

CITIZEN'S CHARTER



DEPARTMENT: OUT PATIENT

PROCESS 1: TB DOTS SERVICES

Schedule of Services: 8:00am-4:00 pm

Services Provided To:

Patients (Out-patient)

Requirements Needed:

Assessment tool Blotter Sheet/External Document Forms (NTP)

Duration:

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Fill - out Registration Form	Personal Information Sheet	-na-	1-3 mins	Nurse/Nursing Attendant
2	Consultation	Blotter Sheet	-na-	10-15 mins	TB DOTS physician
3	Submit as per TB Diagnostic tests (TbLamp, DSSM, GeneExpert, CXR, etc)	Form 2A NTP Laboratory Request Form	-na-	2-3 days	MD/Nurse/Nursing Attendant
4	Radio-Pulmo Conference	TBDC Form	-na-	2x a month	MD/Nurse/Nursing Attendant/Admin Staff
5	Evaluation	Blotter Sheet/External Referral Forms	-na-	10-15 mins	TB DOTS physician
END OF TRANSACTION					

1-4 hours