



**SERVICE STANDARD  
Out-Patient**

**VISION:** To provide quality health care to the people of the City of Manila.

**MISSION:** To become one of the best providers of quality health care services in the City of Manila.

Type of front line service	Documentary Requirements	Client /Requesting Party	Office/Person Responsible	Steps/ Procedures	Form to Fill-up	Fee	Processing Time
Out-Patient	None	Patient	Admitting Section	Registration; triage, gives number to patient according to department ( <u>Paglilista ng mga pasyente ayon sa kanilang sakit o departamento</u> )		No fees to be collected (Walang kaukulang bayad)	
			OPD Nurse	Interviews and gets patient's vital signs; weighs, gets fetal heart tone of OB patients ( <u>kakausapin at kukunan ng vital signs and bawat pasyente</u> )			3-5minutes (3-5 minuto)
			OPD Nurse	Calls the patient's number according to department, giving priority to senior citizen and PWD ( <u>Tatawagin ang numero ng pasyente ayon sa departamento, binibigyang prioridad ang mga Senior citizen at may kapansanan</u> )			
			Medical Officer	Provides consultation/services to patient (Pagbibigay ng konsultasyon at serbisyo sa pasyente) **if patient is for admission, patient will be brought to ER (kung ia-admit ang pasyente, dadalhin ng nurse sa ER)			5-minutes(5 minuto)

For inquiries, suggestion, comment and recommendation, please call at telephone nos. **2523942** and/or send it to our email address **ospitalngtondo\_ont@yahoo.com**

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**ISAIAS R. CANDO JR., M.D.**  
Hospital Director