1. OUT PATIENT DEPARTMENT

Office or Division:	San Juan Medical Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of San Juan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
San Juan Health Card		City Social Welfare and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registers at the front desk	Assist patient in registration	None	1 minute	Clerk/Nurse on duty
Get routing slip and queuing number	Issue routing slip and queuing number	None	1 minute	Record Section Personnel
Go to record section	Retrieves patient record	None	10 minutes	Record Section Personnel
	Hand over records to patient	None	1 minute	
	Instructs patient to head back to registration area	None	1 minute	
Head back to registration area with OPD record	Classifies to specialty clinic appropriate to their chief complaint for consultation.	None	2 minutes	Nurse on Duty
Proceed to the assigned specialty clinic once the chart is available	Instructs the patient to proceed to the assigned specialty clinic. (*Surgery, Pediatrics, Internal Medicine, ENT, Ophthalmology, Obstetrics & Gynecology*)	None	1 minute	Clerk/Nurse on Duty
Give the patient record to the clerk/nurse of the assigned respective clinic	Receives record	None	1 minute	Clerk/Nurse on Duty
	Instructs patient to wait his/her name to be called	None	1 minute	Clerk/Nurse on Duty
Patient waits for his/her number to be called out by the staff	Calls out patient's name.	None	15 minutes	Clerk/Nurse on Duty

Patient goes to the assigned resident doctor on duty for consultation.	Assist directly to the doctor's table for consultation	None	15 minutes	Clerk/Nurse on Duty
Express complaint	Listens to complaint	None	2 minutes	Doctor
	Assess patient's condition	None	5 minutes	
	Provides quality medical services to patient	None	5 minutes	
Listens to medical instructions date of follow up and clinic to consult if indicated	Advice home instructions, the date of follow up, clinic to consult if indicated.	None	3 minutes	

END OF TRANSACTION