

Unit: **Central Luzon State University Infirmary**

Service: **Medical/Health Consultation or Medical Certificate Issuance with Request for Laboratory & X-ray Examinations**

Service Availability: **Consultation: 24 Hours open; Diagnostic Examination: Monday-Friday 8:00am - 5:00pm (except holidays)**

Requirements: **Personal Appearance**

Duration: **1 hour 40 minutes**

Fee: **Consultation: free for CLSU Constituents or Php 150.00 for outsiders; Diagnostic examination: variable**

STEP	CLIENT/PATIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEES AND CHARGES	FORM/S
1	State the medical service need to the ER/OPD Nurse.	Make or retrieve a health card, interview and observe the client while obtaining the vital signs and fills up the health card and or medical certificate.	5 minutes	Nurse-On-Duty (NOD) or Nursing Aide (NA)		None
2	Proceed to the physician as directed.	Examine, assess, advise and give instruction to the patient and issue request for diagnostic examination procedure.	10 minutes	Physician-On-Duty (POD)		None
3	Go to the medical laboratory and/or x-ray department and present the request form.	Assess the request, advise the client and complete the data and make order of payment	2 minutes	Medical Technologist (MT) Radiologic Technologist (RT)		None
4	Pay to the cashier.	Receive payment and issue receipt.	5 minutes	Infirmary Cashier	Variable	None

	evaluation.	and give instruction to the patient.				
7	Present health card or prescription to the pharmacy (Skip to step 8 if no prescription is given or prescribed medicine unavailable).	Prepare medicine, advise the client and issue order of payment.	3 minutes	Pharmacist		None
8	Pay to the cashier for the medicines.	Receive payment and issue receipt.	5 minutes	Infirmery Cashier	Pay cost of medicines	None
9	Claim medicines from the pharmacy.	Dispense drugs and medicines	2 minutes	Pharmacist		None
10	Return health card to nurse station.	Record the procedure and file health card.	2 minutes	NOD/NA		None
End of Transaction=1 hr and 40 mins						