

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/ AGENCY/LGU: VALENZUELA MEDICAL CENTER / OUTPATIENT 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) (a) | Special Provision in the Governing Law(s) as Basis (b) | Issuance/ Policy Title | Date of Effectivity | Other Issuance/ Policies It Effectively Repeals/ Amends |
| Outpatient Consultation | Hospital Licensure Act Republic Act 4226 | SECTION 2. <i>Definitions.</i> “(d) ‘Clinic – ...a place in which patients avail of medical consultations or treatment on an outpatient basis...” | A.O. No. 2012-0012 Rules and Regulations Governing the New Classification of Hospitals and other Facilities in the Philippines V. IMPLEMENTING MECHANISMS B. SPECIFIC GUIDELINES b. ACCORDING TO SCOPE OF SERVICES 1. General c. Outpatient Services | July 18, 2012 | |
| | | | | | |

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

| GOVERNMENT SERVICE: Outpatient Consultation | | | | | |
|--|---|---|---|------------------------------|-----------------------------------|
| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | | |
| Requirement | Legal Basis | Client Steps/ Procedures as Indicated in the Citizen's Charter | Legal Basis | Total Processing Time | Total Fees to be Paid |
| Outpatient Record, Green Card | Hospital Health Information Management Manual 3 rd edition | 1. Submit proof of appointment schedule via text/messenger and initial screening | Out Patient Department Policy and Procedure | 7 minutes | None |
| | | 2. Submit self for interview and taking vital signs | | 5 minutes | None |
| | | 3. Submit self for check-up | | 15 minutes | None |
| | | 4. Submit self for treatment as needed (e.g. 3 cycles of nebulization, minor surgery, parenteral meds (IV iron sucrose), etc. | | 1 hour and 30 minutes | Cost of Procedure (see Pricelist) |
| | | 5. Submit self for discharge | | 3 minutes | None |
| | | | Total | 2 hours | |