



**External**

**2. SERVICENAME: OUTPATIENT CONSULTATION**

**Description of the Service:** The Outpatient Department (OPD) provides medical consultation, diagnosis, treatment, and preventive health services to patients who do not require hospital admission. It serves as the first point of contact between patients and healthcare providers.

<b>Office or Division:</b>	Outpatient Department
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government
<b>Who may avail:</b>	All

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Valid ID 2. Previous Record/OPD Card (if available) 3. Referral Slip (if referred from another facility)	1. BIR, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO, COMELEC, POST OFFICE, PHILHEALTH 2. Records Section 3. Referring Hospital/Facility

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient Registration	Receive patient information and create/update patient record. New patients are registered and issued medical record, while	None	2-5 mins	Nurse / Midwife / Nursing Attendant on Duty



	old patients present or fill out their OPD Card.			
2. Proceed to Triage Area	Assess vital signs, chief complaint and patient prioritization	None	3-5 mins	Nurse / Midwife / Nursing Attendant on Duty
3. Consultation	Conduct physical examination and provide management	None	10-15 mins	Physician
4. Proceed to Treatment or Procedure Area if advised by the Physician	Perform minor treatments and procedures	Depends on service	5-10 mins	Physician / Nurse
5. Proceed to Diagnostic Service Area if requested by the Physician	Provides diagnostic tests requested by the Physician	Depends on service	15 mins – 2 hours depending on the examination	Medical Technologist / Radiologist
6. Proceed to Pharmacy Area	Dispensing of prescribed medications and necessary instructions	Depends on medicine prescribed	5-10 mins	Pharmacist
TOTAL			Approximately 40 minutes - 2 hours depending on patient volume and case complexity	



**ARTA**  
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