



Republic of the Philippines
 Lapu-Lapu City Hospital
 A. Tumalak St., Gun-ob, Lapu-Lapu City 6015
 Cebu, Philippines
 Tel No. (032) 340-0248; (032) 340-0249

LAPU-LAPU CITY HOSPITAL

Service Name:	Outpatient Services – provides services to Lapu-Lapu City residents and patients with non-emergency cases				
Office/Division:	Lapu-Lapu City Hospital - Outpatient Department				
Who May Avail?	General Public				
Classification:	G2C – Government to Citizens				
Type of Transaction:	Highly Technical				
Checklist of Requirements:			Where to Secure:		
1. Referral from health centers		1. Health Center			
2. Index Card (Returning Patients)		2. Outpatient Department			
Schedule of Service Availability:					
Monday to Friday 8:00 AM until 11:00 PM					
Beyond Weekends and Holidays proceed to Emergency Department					
CLIENT STEPS	AGENCY ACTION	NECESSARY FORMS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
For new OPD patients: 1.1. Fill out the registration form. 1.2. For returning OPD patients, proceed to Step 2.	Provide registration form to the patient.	OPD Registration Form	15 minutes	None	Morning (8:00 AM – 4:00 PM) Nurse: Luanne Lee Mañus Nursing Attendant: Michael Jimmy Evening (4:00 PM to 11:00 PM) Nurse: Gina Aquinde Nursing Attendant: Virginia Tulabing
2. Submit duly filled registration form/index card.	2.1. Receive and check the duly accomplished registration form/index card. 2.2. For returning patient: Retrieves patient record. 2.3. Provides queuing number.	OPD Registration Form/Index Card	15 minutes	None	
3. Wait for your number to be called.	Calls patient by number to obtain history and take vital signs.	Queuing Number	30 minutes	None	

4. Proceeds to Yakap Desk for verification. PhilHealth Member: Verification for Yakap Membership Non-PhilHealth Member: PhilHealth Enrollment at Medical Social Services/Malasakit Center – PhilHealth Cares	4.1. Verify if the patient is a PhilHealth member.	Any government-issued ID or PhilHealth Member's Data Record	30 minutes	None	Yakap Encoder: Jerwin Jerusalem
	4.2. Guide the patient to the Medical Social Services/Malasakit Center	Any government-issued ID or PhilHealth Member's Data Record	1 hour		Philhealth Cares Staff of the Day
5. Consultation	5.1. Performs patient check-up	OPD Chart	30 minutes	None	Morning (8:00 AM – 4:00 PM) Dr. Evelyn Magno Evening (4:00 PM – 11:00 PM) Medical Officer III
6.1. Receive instructions and/or laboratory or imaging request from the physician or home medications.	6.1. Prescribe medicines and home care, and/or request diagnostic procedures.	Physician's Prescription for medicine and/or laboratory or imaging procedures	10 minutes	None	Morning (8:00 AM – 4:00 PM) Dr. Evelyn Magno Evening (4:00 PM – 11:00 PM) Medical Officer III
6.2. Without order for laboratory/imaging procedures: END OF PROCESS	6.2. Provide instruction on how to take medicine or perform home care.	Physician's Prescription for medicine	30 minutes	None	Morning (8:00 AM – 4:00 PM) Nurse: Luanne Lee Mañas Nursing Attendant: Michael Jimmy
6.3. With orders for Laboratory/Imaging procedures	6.3. Provide instructions on where to proceed for Laboratory/Imaging procedures.	Physician's Prescription for Laboratory/Imaging procedures	10 minutes	None	Evening (4:00 PM to 11:00 PM) Nurse: Gina Aquinde Nursing Attendant: Virginia Tulabing
7.1. Secures a request for laboratory/imaging procedures.	7.1. Fill-out the request form or imaging procedure.	Laboratory/Radiology Department Request Form	20 minutes	None	Morning (8:00 AM – 4:00 PM) Nurse: Luanne Lee Mañas Nursing Attendant: Michael Jimmy Evening (4:00 PM – 11:00 PM) Nurse: Gina Aquinde

7.2. Yakap Member: Seeks approval of laboratory/imaging requests	7.2. Encodes and approves laboratory/imaging request and instructs patient or companion to proceed to Laboratory/Radiology Department.	Laboratory/Radiology Department Request Form	30 minutes	None	Nurse: Gina Aquinae Nursing Attendant: Virginia Tulabing Yakap Encoder: Jerwin Jerusalem
7.3. Non-Yakap Member: Proceeds to Laboratory/Radiology Department	7.3. Instructs the patient or companion to proceed to Laboratory/Radiology Department.	Laboratory/Radiology Department Request Form	10 minutes	See Laboratory and Radiology Department schedule of fees	Morning (8:00 AM – 4:00 PM) Nurse: Luanne Lee Mañas Nursing Attendant: Michael Jimmy Evening (4:00 PM – 11:00 PM) Nurse: Gina Aquinde Nursing Attendant: Virginia Tulabing