

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: VALENZUELA MEDICAL CENTER/ MEDICAL DIVISION/ EMERGENCY DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    [  ] Yes        [  ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Admission of Covid 19 Patients	None	None	<b>Department Memorandum No. 2020-0034</b> Interim Guidelines on the Preparedness and Response to Novel Coronavirus( 2019-nCov) from Wuhan, China (as of Jan 21, 2020)	January 21, 2020	
Emergency Room Consultation	None	None	<b>Emergency Room Policy and Procedure Rev 2</b>		

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: <u>Emergency Room Consultation – Infectious Disease</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Clinical Record	Standard Operating Procedures – Emergency Department (Revision 2)	1. Arrival of Covid 19 Suspect patient	Standard Operating Procedures – Emergency Department (Revision 2)	10 Minutes	None
Green Card		2. Fill-out Registration form		5 Minutes	None
		3. For Medical Examination		1 hour 30 minutes	None
		4. Proceed to Laboratory & Pathology Department/ Radiology Department		15 minutes	None
		5. Swabbing	Department Memorandum No. 2020-0034	40 Minutes	None
		6. Admission of Covid Suspect	Department Memorandum No. 2020-0034	10 Minutes	None
<b>TOTAL</b>				<b>2 hours and 50 minutes</b>	

GOVERNMENT SERVICE: <u>Emergency Room Consultation</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clinical Record	Standard Operating Procedures – Emergency Department (Revision 2)	1. Proceed to Triage	Standard Operating Procedures – Emergency Department (Revision 2)	15 minutes	None
Green Card		2. Fill-out registration form		20 minutes	None
		3. For Medical Examination		45 minutes	None
		4. Proceed to Laboratory & Pathology Department/ Radiology Department		15 minutes	See pricelist
		5. Wait for the Evaluation & Disposition		2 hours 5 minutes	None
		6. Final Client Disposition		5 Minutes	None
		7. In Case of For Discharge		4 Minute	None
		8. In Case of For Admission		5 Minutes	None
		9. Out of Emergency Department		1 minute	None
<b>TOTAL</b>				<b>3 Hours and 50 Minutes</b>	