



2. Consultation and Treatment Services for Non-Emergency Dental Cases of Students and Dependents

Non-emergency dental consultation and treatment refers to the provisions of dental advise and counseling by a dentist and establish treatment, prognosis and therapy.

Office or Division:	Medical Services Department – Dental Section/ PUP Campus			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patients: None		N/A		
For Follow-up purposes: c. Dental X-Ray result d. Dental Certificate from a specialist		c. Any government or private diagnostic center. d. From any government or private specialist		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For New Patients:</u> 1. Go to receiving area and states the reason for consultation or chief complaint.	1.1 Ask for the chief complaint.	None	1 minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	1.2 Take patient's vital sign	None	3 minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	1.3 Instruct patient to proceed at treatment area.	None	1 minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
2. Provide necessary information and submit to oral examination.	2.1 Take medical history and performs oral examination of the patient.	None	19 minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	2.2 Provide treatment.			
3. Listen to home instructions, date of follow-up.	Discharge instructions, date of follow-up.	None	4 minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
4. Proceed to receiving area and give prescription of medicine and/or referral slip.	Dispense initial dose of medicines if available and advises home instruction, referral and date of follow-up.	None	2 minutes	<i>Dental Aide Dental Clinic East Wing Ground Floor Sta. Mesa, Mla.</i>
5. Fill out and sign the Daily Treatment Record.	Assist patient in filling out the Daily Treatment Record.	None	1 minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
TOTAL:			31 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Follow-up Cases:</u> 1. Go to receiving area and states the reason for consultation or chief complaint.	1.1. Ask the name of patient and date of previous consultation.	None	1 minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	1.2. Retrieve patients dental record.	None	2 minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	1.3. Instruct patient to proceed at treatment area.	None	1 minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
2. Proceed to Treatment area and present documents requested.	2.1 check the document submitted and performs oral examination. 2.2 provide treatment.	None	19 minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
3. Listen to home instruction, date of follow-up when necessary.	Discharge instructions, date of follow-up, when necessary.	None	3 minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
4. Proceed to receiving area	Medicine if available and	None	1 minute	<i>Dentist/ Dental Aide,</i>
and gives prescription of medicine and/or referral slip for specialist.	advises home instruction, referral slip and date of follow-up.			<i>Dental Clinic PUP Campus</i>
5. Fill out and sign the Daily Treatment Record.	Assist patient n filling out the Daily Treatment Record.	None	1 minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
TOTAL		None	28 minutes	