



CITIZEN'S CHARTER
STEP BY STEP PROCEDURE
CARDIOVASCULAR UNIT

STEP	AGENCY ACTIVITY / PROCESS	FEE	NECESSARY FORM	RESPONSIBLE OFFICER/STAFF	MAXIMUM TIME
1	Receive and evaluate requirements, schedules, validates and orients clients/patients/ resident-in-charge. (Note: Scheduled out-patients must come at least 15minutes prior to schedule date, failure of the client to do so will forfeit his/her turn, thus accepting other patients/ clients to fill-in the slot)	None	CVLAB Request form properly and completely filled-up by requesting physician Approved letter of Guarantee and/or OPD Card if applicable	Receptionist/ CV Unit Tech-on-duty	30 minutes
2	Issue charge slip and instruct patient to pay at the Cashier	Please see attached CVLAB price list	Charge slip	Receptionist/ CV Unit Tech-on-duty	10 minutes
3	Record official receipt number and advise patient to wait for their name to be called.	None	Official Receipt	Receptionist/ CV Unit Tech-on-duty	3 minutes
4	Process registration. Call and orient patient. Get vital signs. Perform requested procedure (Note: Staff calls ward for in-patient, attendant-on-duty from ward brings in patient to CV Unit and brings the patient back to ward after the procedure)	None	CVLAB Request form properly and completely filled-up by requesting physician	Receptionist / CV Unit Tech-in-charge	Depending on the procedure to be done, difficulty of case and technical factors involved: 2Decho: 2hrs Carotid: 1 hour Arterial: 2hrs Venous: 2hrs DVT: 1 hr
5	Reading and interpretation of Cardiovascular studies Encoding and proof reading of official results	None	CVLAB Request form properly and completely filled-up by requesting physician	Echocardiographer/Vascular Specialist (Attending cardiologist gives the initial reading for emergency cases) Encoder/ CV Unit Tech-in-charge	OPD: 7-10 working days INPATIENT: 3-5 working days EMERGENCY: Initial reading within 24 hours
6	Receive official receipt, validates client/watcher, instruct receiver to write his/her name and signature on Release logbook. Release result	None	Official receipt	Receptionist/ CV Unit Tech-on-duty	15 minutes
END OF TRANSACTION					

FRONTLINE SERVICE CARDIOVASCULAR UNIT PROCEDURES

1. Echocardiography
2. Carotid Duplex Scan
3. Venous Duplex Scan
4. Arterial Duplex Scan
5. Deep Venous Thrombosis Screening

CLIENTS : Out-Patients, In-Patients, Emergency

REQUIREMENTS : Doctor's request
: Approved letter of Guarantee (If Applicable)

SCHEDULE OF AVAILABILITY OF SERVICE
: Procedures done as scheduled accordingly
: Weekdays: 8AM to 5PM

CONTACT NUMBERS : +639233615102
: Local 433

FEES : Applicable Fees

PROCEDURE	PRICE
2DEcho and Doppler Study	P 1,500
Carotid Duplex	P 1,500
Venous Study	P 1,500
Arterial Study	P 1,500
Deep Venous Thrombosis Screening	P 650

TOTAL MAXIMUM DURATION OF PROCESS: 45 minutes to 3 hours (depending on the requested procedure)

RELEASE OF RESULT : OPD: After 7 to 10 working days
: INPATIENT: 3 to 5 working days
: EMERGENCY: Initial reading by the requesting Cardiologist