

OUT-PATIENT DEPARTMENT

(Provision of health services to people who visit the hospital for diagnosis or treatment but do not at this time require to be admitted.)

Who may avail the service: Patient
 Service Schedule: MONDAY to FRIDAY (8:00AM to 4:00PM);
 SATURDAY (8:00AM to 12:00NN)
 Requirements: None
 Fee/s: Php 50.00
 Service Duration: 30-40 Minutes
 How to avail of the service:

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
1	Obtains an OPD Number based on the lane provided e.g. Senior Citizen, PWD, Pregnant	Oversees OPD number distribution	1 Minute	Medical Records Clerk	None	OPD Number Card
2	Presents himself/herself to the OPD Nurse	Determines the priority of patients' treatment based on the severity of their conditions	1 Minute	Nurse	None	None
3	Registers			Nurse	None	
	<u>OLD PATIENT:</u> Presents Hospital ID Number Card	Retrieves OPD Records	1 Minute	Medical Records Clerk	None	OPD Chart
	<u>New Patient</u>	Fills Up New OPD Form and Issues OPD ID	5 Minutes	Medical Records Clerk	None	OPD Form & OPD ID
	DepEd Teachers	Verifies PHIC Master List Retrieves OPD Chart Fills Up New Form and Issues OPD ID	5 Minutes	Medical Records Clerk	None	OPD Form Primary Care Benefit (PCB) Form
	Referred Patient	Fills Up New Form and Issues OPD ID	5 Minutes	Medical Records Clerk	None	OPD Form

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
	Ophthalmology Patient	Verifies Doctor's Request Fills Up New Form and Issues OPD ID	5 Minutes	Medical Records Clerk	None	OPD Form
	Family Planning	Retrieves record Fills Up New Form and Issues OPD ID	5 Minutes	Medical Records Clerk	None	OPD Form
	Under Six	Retrieves record Fills Up New Form and Issues OPD ID	5 Minutes	Medical Records Clerk	None	OPD Form
	Dental Patient	Retrieves record Fills Up New Form and Issues OPD ID	5 Minutes	Medical Records Clerk	None	OPD Form
3	Undergoes initial assessment	Takes and records Chief Complaint and Vital Signs Assesses patient Refers to Medical Officer	3 Minutes	Nurse Nursing Attendant	None	OPD chart
4	Undergoes Physical Examination	Conducts consultation	10 Minutes	Medical Officer	None	OPD chart
Requests for ancillary services					Ancillary (laboratory/ultrasound/x-ray) request forms	
Refers to other facilities/Medical Specialist		None			Referral forms	
5	Receives results from diagnostic works	Interprets diagnostic results	1 Minute	Medical Officer	None	None
Prescribes medicines		1 Minute	Medical Officer	None	Prescription forms	

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		Refers to other facilities/Medical Specialist	5 Minutes	Medical Officer	None	Referral forms
		Admits patient	1 Minute	Medical Officer	None	Patient's Chart Prescription
		Discharges Patient	5 Minutes	Medical Officer	None	Home Medicines Prescription
6	Proceeds to hospital Pharmacy	Instructs patient/watcher to proceed to the hospital pharmacy for medicine pricing	5 Minutes	Medical Officer/Nurse	None	Prescription
7	Pays consultation fees and prescribed medicines at the Cashier.	Collects payment and Issues Official receipt	5 Minutes	Cashier/ Pharmacist	Php50.00 plus determined cost of prescribed medicines	Charge slip
End of Transaction						

Note: Allowable period of extension due to unusual circumstances: 30 minutes to one (1) hour