



| CITIZEN'S CHARTER DEPARTMENT OF OBSTETRICS AND GYNECOLOGY OUT-PATIENT CONSULTATION | | | | | | |
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| STEP | ACTIVITIES | FEE | NECESSARY FORM | MAXIMUM TIME | RESPONSIBLE OFFICER/EMPLOYEE | ALLOWABLE PERIOD OF EXTENSION & ACCEPTABLE REASON |
| 1 | Patient's number is called | none | Number from triage | 1 minute | Physician | |
| 2 | Taking of vital signs (BP, heart rate, respiratory rate, temperature, SPO2), height, and weight | none | Number from triage with recorded vital signs, height and weight Patient's chart | 3 minutes | Nurse | If BP is elevated, patient is allowed to rest for 15-20 minutes before re-checking of BP *If BP is persistently elevated, patient is immediately referred to the emergency room |
| 3 | History taking | none | Patient's chart | Uncomplicated pregnant patients: 5 minutes Gynecology patients: 10 minutes | Physician | 20 minutes Uncooperative patient Unreliable history Language barrier |
| 4 | Physical examination | Dependent on the supplies needed (e.g. sterile gloves, lubricating gel, pap smear kit) | Patient's chart | 5 minutes | Physician | 10-15 minutes Waiting time may take longer if there is a queue for the use of the examination room |
| 5 | Clinical assessment | none | Patient's chart | Uncomplicated cases: 5 minutes | Physician | 45-60 minutes Complicated cases requiring |



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| | | | | Complicated: 30 minutes | | multidisciplinary/subspecialty assessment/opinion and management |
| 6 | Preparation of request for appropriate diagnostic tests/examinations | none | Laboratory request form Imaging request form | 2 minutes | Physician | |
| 7 | Preparation of prescription of appropriate medicines | none | Prescription form | 2 minutes | Physician | |
| 8 | Counseling | none | Patient's chart | 5 minutes | Physician | 10-15 minutes Patient with multiple queries |
| 9 | Final disposition: <ul style="list-style-type: none"> Discharged with instructions for follow-up or Endorsed for admission | none | Patient's chart Prescription Laboratory request Admitting orders if for admission | 5 minutes | Physician | |