



Citizen's CHARTER

BUENAVISTA EMERGENCY HOSPITAL

1) OUT-PATIENT CONSULTATION

A. Schedule of availability of service: 8am-11:30am Monday to Friday 1pm-4pm after 4pm emergency cases only 8am-11:30am Saturday No consultation after 1pm except emergency cases Sunday no consultation except emergency case	B. Who may avail the service? Medical patient Surgical patient Pediatrics patient Obstetric patient	C. What are the requirements? New patients-none Old patients-OPD card number	D. Duration: w/o lab request 20-30 mins. With lab request 1:20-2:20
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E. How to avail the service?

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1.Out-patient service	PATIENT: Medical Surgical Pediatric Obstetric	New patient - go to information to register	5 minutes	OPD clerk,		
		Pay OPD card at the billing section	5 minutes	Cashier		
		Old patient - present OPD Card #.	5-10 minutes	Nursing attendant		
		Chart retrieved	10-15 minutes	Nursing attendant		
		Vital signs taken	15-30 minutes	ROD		
		Physical exam, consultation	1-2 hours	Med Tech		
		Prescriptions and laboratory requests given	5-10 minutes	Nurse		
		Processing of laboratory examination	10-15 minutes	ROD		
		Return to OPD with laboratory results				
Interpretation and prescription given						
END OF TRANSACTION						

2) IN-PATIENT SERVICE (Admission)

A. Schedule of availability of service: 24hours daily	B. Who may avail the service? Medical patient, Surgical patient, Pediatrics patient, Obstetric patient Patients that needs to be admitted	C. What are the requirements? New patients-none Old patients-OPD card number	D. Duration: Depend upon the case
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How to avail the service?

STEP	CLIENTS/GUESTS	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
In-Patient Service	Old/ New patient advised for admission- Medical, surgical, pediatric, OB-Gyne	Patient proceed to ER	5-10 minutes	ER Nurses, NA		
		Patient data/ vital signs taken				
		ROD informed	10-30 minutes	ROD		
		Patient examined, assessed, admitted, orders written in chart, carried out	5 minutes	Nurse, I.W		
		Patient brought to ward or referred to other Health Facilities	Depends on point of destination	Ambulance driver		
END OF TRANSACTION						

3) LABORATORY SERVICE

A. Schedule of availability of service: Monday to Friday 8am-12am Saturday & Sunday 8am-4pm	B. Who may avail the service? Patient consulted in out-patient dept. with request. B. patient who consulted to private physician with request	C. What are the requirements? Request form	D. Duration: 1-2 hours
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How to avail the service?

STEP	CLIENTS/GUESTS	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
Laboratory examination	Patient consulted at the OPD	Issuance of laboratory request	2 minutes	ROD		
		Proceed to billing section and pay corresponding fees	3-5 minutes	Billing clerk		
		Proceed to laboratory, present receipt and submit specimen or for blood extraction	10-15 minutes	Med Tech		
		Performance of laboratory examination	1-2 hours	Med Tech		
		Releasing of laboratory result	2-3 minutes	Med Tech		
END OF TRANSACTION						

4) PHARMACEUTICAL SERVICE

A. Schedule of availability of service: 8am-4pm Monday to Friday except Saturday/Sunday	B. Who may avail the service? Patient either medical, surgical, pediatric, obstetric case	C. What are the requirements? Prescription	D. Duration: 2-5 mins.
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How to avail the service?

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
Pharmaceutical service	Patient or folks w/ prescription	Proceed to pharmacy and present prescription for costing	1-2 minutes	Pharmacist		
		Proceed to billing for payment	3-5 minutes	Billing clerk		
		Releasing of medicine	2 minutes	Pharmacist		
END OF TRANSACTION						



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5) Billing section

A. Schedule of availability of service: Monday to Sunday 8am-5pm	B. Who may avail the service? Discharged patient Patient requesting medical certificate	C. What are the requirements? Charged slip	Duration: 2 hours and 26 minutes
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How to avail the service?

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
Billing service	Patient for discharge (None PHIC or GHIP member)	Issuance of clearance to folks or patient Present clearance to billing section, billing clerk computes patient's bill Patient pays bills	3-5 minutes 15-20 minutes	Ward nurse Billing clerk		
	Patient for discharge (PHIC or GHIP member or dependent)	Proceed to PHIC clerk for compliance of requirements Issuance of clearance to folks or patient Present clearance to billing section for computation If bills exceed PHIC package, patient pays excess Pay corresponding fees	5-10 minutes 3-5 minutes 15-20 minutes	Cashier PHIC clerk Ward nurse Billing clerk Cashier		
	Patients requesting medical certificate		5-10 minutes	Cashier		
END OF TRANSACTION						

6) ISSUANCE OF MEDICAL, BIRTH, DEATH AND MEDICO LEGAL CERTIFICATES

Schedule of Availability of Service Monday to Friday: 8am-4pm	Who may avail the services? All clients who need issuance of Medical Certificate for In-patient.	What is/are the requirement/s? Request from authorized party	Duration: 2hours and 14 mins
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How to avail of the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
	Proceed to Medical Records Section	Interview patient/folks to establish the purpose of request Accomplishes request form	5 minutes	Medical Records officer/ Clerk		
	Present request for issuance of Medical Certificate (if applicable) or state purpose of request	Issues Payment Slip and Instructs folks to proceed to cashier for payment	2 minutes 1 minute	Medical Records officer/ Clerk Medical Records officer/ Clerk		
	Present Payment Slip to Cashier's Section	Issues Official Receipt	3 minutes	Cashiering Clerk-on-Duty		
	Present OR to the Medical Records Clerk	Prepares Medical Certificate and forward to the attending physician for review and signature Records in the logbook; requires requesting party to sign before releasing the Medical Certificate	2 hours 3 minutes	Medical Records Officer/ Clerk Medical Records Officer/ Clerk		
		END OF TRANSACTION				

7) ISSUANCE OF MEDICAL CERTIFICATE FOR OUT-PATIENT

Schedule of Availability of Service Monday to Friday: 8am-4pm	Who may avail the services? All clients who need issuance of Medical Certificate for Out-Patient.	What is/ are the requirement/s? -Request from authorized party -OPD Card -OPD Chart	Duration: 2hours and 14 mins
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How to avail of the services:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
Old patient	Present OPD Card to OPD Clerk	Retrieves Patient Record	5 minutes	OPD Clerk-on-Duty		
	Give data to OPD Clerk	Accomplishes data in the OPD Card, Index Card, OPD Chart	5 minutes	OPD Clerk-on-Duty		
New patient	Wait for your name to be called.	Takes/ Records vital signs of patient to include chief complaints	3 minutes	Nursing Attendant/ Nurse-on-Duty		
	Proceed to OPD Consultation Room and wait for your name to be called.	Conduct consultation	10 minutes	Medical Officer V-on-Duty		
		Forward patient's chart to MRS	5 minutes	OPD Clerk-on-Duty		
	Patient proceed to Medical Records Section	Accepts OPD Charts, accomplishes request form, issues Payment Slip and Instructs folks to proceed to cashier for payment	5 minutes	Medical Records Officer/ Clerk		
	Present Payment Slip to Cashier's Section	Issues Official Receipt	2 minutes	Cashiering Clerk-on-Duty		
	Present OR to the Medical Records Clerk	Prepares Medical Certificate and forward to the attending physician for review and signature Records in the logbook; requires requesting party to sign before releasing the Medical Certificate	2 hours 3 minutes	Medical Records Officer/ Clerk Medical Records Officer/ Clerk		
		END OF TRANSACTION				