



| STEP | ACTIVITIES   | FEE                               | DOCUMENTAR<br>Y<br>REQUIREM<br>ENTS   | MAXIMU<br>M TIME                  | RESPONSIBLE<br>OFFICER/EMPL<br>OYEE           | ALLOWABLE<br>PERIOD OF<br>EXTENSION<br>ACCEPTABLE<br>REASON    |
|------|--|-----------------------------------|---|-----------------------------------|---|--|
| 1    | Presentation of queue number from the kiosk when called upon                           | None                              | Queue Number  | 1 minute                          | Nurse on Duty                                 |  |
| 2    | Vital Signs Taking   | None                              | OPD Health Record   | 3 mins.                           | Nurse on Duty                                 |  |
| 3    | Signing of Informed Consent for the Procedures/ Treatment                              | None                              | Consent for the Procedures/ Treatment Form  | 2 mins.                           | Nurse on duty                                 |  |
| 4    | Charging<br>A. Proceed to cashier if without PHIC Availment form                       | Php 800.00                        | Charge slip   | c/o Cashier                       | c/o Cashier                                   |  |
|      | B. Proceed to Billing and Claims unit if with PHIC Availment form                      | None                              | PHIC Availment form, OPD Minor Operation schedule form                              | c/o Billing and Claims unit       | c/o Billing and Claims unit                   |  |
| 5    | Treatment/Operation proper   | None                              | OPD Minor Operation Nurse's Notes form and Operating Room WHO Safety Checklist form | 45 mins.                          | Resident or Consultant on duty, Nurse on duty | 20 mins. depending on the severity of the case                 |
| 6    | If specimen is for biopsy, submission of specimen at the Anatomic Pathology Department | C/O Anatomic Pathology Department | Anatomic Pathology request form   | C/O Anatomic Pathology Department | Medical Technologist                          |  |
| 7    | Discharge of client, Health Education  | None                              | Clearance form, prescriptions   | 15 mins.                          | Nurse on duty, Resident or Consultant on duty | 10 mins., depending on the number of patients being discharged |



## VI. FEEDBACK AND COMPLAINTS

### *Citizen's Charter*

### STEPS IN FILING A COMPLAINT

| STEP   | WHAT TO DO  | IT WILL TAKE                                       | RESPONSIBLE STAFF                            |
|--|---|--|--|
| 1  | Proceed to the nearest Public Assistance and Complaints Desk(PACD)  | 2-5 minutes  | PACD Member/<br>Information Staff<br>on Duty |
| 2  | A. Write your complaint or accomplish the Customer Satisfaction Survey (CSAT) Form and submit to PACD, or<br>B. Verbally state your complaint to PACD |  |  |
| 3  | Wait for any action/resolution regarding your complaint.  | 5-10 minutes depending on the extent of discussion |  |
| <p><b>PACD</b> are located at the following:</p> <ol style="list-style-type: none"> <li>1. Flavier Building: Admitting Office</li> <li>2. Main Building: Information Booth</li> <li>3. Admin Building: Office of the Chief Administrative Officer</li> <li>4. OPD Building: HIMO Registration</li> </ol> <p>*Those in Cancer Building can give their complaint at the OPD PACD or Office of the Chief Administrative Officer</p> |   |  |  |



## VII. LIST OF OFFICES

| Office                      | Address                   | Contact Information                   |
|-----------------------------|---------------------------|---------------------------------------|
| Office of the MCC           | BGH Compound, Baguio City | 442-3165                              |
| Office of the Legal Officer | BGH Compound, Baguio City | 661-7981 local 382                    |
| Office of the CMPS          | BGH Compound, Baguio City | 661-7981 local 382                    |
| Office of the CAO           | BGH Compound, Baguio City | 442-3809                              |
| Office of the FMO           | BGH Compound, Baguio City | 442-5243                              |
| Emergency Room              | BGH Compound, Baguio City | 09423776040<br>661-7981 local 418/424 |