



Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
MANUAL**



DOCUMENT CODE:

CC-MS-H4D-005

REVISION NO.

0

DATE EFFECTIVE
June 1, 2019

DEPARTMENT: H4 OUT-PATIENT DEPARTMENT

PROCESS 5: ADMISSION

Schedule of Services:

Monday to Friday: 8:00am – 3:30pm except holidays

Services Provided to:

Out-patient

Requirements Needed:

ER/OUT-PATIENT RECORD (Blotter Sheet)

Referral Form from other Institution/Treatment hub

Duration:

55 minutes -1.41 hours

| Step | Activities | Forms | Fees | Response Time | Person Responsible |
|------|--|--|-----------|---------------|---|
| 1 | Secure Blotter Sheet | Blotter Sheet | None | 10-15 mins. | Patient/Relative/ Watcher |
| 2 | Pay registration fee to the Cashier | Blotter Sheet | Php 20.00 | 2-5 mins. | Patient/Relative/ Watcher |
| 3 | Return to the H4 OPD Registration Area for queuing and vital signs | H4 OPD Consultation Attendance Form, Blotter Sheet | None | 10-15 mins. | Nurse on duty and Nursing Attendant on duty |
| 4 | Consultation | Patient File Record, Laboratory results | None | 15-20 mins. | Doctor on duty |
| 5 | Review and Check Clinical Case Record | Patient Chart | None | 10-15 mins. | Nurse on duty |