



External

13. SERVICENAME: OPD DENTAL SERVICES

Description of the Service: We provide quality dental care focused on prevention, restoration, and patient comfort. Our services include dental check-ups, cleaning, fillings, extractions, and personalized treatment plans to help the patient achieve a healthy and confident smiles.

Office or Division:	Dental Department
Classification :	External Service
Type of Transaction:	Simple to Complex
Who may avail:	Patients (Walk-in, Referred, Follow-up, Appointed)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Previous Record/Dental Form 3. Referral Slip (if referred from another facility)		1. School, Office of Senior/PWD, PSA, PhilHealth 2. Dental OPD 3. Referring Hospital/Facility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in or By Appointment	Preparation of a schedule timeline in the Dental Appointment Book by getting the patient's appointment date, name, contact number and what	None	5 - 10 mins	Dental Secretary on duty



	<p>treatment they would like to avail. This can be done via online appointment and call / text from the Dental OPD contact number.</p> <p>Walk-in patients are also accepted if the patient can be accommodated at that time.</p>			
2. Initial Assessment	<p>Shall guide the patient to log in the Dental Logbook</p> <p>Shall interview patient as to medical history and chief complaint</p>	None	5 - 10 mins	Dental Secretary on duty
3. Vital Signs Taking	<p>Shall take and record vital signs in the Dental Evaluation form and endorses patient to the dentist</p>	None	3 - 5 mins	Dental Secretary on duty
4. Consultation, Final Assessment and Treatment Proper	<p>Shall record the final assessment and perform appropriate procedure depending on the chief complaints</p>	See Appendix C for Dental procedure fee	15 mins – 2 hrs. (depending on the treatment procedure) See Appendix A table 3	Dentist



	<p>of the patient and the dentist's treatment plan.</p> <p>Note: The Treatment procedures shall be in accordance with the following work instruction:</p> <ul style="list-style-type: none">• Dental surgery• Oral Prophylaxis <p>Dental Restoration</p>			
5. Proceed to Dental Waiting Area/ Lobby Area	Charge slips will be handed; prescription slips and referrals as needed.	See Appendix A table 3	5 - 15 mins	Dental Secretary on duty
TOTAL			Approximately 40 minutes - 2 hours depending on patient volume and case complexity	