDINATION OF THE HOSPITAL SERVICES/ ACTIVITIES, AND RECOMMENDS CHANGES IN THE ADMINISTRATIVE POLICIES TO CARRY OUT VISION, MISSION, GOALS AND OBJECTIVES OF THE HOSPITAL.	ADMIN. OFFICER	1 HOUR		
		25. PLANS, DIRECTS, AND SUPERVISES THE ADMINISTRATIVE SERVICES OF THE HOSPITAL PERSONNEL MANAGEMENT.	ADMIN. OFFICER	2-3 DAYS	HOSPITAL POLICY	
		26. PROMOTES AND MAINTAINS EMPLOYEE MORALE AND WELFARE, DISCIPLINE PERSONNELS, AND ATTENDS TO ADMINISTRATIVE CHANGES.	ADMIN. OFFICER	ROUTINE	HOSPITAL BENCH BOOK	
		27. INTERPRETS LAWS AND IMPLEMENTS MEMORANDA, POLICIES, DIRECTIVES, AND ORDER FROM DULY	ADMIN. OFFICER	ROUTINE	REGULAR MEETING/MEMO	

		CONSTITUTED AUTHORITIES. 28. PREPARES PERIODIC REPORTS CONCERNING VARIOUS PHASE OF HOSPITAL ACTIVITIES; INVESTIGATES AND REPORTS PATIENTS VISITORS AND PERSONNEL COMPLAINTS. 29. MONITOR IMPLEMENTATION OF HOSPITAL WASTE MANAGEMENT. 30. ATTENDS RELEVANT MEETINGS, CONFERENCES, TRAININGS AND SEMINARS. 31. SECURITY & ORDERLINESS OF THE SURROUNDINGS AS WELL AS PERSONNEL, PROPERTY AND OTHER MATERIALS IN THE HOSPITAL.	ADMIN. OFFICER  ADMIN. OFFICER/ UTILITY WORKERS  COH/ADMIN. OFFICER /ALL PERSONNEL  SECURITY PERSONNEL	2-3 HOURS  10 MINS.  AS THE NEED ARISES  ROUTINE	INCIDENTAL REPORT  CERTIFICATE OF ATTENDANCE  LOGBOOK	
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We the official and employees of DIFFUN DISTRICT HOSPITAL, PLEDGE to deliver quality public services as promised in this Citizen's Charter. We will provide prompt and reliable service to our client.

**MOISES V. LAZARO,MD**  
Chief of Hospital I

**RESSIE P. GOMEZ, IMPA, FPCHA**  
Administrative Officer V

**EVELYN A. VALENCIA**  
Nurse III

**NOELLE B. GERVACIO**  
Medical technologist II

**RICARDO B. TUMANUT, JR.**  
Pharmacist III

**Allowable Period of Extension of the Maximum Response time**

The LGU gives (5) working days for the extension of time to the provision of frontline services to its clients in case of unforeseen events, manmade or natural.

**Feedback/Complaint Mechanisms**

If your request has not attend promptly and courteous, please send your suggestions and complaints to **Dr. Moises V. Lazaro**, or you may drop your suggestion/recommendation or the patient's feedback form properly signed and drop it in the **Suggestion Box** provided for the purpose in front of the Pharmacy or you may call # **09759056806/09176581049**.