



LAPU-LAPU CITY CITIZEN'S CHARTER

STA. ROSA COMMUNITY HOSPITAL



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FRONTLINE SERVICE

A. EMERGENCY DEPARTMENT

A.1. EMERGENCY DEPARTMENT – Medical Cases

WHO MAY AVAIL OF THE SERVICE:

1. Patient/patients whose illness needs admission.

FEES/CHARGES:

See schedule of fees available at the billing section.

HOW TO AVAIL OF THE SERVICE:**REQUIREMENTS:**

1. Filled-up Registration data sheet.
2. Philhealth ID/MDR (optional).
3. Doctor's referral/admitting orders.

SCHEDULE OF SERVICE AVAILABILITY:

24 HRS Service

FOLLOW THESE STEPS			IT WILL TAKE YOU	PLEASE APPROACH
STEPS	CLIENT	PERSONNEL		
1	Seek medical attention (emergency, obstetrics/gynecology and trauma cases)	Get information, determine patients medical problem, take vital signs and rep to resident on duty.	10mins	Triage Officer/ Information Desk In-Charged E.R. Nurses/Nursing Attendants on duty Medical Officer on duty
		Evaluates patient and makes medical orders.	25mins	
2	Sign consent for treatment and care for admissible cases and waiver for refusal for admission.	Carry out doctors written orders and secure consent to care.	25mins	E.R. Nurse/Nurses on duty Pharmacist on duty E.R. Nurse/Nurses on duty E.R. Nurse on duty
		Dispense medicines and medical supplies.	25mins	
		Administer medications, laboratories taken and prepare patient for transfer to ward.	20mins	
		Endorse patient to Ward Nurse on Duty	10mins	

A.2. EMERGENCY DEPARTMENT – Medico-Legal Cases

WHO MAY AVAIL OF THE SERVICE:

1. Medico-Legal Cases within 24 hours
- FEES/CHARGES: FREE OF CHARGE**
- PWD • Senior Citizens • Kasambahay
 - Persons Deprived of Liberty (PDL) • Sponsored (4P's)
 - Indigents (W/Certificate of Indigency)

HOW TO AVAIL OF THE SERVICE:**REQUIREMENTS:**

1. Filled-up Registration data sheet.

SCHEDULE OF SERVICE AVAILABILITY:

24 HRS Service
Likewise for PDL's

FOLLOW THESE STEPS			IT WILL TAKE YOU	PLEASE APPROACH
STEPS	CLIENT	PERSONNEL		
1	Seek medical attention.	Get information, determine patients medical problem, take vital signs and re to resident on duty.	10 mins	E.R. Nurses/Nursing Attendants on duty Medical Officer on duty
		Evaluates patient and makes medical orders. Issue order of payment.	25 mins	
2	Proceed to Billing for payment	Issue Official Receipt (OR)	10 mins	Cashier
3	Present Official Receipt and claim medical certificate except for PDL	Issue and release medical certification	Within 1 day	Medical record section personnel

Note:

1. For patient who needs to be referred to another medical facility or to a higher center, the Medical Officer and Nurse on duty will facilitate the referral for transfer and must observe the protocol for referring patient.
2. For medico-legal cases, the NOD or the SGOD will immediately inform the police authority and document the necessary data regarding the case.
3. Whenever the OPD is no longer serving after 5:00 PM for walk-in patient who seeks consultation, the Emergency Room will serve as the avenue for such service. However, the triage procedure must be followed through wherein patient who needs immediate medical attention must be served first.
4. Patient who is seen and examined in the E.R., prescribed with medication and discharged improve by the Medical Officer on Duty would then be charged for the services incurred.
5. Walk-in patients who are scheduled for a medical procedure would follow the aforementioned steps and must show their doctors written orders for admission.

B. WARD SERVICES

WHO MAY AVAIL OF THE SERVICE:

1. Patient/patients who are admitted.

FEES/CHARGES:

See schedule of fees available at the billing section

HOW TO AVAIL OF THE SERVICE:**REQUIREMENTS:**

NONE

SCHEDULE OF SERVICE AVAILABILITY:

24 HRS Service

FOLLOW THESE STEPS			IT WILL TAKE YOU	PLEASE APPROACH
STEPS	CLIENT	PERSONNEL		
1	Cooperates and follow medical orders and ward policies.	Properly attend to patients medical concerns.	10 mins	Ward Nurses/Nursing Attendants on duty Medical Officer on duty Medical Officer on Duty Ward Nurse/Nurses on duty Pharmacist on duty Dietary Department
		Do the regular ward rounds to assess and evaluates patient status.	10 mins	
		Review orders and make changes as necessary.	10 mins	
		Carry out doctor's order, follow up Requested laboratory and results and administer medications on time.	25 mins	
		Dispense medicines and medical supplies.	20 mins	
		Provide the prescribed dietary regimen on time.	15 mins	
2	Wait for the doctor's discharge orders or may request to be discharge.	Prepares patient for discharge, explain and instruct clearly the discharge orders which includes the home medications and schedule for follow up check-up.	25 mins	Medical Officer and Ward Nurse on duty
3	Proceed to Billing for payment.	Accept payment and issue Official Receipt and clearance	20 mins	Billing/Cashier/ Philhealth/MAIP/ Masasakit (Medical Social Worker)
4	Present to clearance to Ward Nurse and Guard on Duty	Accept clearance and release patient.	10 mins	Nurse and Guard on Duty

Note:

If when the patient has not yet enrolled in Philhealth, the hospital personnel who is in charge of processing would be the one to process such claim with the premise that necessary documents must be provided by the patient or by the significant others.

C. OUT-PATIENT SERVICES

WHO MAY AVAIL OF THE SERVICE:

1. Patient/patients who need medical/dental consultation, prenatal check-up, Ophthalmologic and other ancillary services.

FEES/CHARGES:

See schedule of fees available at the Out-patient Department.

HOW TO AVAIL OF THE SERVICE:**REQUIREMENTS:**

1. Referral from barangay health center if necessary.
2. Preferably with Identification Card.

SCHEDULE OF SERVICE AVAILABILITY:

1. Monday to Friday at 8:00AM until 5:00PM
Except Saturdays, Sundays and Holidays.

FOLLOW THESE STEPS			IT WILL TAKE YOU	PLEASE APPROACH
STEPS	CLIENT	PERSONNEL		
1	Get priority number and approach the receiving officer once the number is called.	Get patient's information, determine patient's medical problem, take vital signs and record data. Submit OPD Patient's Data form for queuing.	15 mins	OPD Nurses/Nursing Attendants on duty
2	Approach the medical officer's/ Ophthalmologist/Dentist's table once your name is called.	Thoroughly assess and evaluates patient status. Performs medical examination, procedure, prescribe medications or request for laboratory examinations and advise for the next visit for follow up check-up.	25 mins	Medical Officer Ophthalmologist Dentist on duty Nurse on duty
		Issue charge slips for laboratory procedures.	5 mins	
3	Proceed to cashier for payment.	Accepts payment and issue Official receipt.	15 mins	Cashier
4	Present OR and submit for laboratory work up.	Perform the following: - X-ray - Complete blood count and Urine examination - Blood chemistries	1 hour within 1 day	Radtech Medtech Medtech
5	Claim and present results.	Interpret results	15 mins	Medical Officer
6		Dispense medicines and medical supplies.	10mins	Pharmacist on duty

D. RECORD'S SECTION

WHO MAY AVAIL OF THE SERVICE:

1. Patient who follow-up for release of pertinent documents (birth certificate, medical certificate, Philhealth claims)
2. Walk-in patients.

FEES/CHARGES:

See schedule of fees available at the Record's section.

HOW TO AVAIL OF THE SERVICE:**REQUIREMENTS:**

Request slip or other prerequisite documents needed for claim.

SCHEDULE OF SERVICE AVAILABILITY:

From 8:00AM to 5:00PM, Monday to Friday only.

FOLLOW THESE STEPS			IT WILL TAKE YOU	PLEASE APPROACH
STEPS	CLIENT	PERSONNEL		
1	Approach and present request slip to medical record in charge.	Receive patient's request slip and process the needed documents being asked for.	10 mins	Medical Records Officer
2	Proceed to cashier for payment.	Issue official receipt for payment made.	25 mins	Cashier on duty.
3	Return to Medical Records section to claim the necessary document and present official receipt.	Release necessary documents, sealed and signed by authorized personnel.	25 mins	Medical Records Officer.