

9. Out Patient Department (OPD) Consultation

This service caters to patient who need medical intervention and treatment that does not need hospital confinement.

Office or Division:	Medical Service			
Classification:	Complex			
Type of Transaction:	Government to Citizen Government to Business Government to Government			
Who may avail:	All patients needing outpatient consultation, assessment, evaluation and treatment			
CHECKLIST OF REQUIREMENTS Medical Record Old Patient		WHERE TO SECURE Medical Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to triage area for interview and assessment	1. Triage-Quick assessment / issuance Classify patient as URGENT or NON-URGENT. Determine appropriate service. (Triage-Quick assessment / issuance	None	15 minutes	<i>Nurse/Midwife/Nurse attendants on Duty OPD Section</i>
2. Presents the Triage form	2. Queuing of Patient and checking of Outpatient Data record and instruct what to do.	None	5 Minutes	<i>Nurse/Midwife/Nurse attendants on Duty Outpatient Department</i>
3. Proceeds to designated clinic for consultation	4. Preparation of chart, physician order, appointment and order form		5Minutes	<i>Nurse/Midwife/Nurse attendants on Duty Outpatient Department</i>
	3.1 Assessment/ Examine the patient 3.2 Prescribes/ request ancillary procedures, laboratory exams.		30 Minutes	<i>Attending Physician Outpatient Department</i>

	3.3 Checks and instruct on prescribed medication/ancillary procedure laboratory request, schedule of the next visit and health education.			
5. Present laboratory request/prescription to the Outpatient Department nurse/midwife or attendant	Facilitates Medical Orders/Requests ancillary services or allied health services as necessary. If no medical orders/requests, provide health instructions/health education		20 Minutes	<i>Nurse/Midwife/Nurse attendants on Duty</i> Outpatient Department
	TOTAL	None	1 Hour and 25 Minutes	