



Admitting Section and Emergency Services
CITIZEN'S CHARTER
PROCEDURE IN CONSULTING AT OB-GYNE EMERGENCY ROOM

Services Provided to: OB-Gyne Patients
Days/Hours: Monday – Sunday 24 Hours (NO NOON BREAK)
Duration: 3 hours (depending on the case)

Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PhP	Person in Charge Position, Unit/ Division
Emergency Consultation of OB-Gyne Patients	OB-Gyne Patients	Satisfaction Survey	1. Register at the Security desk and receive the Satisfaction Survey Form.	2 minutes	None	Security Guard
		ER Pre-admission Slip; OB- Gyne Consultation Logbook/ Referral census	2. Go to the Triage Area for your personal information and vital signs taking (BP, temperature, weight, height, others).	25 minutes	None	Triage Officer (Midwife)
		ER Pre-admission Slip	3. Go to the IHOMU desk for interview and log-in at the Hospital Information System and wait to be called.	25 minutes	None	IHOMU Staff
		ER Pre-admission Slip; Laboratory or Ultrasound Request	4. After queuing, enter the ER examination room for history taking, OB examination and treatment.	1 hour and 30 minutes	laboratory, X-ray or ultrasound fee, as needed	Medical Officer III
		Prescription; Laboratory Request; OPD Health Card	5. Receive the doctor's advice together with the schedule of follow-up at OPD.	15 minutes	None	Medical Officer III
		Satisfaction Survey	6. Answer the Satisfaction Survey Form completely and give to the Triage Officer.	5 minutes	None	Triage Officer (Midwife)
END OF TRANSACTION						