



Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
MANUAL**



DOCUMENT CODE:

CC-MS-H4D-004

REVISION NO.

0

DATE EFFECTIVE
June 1, 2019

DEPARTMENT: H4 OUT-PATIENT DEPARTMENT

PROCESS 4: ANTI-RETROVIRAL REFILL FOR OLD PATIENT

Schedule of Services:

Tuesday: 1:00pm – 4:00pm

Wednesday to Thursday: 8:00am – 4:00pm

Friday: 8:00am – 4:00pm (for Pediatric patient only)

} No noon break

Services Provided to:

Out-patient/In-patient

Requirements Needed:

Blotter Sheet

Duration:

1.15-1.75 Hours

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Secure Blotter Sheet	Blotter Sheet	None	5-10 mins	Patient/Relative
2	Pay registration fee to the Cashier	Blotter Sheet	Php 20.00	5-10 mins	Patient/Relative
3	Return to the H4 OPD Registration Area for queuing and vital signs	H4 OPD Consultation Attendance Form, Blotter Sheet	None	15-20 mins	Nurse on duty and Nursing Attendant on duty
4.	Wait for your number to be called	Blotter Sheet	None	20-30 mins	Nurse on duty and Nursing Attendant on duty
5.	Consultation	Patient File Record, laboratory result, ARV Booklet, DOH-NASPCP/EB Forms	None	20-25 mins	Doctor on duty



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6.	Dispensing of Anti-retroviral Drugs	DOH-NASPCP/EB FORMS with prescription, ARV Regimen Booklet	None	5-10 mins	Pharmacist on duty
END OF TRANSACTION					