



**Out Patient Department
 CITIZEN'S CHARTER
 PROCEDURE FOR OPD CONSULTATION FOR OLD 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 Old Patients | Any pregnant woman, woman with reproductive health concern, child, or teen who seek (or is brought for) follow-up consult at Dr. Jose Fabella Memorial Hospital Out-Patient Department | None | 1. Get a <i>Queue Number</i> . | - | - | - |
| | | Patient Health Card | 2. Go to assigned window to register and get a Consultation Number. | 5 minutes | None | OPD Information staff (midwife) |
| | | Patient Health Card | 3. Drop the Patient Health Card on the box at the OPD Medical Records Room window for the retrieval of Patient's Medical Record and wait at the Reception Area. | 1 minute | None | OPD Medical Records staff |
| | | Patient's Medical Record | 4. Proceed to the respective areas for 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 |
| | | 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 | | | | | | |