



CAVITE CENTER FOR MENTAL HEALTH



Out-Patient Consultation

Office or Division:	Cavite Center for Mental Health OPD			
Classification:	Frontline			
Type of Transaction:	External and Internal; Income Generating			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Appointment Facemask and Face Shield Hospital Number Card OPD Form Health Declaration Endorsement from MHO & Signed Agreement of Social Worker (Vagrant Psychotic)			CCMH	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Temperature scanning, one (1) companion only and no medical problem.				

1. Registration 7:00AM – 12:00NN (No Appointment, No Consultation)	<u>For new patient / vagrant psychotic</u> Issue hospital number Issue OPD Forms <u>For old patient:</u> Hospital Card	NONE	10 minutes	OPD Clerk
2. Proceed to Assessment Area	<u>For new patient/ Vagrant Psychotic</u> Takes Patient's Medical and Mental History/Relatives/Companion Take vital signs Wait for Physician Evaluation <u>For old patient</u> Takes Vital signs Wait for the Physician evaluation. Note: Patient with unstable vital signs will be referred in GEAMH.		20 minutes	Social Worker and Nursing Staff on Duty
3. Consultation/Examination 8:00AM – 12:00NN	Physician On Duty Evaluates and Psycho-educates the patient and relatives or companion. Prepare for prescription for the patient. Prepare request for ancillary services.	None	40 minutes	OPD Physicians



	<p><u>Not for Admission</u> Patient advice for follow up and give home medication.</p> <p><u>For Admission</u> Issue admission orders The patient needs to be quarantine 14 days in ACIU before trans-out / admits in General Wards (Red & Green for Male and Female Ward for Female)</p>			
4. Proceed to ancillary services:	<p>Psychological Examination (if needed)</p> <p>Pharmacy (if needed)</p> <p>Receive request and issue for charge slip</p>	Refer to posted rate/fees	5 minutes	Psychologist Pharmacist
5. Proceed to Social Service for discount/ classification	<p>Evaluate and classify patients</p> <p>Gives discount</p> <p>Qualified for Indigent Medicines</p>	none	10 minutes	OPD Social Worker Office
6. Proceed to Cashier for Payment	Issue Official Receipt	Refer to posted rate/fees	5 minutes	Cashier on Duty
7. Proceed to ancillary services: Psychological Services Pharmacy	<p>Psychological Examination (schedule the date for examination)</p> <p>Pharmacy (Dispensing for Outpatient and Inpatient indigent medicine and paid medicine)</p> <p>Remind the patient and the relative of the schedule of the examination and time of taking the medicine.</p>	Refer to posted rate/fees	15 minutes	Psychologist Pharmacist
8. Proceed to Out Patient Department	Patient may claim the result of the examination in OPD.		3-4 weeks	OPD Clerk
	TOTAL	<p>New Patient And Old Patient None</p> <p>Refer to posted rate/ fees</p>	2 hours (for consultation)	



Admission and Discharge of Patients

Office or Division:	Cavite Center for Mental Health ACIU			
Classification:	Frontline			
Type of Transaction:	Internal and External; Non-income Generating			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Facemask and Face shield Physician's Admission Order (from OPD) Patient's Medical Chart Prescription RTPCR –Test (Patient & 1 companion)			ACIU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Temperature scanning, one (1) companion only and no medical problem.				

Triage in ACIU	Temperature scanning, one (1) companion only and no medical problem. Unstable vital signs will be referring in GEAMH.	None		Nurse on Duty
1. Admission to ACIU	Admitting Clerk notifies Nurse on Duty (NOD) NOD record the new admission Takes vital signs Nursing attendant prepares room and bed assignment and facilities supplies needed. Nursing attendant notifies the Dietician for the new admission.	None	30 minutes	Admitting Clerk Nurse on Duty Nursing Attendant on Duty
2. Patients Care and Management	Performs daily routine patient care Follows religiously clinical pathway procedure for certain diseases Directs and supervises on patient care	None	20 minutes	Nurse on Duty Nursing Attendant Physician on Duty
3. Disposition	Examines and evaluates patient.	None	30 minutes	Physician On Duty

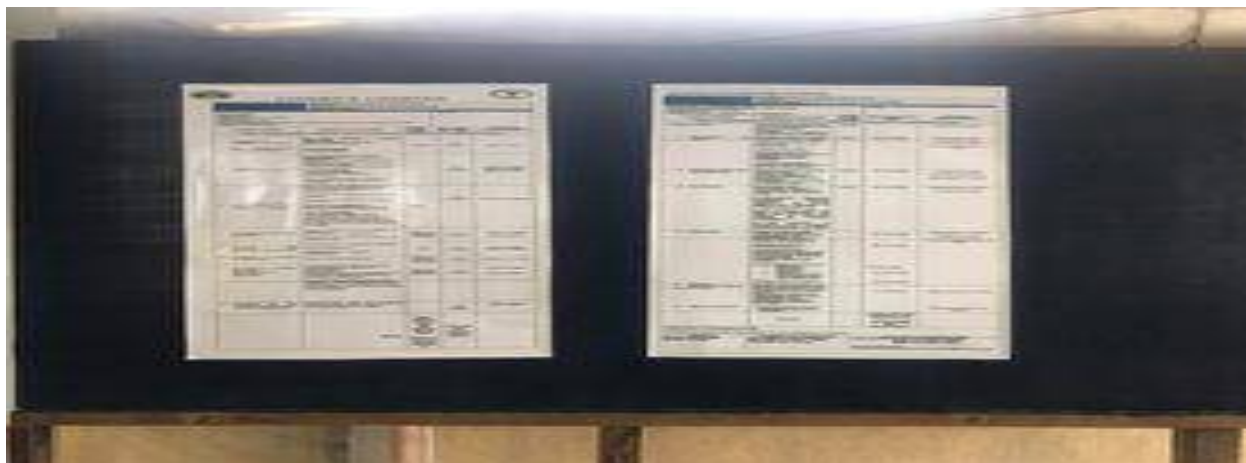


	<p>Indicates in patient's chart "May Go Home" order.</p> <p>If the patient requests discharge against medical advice (DAMA), the NOD refers the request to attending physician.</p> <p>If the patient stills no sign of progress, the POD will trans-out the patient in General Wards for further evaluation.</p> <p>If for transfer to General Ward patient must stay for 14 days in ACIU before transfer.</p>			Nurse On Duty
4. Discharge	<p>Prepare discharge order, write discharge instructions and prescription for take home medicines Follow up check-up.</p> <p>Review chart for completeness</p> <p>Gives discharge instructions and health education to patients/ informs date of follow-up schedule Prepare discharge notice</p> <p>Bring patients Chart to:</p> <ul style="list-style-type: none"> • Medical Records Section • Receive patient's chart and check for completeness <p>Assign ICD 10 Code</p>		<p>20 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Physician on Duty</p> <p>Nurse on Duty</p> <p>Nursing Attendant on Duty</p>
5. Present Discharge Slip to:	Receive discharge slip, check if all equipment			



PROOF OF POSTING

Cavite Center for Mental Health is posted at entrance of the compound.



COMMUNICATION PLAN

Aiming to provide the clients with efficient, timely and reliable mental health services, and information concerning with the process and frontline services delivered by the Cavite Center for Mental Health, the Citizen's Charter is responsible formulated and strategically posted on location where the clients or the public has easy access. Reflecting on the Citizen's Charter are the valuable frontline services promptly offered by every government agencies likewise the Out Patient Department (OPD) and Acute Crisis Unit (ACIU). Every step of the activities has corresponding personnel responsible to deliver the essential services needed by the clientele. Moreover, the requirements for every transaction were noted.

The Out Patient Department has assured availability of ready Pamphlets/brochures comprising the Citizen's Charter and can be acquired at the Information area. The Organization's information such as the contact details are well noted on the pamphlets/brochures. The Leaflets are the simplest but effective informative tools to disseminate information by discussing, detailing, and enumerating the frontline activities of the Cavite Center for Mental Health.

The public and the clients who wish to be updated and well informed on the Citizen's Charter and other hospital events are welcome to visit the official Facebook account of Cavite Center for Mental Health. In situations today, having the pandemic that immensely affect the transactions in the government, the utilization of the social media is apparently effective.



CONTACT INFORMATION

Provide the following information of your respective Offices:

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Cavite Center for Mental Health	#38 Indang-Trece Road, Barangay Luciano, Trece Martires City, Cavite	Telephone:(046) 419-0125 ADMIN (046) 419-0013 OPD Email Address: Cavitecenterformentalhealth@yahoo.com