

SENIOR CITIZEN CLINIC (CABA DISTRICT HOSPITAL)

(Provision of specialized/prioritized consultation for the elderly in line with the vision of CDH to be a Center of H.O.P.E.: Focus on the Elderly by 2022)

Who may avail the service: Elderly (Senior Citizen) Patients
 Service Schedule: Friday 8:00 AM to 5:00 PM
 Requirements: Senior Citizen Identification Card (ID)
 Fee/s: None
 Service Duration: Around 1 hour
 How to avail of the service:

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
1	For Old Patients: Presents Hospital ID Number Card	For Old Patient: Asks for Hospital ID Number Card Retrieves patient's health record	1 Minute	Nurse or Nursing Attendant on Duty	None	OPD / ER Retrieval form
	For New Patient: Gives pertinent personal data and receives a Hospital ID Number Card	For New Patient: Interviews the patient, fills up the patient health record and issues a Hospital ID Number Card	5 Minutes	Nurse or Nursing Attendant on Duty	None	Patient's Health Records
2	Undergoes vital signs taking and initial assessment	Asks the patient's chief complaint, takes the vital signs, refers the patient to the Physician On duty	5 Minutes	Nurse or Nursing Attendant on Duty	None	Patient's Health Records
3	Undergoes Physical Examination	Takes thorough history and does complete physical examination.	10 Minutes	Physician on Duty	None	Patient's Health Records
			2 Minutes			

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
		Give diagnosis or differentials and determines the medical care needed. Fills-up and gives to the OPD nurse, request form/s for diagnostic work-up when necessary.	2 Minutes			Patient's Health Records Request form for diagnostic work-up
4	Presents diagnostic request form	Receives diagnostic request form	1 Minute	Medical Technologist/ Radiologic Technologist	None	Diagnostic Request Form
	Undergoes diagnostic work ups	Issues charge slip	1 Minute		Refer to the 2017 Revenue Code of the Province of La union	Charge Slip
5	Pays necessary fees	Receives payment and issues official receipt. Note: If patient is unable to pay, advises patient to proceed to the Medical Social Service.	2 Minutes	Cashier	Refer to the 2017 Revenue Code of the Province of La union	Charge Slip
		Evaluates and classifies patient.	2 minutes	Medical Social Worker Officer	None	Charge Slip
6	Receives diagnostic work-ups result	Issues the diagnostic result to the patient/ companion	2 Minutes	Patient/Companion/ Medical Technologist/ Radiologic Technologist	None	Diagnostic Results

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7	Gives the diagnostic work-ups result to the Nurse on Duty	<p>Receives and attaches results of diagnostic work-ups requested by the Physician to the OPD record.</p> <p>Hands the OPD record with the results to the Physician.</p>	<p>1 Minute</p> <p>1 Minute</p>	Nurse or Nursing Attendant on Duty	None	<p>Diagnostic Results</p> <p>Patient's Health Record / Diagnostic Results</p>
8	Listens to the doctor's order, advice and instructions	<p>Interprets the results of the diagnostic work-up and manage the patient accordingly.</p> <p>Gives prescription/s and instruction/s to the patient including exact date of follow up check-up.</p> <p>Note: Admits patient needing further monitoring and treatment that the hospital can cater.</p> <p>Note: Refers patients needing further evaluation and management under a specific specialization to a Specialist or under the care of a tertiary hospital if medical needs are beyond the capacity of the hospital.</p>	<p>5 Minutes</p> <p>15 Minutes</p> <p>5 Minutes</p>	<p>Physician on Duty</p> <p>Physician on Duty</p>	None	<p>Patient's Health Record / Diagnostic Results</p> <p>Medical (Inpatient) Record/ Chart</p> <p>Referral form</p>

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
9	Gives prescription to the Pharmacist on Duty	Receives the prescription to the patient Issues charge slip Note: if medicines for senior citizen are available (Medicines donated by DOH and MMLM) it is given to patient free of charge.	1 Minute 2 Minutes	Pharmacist	Refer to the Pharmacy list of prices	Prescription Charge Slip
10	Pays necessary fees	Receives payment and issues official receipt.	2 Minutes	Cashier	Refer to the Pharmacy fees	Charge Slip
11	Gives the charge slip and show the official receipt	Issues prescribed medicines Instructs patient regarding take home medications	2 Minutes	Pharmacist	None	Charge slip
12	Answers the patient satisfaction survey	Gives patient satisfaction survey	2 Minutes	Nurse or Nursing Attendant	None	Patient Satisfaction Survey
End of Transaction						

Note: Allowable period for extension due to unusual circumstances: 30 Minutes