

# SAN JUAN MEDICAL CENTER

## ORL-HNS DEPARTMENT

Office or Division:	San Juan Medical Center		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Residents and Non-Residents of San Juan City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
San Juan Health Card (1)		City Social Welfare & Development (CSWD)	
Routing Slip and Queuing number (1)		Triage area	
Patient's Record (1)		OPD Record Section	
OSCA/ PWD Identification Card (1) (if applicable)		CSWD/ OSCA/ PDAO	

### A. SERVICE PATIENT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Front Desk to get routing slip and queuing number.	Issue routing slip and queuing number.	None	5 minutes	Clerk/ Nurse on Duty
2. Routes to record section	Retrieves patient record	None	30 minutes	Record Section Personnel
3. Head back to the registration area with OPD record	Assess and classifies to specialty clinic appropriate to the chief complaint for consultation.	None	5 minutes	Triage Nurse
4. Proceed to the assigned specialty clinic once the chart is available	Instructs patient to proceed to the assigned specialty clinic (Surgery, Pediatrics, Internal Medicine, ENT, Ophthalmology, Obstetrics Gynecology)	None	5 minutes	OPD Nurse/ Clerk
5. Patient waits for his/her number to be called out by the OPD staff	Calls out patient's name and assist directly to the resident doctor's table.	None	30 minutes	Nurse/ Midwife
6. Patient goes to the assigned resident doctor on duty for consultation.	Provides quality medical services to all patients	None	30 minutes	Resident Doctor / Medical Officer on duty
7. Receives prescription, diagnostic requests (if needed), home instructions, date of follow up and clinic to consult if indicated	Advise patient on home instructions, the date of follow up clinic to consult if indicated	None	10 minutes	Resident Doctor / Medical Officer on duty
END OF TRANSACTION				

B. PRIVATE PATIENT

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Physician's clinic for scheduling	Enlist patient to a specialty doctor	None	5 minutes	Department Secretary
2.Wait for name to be called	Call patient's name if on queue	None	30 minutes	Department Secretary
3.Enters the clinic for consultation and check up	Assist patient to the Specialty Doctor on duty	None	30 minutes	Specialty Doctor/ Consultant
4.Pay to the Department Secretary	Receives payment and issues official receipt. Instructs the patient of the schedule of next check up	None	5 minutes	Department Secretary
END OF TRANSACTION				