



Department of Health  
**SAN LAZARO HOSPITAL**

**CITIZEN'S CHARTER  
 MANUAL**



DOCUMENT CODE:

CC - ED – 002

REVISION NO.

0

DATE EFFECTIVE  
 June 1, 2019

**DEPARTMENT: EMERGENCY DEPARTMENT**

**PROCESS 2: CONSULTATION**

**Schedule of Services:**

Monday to Sunday: 24 Hours

**Services Provided to:**

Medical Consultation Patient

**Requirements Needed:**

Patient Information Slip, ER Patient Record, Charge Slip, Patient Medical Record, Laboratory Request Form

**Duration:**

1.5 – 3.5 hours

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Assess/ Direct patients according to priority of care	None	None	3-5 min	Nurse on duty (NOD)/ NA on duty (NAOD)
2	Fill up information slip	Patient Information Slip	None	5-10 min	NOD / NAOD
3	Instruct watcher/ patient to proceed to collection area for registration fee and to secure admission number.	ER/ patient's record and charge slip	Php 50.00	10-15 mins	NOD/ NAOD
4	Assess, examine and evaluate patient condition -Take vital signs -Medical History taking & Physical assessment -Working diagnosis	Patient medical records	None	40-90 mins	Resident on duty (ROD)/ NOD



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5	Advise patient to proceed to Laboratory/ Radiology Department for diagnostic procedures and to come back with the official results	Radiology request form/ Radiology request form	----	3-5 mins	ROD
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END OF TRANSACTION