

16. Medical Services for Outpatients

Outpatient services for clients that need medical attention/ intervention for check-up, Laboratory services and Radiology Services.

Office or Division:	Out Patient Department (OPD) Services			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled up health referral (if there is any) (1 photo copy)		1. Health center/ previous hospital where patient is admitted		
2. Diagnostic results (if there are any) (1 original copy)		2. Health center/ previous hospital where patient is admitted		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal Appearance of the client for interview in the hospital	1.1. Release priority number; 1.2. Assist in weighing the patient; 1.3. Issue draft form for vital information for filled – up; 1.4. Facilitate to the OPD Clerk;	None	1 minute	<i>Security Guard/ OPD Clerk PEEDO-DDN Hospital Out Patient Department</i>
2. Receive new OPD Card issued for new patient while wait for the retrieval of OPD Records for patient with previous medical records.	2.1. Determines whether patient is “old” or “new” If patient is “new”, issues new ID card, and logs patient’s name in the OPD register; 2.2. If patient is	None	5 minutes	<i>OPD Clerk PEEDO-DDN Hospital Out Patient Department</i>

	<p>a referral from other health facilities is “old”, retrieves OPD record [Form no.1] from file;</p> <p>2.3. Advise patient regarding use and care of card;</p> <p>2.4. Forwards OPD Record to HOMIS Encoder.</p>			
3. Payment of Consultation Fee to the cashier	<p>3.1. Receive charge slip, and</p> <p>3.3. Issue OR for payment;</p> <p>3.4. Give instruction</p>	<p>Consultation fee P100.00</p>	1 minute	<i>Cashier</i>
4. Those patient/clients who are classified indigent proceed to MSW for medical assistance	<p>4.1. Classify patient who are unable to pay the consultation fees;</p> <p>4.2. Give instruction</p>	None	5 minutes	<i>MSW Staff</i>
5. Submit for vital signs taking to determine appropriate medical information, such as: Complete name, address, BP, weight and others medical history	<p>5.1. Calls patient’s name, gets vital sign, and notes findings on the OPD record, including chief complaints and reason for</p>	none	5 minutes	<i>Nursing Attendant PEEDO-DDN Hospital</i>

	<p>consultation</p> <p>5.2. Observe proper triaging by referring patient to Department/ Specialty Care Area concerned (if applicable) and gives OPD record to Medical Officer;</p>			
6. Wait names to be called at the (Waiting Area) by the nurse	6.1. Advise patient to wait for his/her name to be called	none	5 minutes	<i>OPD Nurse</i> PEEDO-DDN Hospital Out Patient Department
7. Submit for personal medical examinations and wait for medical advices by the doctor	<p>7.1. Interviews patients, examines, evaluates and determines the medical care needed:</p> <p>7.2. If the patient is for medical care, gives prescriptions and instructions;</p> <p>7.3. If the patient is for diagnostic work-up, writes order, fills-up request form</p>	none	10 minutes	<i>Medical Officer</i> PEEDO-DDN Hospital

	<p>then gives to the OPD nurse.</p> <p>7.4. If patient is a medico-legal case, refers patient to proper authorities;</p>			
8. If the doctor gives your prescription proceed to Pharmacy and ask whether that supplies of meds are available	<p>8.1. Facilitate to Pharmacy those with prescriptions;</p> <p>8.2. Give instructions</p>	none	1 minute	<p><i>OPD Nurse</i> PEEDO-DDN Hospital</p>
9. Wait for further instruction from the Pharmacist	<p>9.1. Review prescriptions and issue charge slip for payment;</p> <p>9.2. Prepares drugs and meds and supplies;</p> <p>9.3. Issues drugs and meds and supplies;</p> <p>9.4. Give instructions;</p>	Fees depend on the prices	5 minutes	<p><i>Pharmacist</i> PEEDO-DDN Hospital</p>
10. If the doctors require you further diagnostic examination proceed to (Laboratory or X-ray) and present the request	10.1. Facilities request for diagnostic examination those with diagnostic request;	none	1 minute	<p><i>OPD Nurse</i> PEEDO-DDN Hospital</p>
11. Present the request to the	11.1. Receive and review			

<p>attending staff and wait for instructions</p>	<p>request of diagnostic examination</p> <p>11.2. Issue charge slip</p> <p>11.3. Refers patient to the Medical Social Services (MSS) using MSS OPD referral form for those patients who cannot able to pay;</p> <p>11.4. Review OR / signature of the MSW;</p> <p>11.5. Perform Diagnostic procedures;</p> <p>11.6. Process diagnostics examinations;</p> <p>11.7. Releases diagnostic results and give instructions</p>	<p>Fees depend on the services provided</p>	<p>2 hours</p>	<p><i>Medical Technologist or Radiologic Technologist</i> PEEDO-DDN Hospital Laboratory or Radiology Department</p>
<p>12. Bring laboratory results and give it to the OPD Nurse</p>	<p>12.1. Receive result for the diagnostic procedures;</p> <p>12.2. Endorse to the Medical Officer on duty;</p>	<p>none</p>	<p>1 minute</p>	<p><i>OPD Nurse</i> PEEDO-DDN Hospital Out Patient Department</p>
<p>13. Submit for Medical Examinations and</p>	<p>13.1. Upon receipt of</p>			

<p>medical advices and receive further instructions</p>	<p>diagnostic result, evaluates examination outcomes, completes the patient's record, prescribes medication and provides instructions to the patient.</p> <p>13.2. If the patient needs to be confined, accomplishes Doctor's Order Sheet and Admitting History sheet and endorses these to the OPD Nurse.</p> <p>13.3. If the patient needs referral to other health facilities, prepares clinical summary accomplishes referral slip endorses and other documents to the nurse;</p> <p>13.4. If patient has a notifiable disease, indicates diagnosis or findings on the</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Medical Officer</i> PEEDO-DDN Hospital Out Patient Department</p>
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	<p>patient's records;</p> <p>13.5. If the patient needs dietary management, refers patient to clinical dietitian for diet counseling;</p> <p>13.6. If the patient is for OBR sent to ER Section;</p> <p>13.7. If the patient can go home, give prescription and instruction when to come back for follow up checkup and medication</p> <p>13.8. Writes observations, diagnosis and treatment rendered in the OPD Card and endorses OPD Records.</p>			
14. Proceed to the OPD Nurse and wait for further medical instructions	<p>14.1. Caries out doctor's orders;</p> <p>14.2. If for admission, informs the admitting staff; and</p> <p>14.3. Forwards</p>	None	1 minute	<p><i>OPD Nurse</i> PEEDO-DDN Hospital Out Patient Department</p>

	<p>patient's record to the admitting unit;</p> <p>14.4. Give instructions on take home meds and when to take follow up medications</p>			
TOTAL:		N/A	2 hours and 56 minutes	