

Step by Step Procedures OPD Registration.

New Patient/Bagong Pasyente

Step	Patient Activities	Service Provider Activities	Fee	Necessary Form	Documentary Requirement	Maximum Time	Responsible Officer/ Employee	Allowable Period of Extension & Acceptable Reason
1	Get priority Number and Fill out the Masters Patient Index (MPI) and the Consent Form to the Guard on Duty at the Entrance Fill out Forms <i>Kumuha ng Priority Number at Masters Patient Index (MPI) sa guardiya na nakatalaga sa entrance</i> <i>Punan ang mga Forms</i>	The Personnel on duty issues the priority number and Forms Instruct patients to proceed to pay the Registration Fee	None	MPI Consent Prior to the Collection of Personal Information	None	1 min	Personnel on Duty	
		<i>Ang Guardiya ay magbibigay ng numero at mga Forms</i> <i>I instruct ang pasyente na pumunta sa Cashier para magbayad ng Registration Fee</i>	Wala	Wala	1 minuto	Personnel on Duty		
2	Pay Registration Fee at the Cashier (Note: Life Time) <i>Bayaran ang Registration Fee sa Cashier</i>	The Cashier issues the Official Receipt to the Patient	Php100 (Regular)	MPI	None	5min	Cashier	
		<i>Ibibigay ng Cashier ang Opisyal na Resibo sa pasyente</i>	Php 80 (Senior and PWD)	Wala	5 minuto			
3	Register at the Registration Desk <i>Magparehistro sa may Registration Desk</i>	The Registration personnel registers the patient into the HOMIS and issues the Hospital Case Number Card Note: The Hospital Case Number Card is a Life Time, present every hospital visit.	None	Hospital Case Number Card	None	5 min	Registration Personnel	
		<i>Ang Registration Personnel ay ireregistro ang pasyente sa HOMIS at ibibigay ang Hospital Case Number Card</i> <i>Note: ang Hospital case Number Card ay habang buhay na magagamit, laging dalhin at ipresenta kapag nag pa ospital</i>	Wala	Wala	5 minuto			
3	Triaging of Clinical Assignment <i>Mag pa Triage para Malaman ang Clinic na pupuntahan</i>	Triage Officer determines clinical assignment and print queuing number The room assignment can be seen in the printed queuing number <i>Ipapasya ng Triage Officer ang clinical assignment ng pasyente at mag printa ng queuing number</i> <i>Ang room assignment ay makikita san a imprentang queuing number</i>	none	Cubicle Number	None	2 min	Triage Officer	

Old Patient

Step	Patient Activities	Service Provider Activities	Fee	Necessary Form	Documentary Requirement	Maximum Time	Responsible Officer/ Employee	Allowable Period of Extension & Acceptable Reason
1	Get priority number at the Guard on Duty at the Entrance <i>Kumuha ng Priority Number sa guardiya na nakatalaga sa entrance</i>	The Personnel on Duty issues the priority number to patient.	None	None	Hospital Case Number Card	1 min	Personnel on Duty	
		<i>Ibibigay ng Empleyadong nakatalaga Priority Number at i- instruct ang pasyente na magtungo sa Triage Kiosk kasama ang hospital case number card</i>	Wala	Wala	Hospital Case Number Card	1 min	Personnel on Duty	
3	Triaging for Clinical Assignment <i>Mag pa Triage para Malaman ang Clinic na pupuntahan</i>	Triage Officer determines clinical assignment and print queuing number The room assignment can be seen in the printed queuing number <i>Ipapasya ng Triage Officer ang clinical assignment ng pasyente at mag printa ng queuing number</i> <i>Ang room assignment ay makikita san a imprentang queuing number</i>	none	Cubicle Number	None	2 min	Triage Officer	

Note: Registration time is between 7:00am – 3:30pm Mondays to Friday and 7-11AM only on Saturdays

For Complaints and Suggestion you may proceed to the Public Assistance and Complaint Desk located at the OPD Ground Floor or may write your complaints and suggestion and drop it at the PACD Dropbox.

For Senior Citizen, Persons with Disability and Pregnant women (8 to 9 months of gestation) shall be prioritized in the line at the Registration Area. Once prioritized at the registration it is already automatic that you get a prioritized slot at the cubicle.

Old Patient with Lost Hospital Case Number Card

Step	Patient Activities	Service Provider Activities	Fee	Necessary Form	Documentary Requirement	Maximum Time	Responsible Officer/ Employee	Allowable Period of Extension & Acceptable Reason
1	<p>Get Priority Number at the Personnel on Duty at the Entrance</p> <p>Kumuha ng Priority Number sa guardiya na nakatalaga sa entrance</p>	<p>The Personnel on Duty shall issue the priority number to patient.</p> <p>Ibibigay ng Guardiayang sa Pasyente ang Priority Number at i-instruct ang pasyente na magtungo sa Triage Kiosk</p>	<p>None</p> <p>Wala</p>	<p>None</p> <p>Wala</p>	<p>None</p> <p>Wala</p>	<p>1 min</p> <p>1 min</p>	Personnel on Duty	
2.	<p>Pay Penalty Fee at the Cashier</p> <p>Bayaran ang Penalty Fee sa Cashier</p>	<p>The Cashier shall receive the Registration payment and issues the Official Receipt to the Patient</p> <p>Tatanggapin ng Cashier ang bayad para sa penalty fee at ibibigay ang opisyal na resibo sa pasyente</p>	<p>20 Php</p> <p>20 Pesos</p>	<p>Masters Patient Index</p> <p>Masters Patient Index</p>	<p>None</p> <p>Wala</p>	<p>5min</p> <p>5 min</p>	Cashier	
3	<p>Present the Official Receipt and your complete name to the Registration Personnel and Duplicate Copy of the Hospital Case Number Card shall be issued</p> <p><i>Ipakita ang resibo ng binayarang fee at Magpagawa ng Hospital Case Number card sa Registration</i></p>	<p>The Registration personnel shall retrieve your hospital number through the HOMIS and issues duplicate of the Hospital Case Number Card. Instruct the patient to fall in line at the Triage Kiosk Area</p> <p><i>Ang Registration Personnel ay ireretrieve ang inyong hospital case number sa HOMIS at mag issue ng duplicate na hospital case number card. I iinstruct ang pasyente na pumila sa Triage Kiosk</i></p>	<p>None</p> <p>Wala</p>	<p>None</p> <p>Wala</p>	<p>None</p> <p>Wala</p>	<p>5min</p> <p>5 min</p>		
4	<p>Triaging for Clinical Assignment</p> <p><i>Mag pa Triage para Malaman ang Clinic na pupuntahan</i></p>	<p>Triage Officer determines clinical assignment and print queuing number</p> <p>The room assignment can be seen in the printed queuing number</p> <p><i>Ipapasya ng Triage Officer ang clinical assignment ng pasyente at mag printa ng queuing number</i></p> <p><i>Ang room assignment ay makikita san a imprentang queuing number</i></p>	<p>None</p> <p>Wala</p>	<p>Cubicle Number</p> <p>Cubicle Number</p>	<p>None</p> <p>Wala</p>	<p>2 min</p> <p>2 min</p>	Triage Officer	