



**Out Patient Department
 CITIZEN'S CHARTER
 PROCEDURE FOR OPD CONSULTATION FOR NEW PATIENTS**

Services Provided to: Patients

Days/Hours: Monday – Friday 7:00 a.m. – 5:00 p.m. (NO NOON BREAK)

Duration: 1 to 2 hours

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
OPD Consultation Procedure for New Patients	Any pregnant woman, woman with reproductive health concern, child, or teen who seek (or is brought for) consult at Dr. Jose Fabella Memorial (DJFMH) Hospital Out-Patient Department for the first time	None	1. Get a Queue Number and information form from the box in front of the Information Area.	-	-	-
		None	2. Go to assigned window to register and get a Patient Health Card and Consultation Number.	5 minutes	None	OPD Information staff (midwife)
		None	3. Proceed to the respective areas for the issuance of Patient's Medical Record and measurement of vital signs and anthropometrics. <ul style="list-style-type: none"> • Obstetrics – Room 4 • Gynecology – Room 5 • KMC/NICU – Room 9 (upstairs) • Pediatrics – Room 10 (upstairs) • Well'come Teens – Room 11 (upstairs) 	10 minutes	None	Nurse or Midwife
		None	4. For pregnant patient, go to Dental Clinic for dental evaluation. If not, proceed to Step 5.	2 minutes	None	Dentist
		Laboratory tests and ultrasound results done in other facilities (if any)	5. Proceed to respective clinic for consultation and management.	30 minutes to 1 hour depending on the case	None	Medical Specialist or Medical Officer and Nurse
		Consultation Sheet OPD Chart	6. If patient is referred to a specialist for further management or co-management, go to the respective clinic for consultation <ul style="list-style-type: none"> • Internal Medicine and Surgery Clinic – Room 2 • Maternal High Risk Clinic • Sub-specialty Clinic 	Depends on the patient's diagnosis	None	Medical Officer IV or Medical Specialist
END OF TRANSACTION						