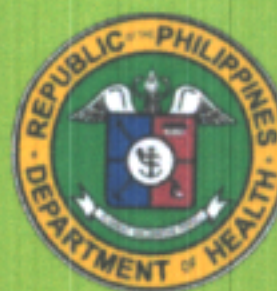




Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
 MANUAL**



DOCUMENT CODE:

CC-MS-H4D-002

REVISION NO.

0

DATE EFFECTIVE

June 1, 2019

DEPARTMENT: H4 OUT-PATIENT DEPARTMENT

PROCESS 2: NEW PATIENT WITH CONFIRMATORY RESULT

Schedule of Services:

Monday to Friday: 8:00am – 4:00pm (No noon break)

except holidays

Registration time: 8:00am-12 noon

Services Provided to:

Out-patient

Requirements Needed:

Blotter Sheet

Sealed HIV Confirmatory Result

Duration:

1-1.6 Hours

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Fill out the registration form	Registration forms	None	2-10 mins.	Patient/Relative
2	Pay registration fee to the Cashier	Blotter Sheet	Php 50.00	3-5 mins.	Patient/Relative
3	Return to the H4 OPD area for queuing and vital signs	H4 OPD Consultation Attendance Form, Blotter Sheet	None	10-20 mins.	Nurse on duty and Nursing Attendant on duty
4.	Post-test Counselling	Blotter Sheet, DOH-NASPCP/EB FORMS	None	20-30 mins.	Trained Counsellors



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5.	Provision of H4 Code	Patient's Logbook and Patient File Record	None	5-10 mins.	Nurse on duty and Nursing Attendant on duty
6.	Consultation and Evaluation of patient	Patient File Record	None	20-25 mins.	Doctor on duty
END OF TRANSACTION					