



Department of Pediatrics
CITIZEN'S CHARTER
PROCEDURE FOR ER PEDIATRIC CONSULTATION

Services Provided to: Pediatric Patients (18 years old and below)

Days/Hours: Monday – Sunday 24 Hours (NO NOON BREAK)

Duration: 3-4 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
Pediatric Consultation	Pediatric Patients	Security logbook	1. Register the patient's name at the Security desk.	2 minutes	None	Security Guard
		Pediatric Pre-admission slip	2. Bring your child to the Pediatric Emergency Room Triage Area for registration and vital signs measurement (temperature, weight, height, others)	15 minutes	None	Triage Officer (Nurse)
		Pediatric Emergency Room Form	3. Proceed to the Doctor's Table for the evaluation and management of your child's problem.	30 minutes	None	ER Pediatrician
		Laboratory, X-ray or ultrasound request	4. If laboratory or ancillary test(s) is/are needed, go to the Cashier to pay and go back to the Pediatric Emergency Room to show the results.	1 hour	Depends on the ancillary tests needed	Medical Technologist / Medical Laboratory Technician / Radiologic Technologist
		Pediatric Emergency Room Form, Examination Results	5. If Pediatric Emergency Room observation is required, let your child stay at the Pediatric Emergency Room for final disposition.	1 hour and 15 minutes	None	ER Pediatrician
		Pediatric Emergency Room Form, Prescription, OPD Hospital Card Pedia ER Admission slip	6. a. If for discharge, wait for the doctor's instructions regarding home care and date of follow-up visit at the OPD. b. If for admission, you will be told to bring your child to the appropriate ward after completing the admission process.	15 minutes 15 minutes	None None	ER Pediatrician ER Nurse
END OF TRANSACTION						