

SERVICE NAME: INAPOY COMMUNITY PRIMARY HOSPITAL

Description of the Service: OUT PATIENT DEPARTMENT CONSULTATION (NEW AND OLD PATIENT)

OFFICE OR DIVISION		INAPOY COMMUNITY PRIMARY HOSPITAL		
Classification		SIMPLE		
Type of Transaction		G2C		
Who may avail		OUT PATIENT DEPARTMENT CONSULTATION (NEW PATIENT AND OLD PATIENT)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patient: For Old Patient: >Issue Hospital Card > Hospital Card >Issue Hospital Record > Hospital Record > OPD FORMS > OPR Records		Inapoy Community Primary Hospital- OPD Section Inapoy Community Primary Hospital- OPD Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Proceed to OPD Area for assessment	>Interview the patient and >Take patient Vital Sign	none	10 minutes	Midwife/ Nurse on Duty
2. After that proceed to the Attending Physician to consult	>Get History of the patient and physical examination >request laboratory by Attending		30 minutes	Attending Physician
3. Proceed to laboratory area	> Receive request and perform the procedure	Refer to posted	1 hour	Medical Technician on duty
4. Patient returns to laboratory area to get the result	> Advice patient time to get the >Release result	rate/fees	5 minutes	Medical Technician on duty
5. Patient returns to laboratory area to get the result				
6. Back to the OPD Area	>Examination result attach to		5 minutes	Midwife/Nursing staff on duty

	and advice patient to proceed the attending Physician			
	TOTAL:			

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Classification	SIMPLE
Type of Transaction	G2C
Who may avail	OUT PATIENT DEPARTMENT CONSULTATION (NEW PATIENT AND OLD PATIENT)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Patient: >Issue Hospital Card >Issue Hospital Record > OPD FORMS > OPR Records	For Old Patient: > Hospital Card > Hospital Record Inapoy Community Primary Hospital- OPD Section Inapoy Community Primary Hospital- OPD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
6. Treatment/ Re-examination >Proceed to Consultation office	>Re-examine the patient based diagnostic results >Treatment plan > Make prescription if needed	none	30 minutes	Attending Physician
7. Proceed to the Drug Room and receive medicines	> Dispense prescribed medicines	Depending on the refer to posted rate	10 minutes	Supply officer
8. Proceed to the Social service for discount/classification	> Evaluate and classify patients > Give discount		5 minutes	Clerk on duty
9. Proceed to cashier for payment	>Issue Receipt > Patient advice to follow up and		5 minutes	Collecting clerk on duty Midwife/Nurse on Duty

	TOTAL:			
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SERVICE NAME INAPOY COMMUNITY PRIMARY HOSPITAL

Description of the Service: NEW AND OLD PATIENTS

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL
Classification	SIMPLE
Type of Transaction	G2C
Who may avail	NEW AND OLD PATIENTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the New Patient: For the Old Patient: > Issue Hospital Card> Hospital Health Card > Issue Hospital Record> Hospital Health Record >Request form for laboratory >	Inapoy Community Primary Hospital - Record Section Inapoy Community Primary Hospital - Record Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Proceed to clinical laboratory 2. Submit the laboratory Request and Official Receipt 3. Receives Laboratory result > Log at result Receiving logbook	> Check the completeness of request form. > Perform required procedure > Instruct the patient on how to Specimen ➤ Issuance claim stub for claiming the of result > Retrieves laboratory results > Release to patient or representative	Depend on the rate/fees	5 minutes 10 minutes 5 minutes 5 minutes 5 minutes	Medical Technician on Duty

	TOTAL:			
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SERVICE NAME INAPOY COMMUNITY PRIMARY HOSPITAL

Description of the Service: EMERGENCY CASES OLD AND NEW PATIENT

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	OLD AND NEW PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patient: > Issue Hospital Card > Issue Hospital Health Record For Old Patient: > hospital Number > Hospital Health Record		Inapoy Community Primary Hospital - Record Section Inapoy Community Primary Hospital - Record Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. The patient will go to the Emergency Room	>The nurse should triage the >Refer the patient to the >Examination of patients and >If the patient is for Admission ,		15 minutes 5 minutes 30 minutes 5 minutes	ER Nurse ER Nurse Physician on duty Physician on Duty
2. The patient/relative sign the consent for	>If the patient is for Referral t o		10 minutes	Physician on duty
3. The patient/ Relative comply the discharge	>If the patient is for Discharge .		10 minutes	Physician on duty

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Description of the Service:

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	PREGNANT WOMEN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the New Patient: Issue Hospital Card	For the Old Patient: Issue OPD Record	Inapoy Community Primary Hospital –Labor/Delivery Room Area		

Issue Hospital Record		Inapoy Community Primary Hospital –Labor/Delivery Room Area		
<ul style="list-style-type: none"> ➤ Doppler> Oxygen Tank with gauge ➤ BP- Apparatus > Digital thermometer ➤ Stethoscope 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Proceed to the Assessment Area at OPD	>Interview the patient and		10 minutes	Midwife /Nurse on duty
2. After that proceed to the Attending Physician for consult	>Taking vital sign		5 minutes	Attending Physician
3. The patient will go to the Labor room and sign the consent.	>Get History of the patient and Physical examination		15 minutes	Midwife/DR Nurse
	>Assess and records patient’s including vital signs, blood rate, heart rate ,weight and fetal		3 minutes	Midwife/ DR Nurse
	>Notify the Physician on Duty			
	>Assess the patient			
	> Orders patient to be brought Labor room or delivery room.			
	> Prepare patient for labor			
	> Monitor patient vital signs and beat.			
	> When the patient is ready for Patient can be handled by a			Midwife, Nurse and Physician on duty
	TOTAL:			

SERVICE NAME: LABOR ROOM/ DELIVERY ROOM PROCEDURE

Description of the Service:

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL	
Classification	SIMPLE	
Type of Transaction	G2C	
Who may avail	PREGNANT WOMEN	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the New Patient: Issue Hospital Card	For the Old Patient: Issue OPD Record	Inapoy Community Primary Hospital – Labor/Delivery Room Area

Issue Hospital Record		Inapoy Community Primary Hospital – Labor/Delivery Room Area		
<ul style="list-style-type: none"> ➤ Doppler> Oxygen Tank with gauge ➤ BP- Apparatus > Digital thermometer ➤ Stethoscope 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
	> Record medical ment.	Depending on the	10 minutes	Midwife /Nurse on duty
	> Carried out legal orders of the Physician	refer to posted	5 minutes	Midwife / Nurse on duty
	> Prepare and attaches ID tags Mother and baby.	rate/fees	3 minutes	Midwife/ Nurse on Duty
	> Endorse the mother and baby in to the Ward Nurse		15 minutes	Midwife/ Nurse ON Duty
	> Receive and assess mother and		3 minutes	Ward Nurse
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL

Description of the Service: ADMISSION AND DISCHARGE OF THE PATIENT

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL
Classification	SIMPLE
Type of Transaction	G2C
Who may avail	ADMISSION AND DISCHARGE OF THE PATIENT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the New Patient: > Issue Hospital Card > Issue Hospital Health Record >Admitting Slip > Admission Logbook > Patient’s Chart	For the Old Patient: > Hospital Card > Hospital Health Record Inapoy Community Primary Hospital – Record Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
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1. Patient's relative present Admitting Order/admitting slip	>Receive admitting slip/admitting >Log in Admission logbook		25 minutes	Admitting Clerk on Duty
2. Admission to Ward	>Get patients data >Admitting clerk notifies >Prepare room and bed supplies if needed >Bring the patient to the ward.		30 minutes	Nurse on duty
3. Patients Care and Management	> Perform daily routine of the		20 minutes	Midwife/ Nurse on Duty Attending Physician on Duty
4. Disposition	> Examines and evaluate patient. Indicate in patient's chart "May order		20 minutes	Attending Physician on Duty
5. Discharge	> Prepare discharge order, write instructionand prescription for medicines		20 minutes	Attending Physician
	> Follow up check-up and Review for completeness		10 minutes	Ward Nurse on Duty
	> Bring patients chart to: Medical Record Section - Receive patient's completeness		10 minutes	Ward Nurse on Duty
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL

Description of the Service: ADMISSION AND DISCHARGE OF THE PATIENT'S

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL	
Classification	SIMPLE	
Type of Transaction	G2C	
Who may avail	ADMISSION AND DISCHARGE OF THE PATIENT'S	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the New Patient: .> Issue Hospital Card >Issue Hospital Health Record	For the Old Patient: > Hospital Card >Hospital Health Record	Inapoy Community Primary Hospital- Record Section

>Admitting Slip > Admission Logbook > Patient's Chart				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
6. Present Discharge Notice	> Assign ICD10 Code Benefits Section - Deduct Phil		5 minutes	Clerk on duty
7. Present payment slip	>Receive discharge notice > Instruct the patient/relative the Cashier > Receive payment slip Issue of Official Receipt	Depending on the refer to posted rate/fees	10 minutes 3 minutes 6 minutes	Billing on Duty on duty Casher on Duty
8. Present Official Receipt	Instruct the patient to go back to billing for the issuance of Discharge > Patient copy > Nurse copy		3 minutes	Casher on Duty
9. Present Discharge slip. Ward Nurse	> Receive discharge slip > Give final instruct, regarding caremedication and schedule >Discharge the patient in the > Check discharge slip and		10 minutes	Ward Nurse Ward Nurse on Duty
10. Security Guard			2 minutes	Security Guard on Duty
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL- TRIAGE AREA

Description of the Service

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL
Classification	SIMPLE

Type of Transaction		G2C		
Who may avail		OUT PATIENT ANY 12 CATCHMENT BARANGAY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Triage assessment tool patient data		Inapoy Community Primary Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Entry to Triage area	>Patien's/Relatives required to	none	10 minutes	TriageNurse on Duty
2. Triage waiting area	>Observe proper distancing >Patient/Relatives call on first serve policy >Triage nurse assign measures patient physiological parameter. a. Taking patient's vital sign b. Taking of main complaints patient after taking brief			
3. OPD Area	> Using the recorded Parameter from the patient taking a brief history, the endorse to OPD area. A. OPD Area: Nurse/Midwife on duty assign actual documentation: a. Get the patient Hospital Record section		10 minutes	OPD Nurse/Midwife
TOTAL:				

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Description of the Service

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL
Classification	SIMPLE
Type of Transaction	G2C

Who may avail		OUT PATIENTS ANY 12 CATCHMENT BARANGAY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>Triage Assessment tool		Inapoy Community Primary Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
	b. The nurse/midwife assign will and record patient vital in the hospitalhealth record. > Endorse patient to Doctor on Doctor,s consultation area. > Doctor will consult the patient: TRIAGE AREA: (EMERGENCY > Patient will proceed to Room. > Attended by assign ER nurse Doctor on duty.	none	2 minutes 15 minutes	Midwife / Nurse on duty Attending Physician on Duty Nurse/Midwife/Attending Physician On Duty
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL- TRIAGE AREA

Description of the Service ISSUANCE OF CLIENTS MEDICAL RECORDS/INFORMATION AND CERTIFICATE OF CONFINEMENT

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL
Classification	SIMPLE
Type of Transaction	G2C
Who may avail	ISSUANCE CF CLIENTS MEDICAL RECORD/INFORMATION
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Patient or Authorize Representative ➤ Discharge Instructions ➤ Valid ID ➤ Hospital Health Card 	Inapoy Community Primary Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. The patient will go to the Information area.	> The staff will explain to the Out the form and give to the Medical Record		10 minutes	Midwife /Nurse on duty
	> Forward the request and chart Records office.		3 minutes	Billing Clerk on Duty
	> Prepare the medical patient		3 minutes	Midwife / Nurse on duty
	> Check the medical information patient chart		10 minutes	Medical clerk on Duty
	> Release medical Information to Authorized representative.		3 minutes	Midwife/ Nurse ON Duty Nurse
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL- TRIAGE AREA

Description of the Service: DENTAL HEALTH SERVICES OLD AND NEW PATIENT

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL	
Classification	SIMPLE	
Type of Transaction	G2C	
Who may avail	OLD AND NEW PATIENT	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the New Patient: > Issue Hospital Card > Issue Hospital Record		Inapoy Community Primary Hospital - Record Section
For Old Patient: > Hospital Health Card > Hospital Health Record		Inapoy Community Primary Hospital - Record Section

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Enter to Triage Area > Triage waiting area	> Patient/ Relatives required to wear mask > Observe proper social distancing > Triage Nurse measures and patient physiological parameter. > Taking patient's vital sign > Record the chief complaints	Refer to posted rate/fees	5 minutes	Triage Nurse on Duty
2. OPD Area	> Get the patient Hospital Health Section > Assess and interview the > Recheck the vital sign		10 minutes	Triage Nurse on Duty
3. Proceed to Dental Room	> Endorse the patient to Dentist		5 minutes	Dentist
4. Undergo Oral Examination	> Conduct Oral Examination and patient and proceed Dental		30 minutes	Physician on Duty
5. Proceed to supply Area	> Dispense prescribed medicines		10 minutes	Physician on duty