



4. Consultation and Treatment Services for Non-Emergency Medical Cases of Students and Dependents

Consultation and Treatment of Non-Emergency Cases refers to the evaluation of the physician on the non-emergency medical illness to establish a diagnosis, prognosis, recommendation and treatment of a patient.

Office or Division:	Campus Administrative Office-Medical Services Department			
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: Documents if requested by the Physician a. Laboratory results and/or b. Medical Certificate from a Specialist		a. Any DOH accredited diagnostic laboratory center/hospital b. From any government or private specialist		
CLIENT STEPS	AGENCY ACTIONS	FEES 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>Physician/Nurse Medical Clinic PUP Campus</i>
	1.2 Take patient's vital signs (Blood Pressure, Temperature, Respiratory Rate, Pulse Rate).	None	3 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>
	1.3 Instruct patient to proceed at consultation area.	None	1 minute	<i>Physician/Nurse Medical Clinic PUP Campus</i>
2. Provide necessary information and submit to physical examination.	2.1 Take medical history and performs physical examination of the patient. 2.2 Provide treatment.	None	12 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>



3. Listen to discharge instructions, date of follow-up and request for laboratory / consultation to specialist as deemed necessary.	Provide discharge instructions, date of follow-up if needed. Prepare referral slip to specialist or laboratory request if indicated or as need arises.	None	9 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>
4. Proceed to receiving area and present prescription of medicine and/or referral slip (<i>for specialist or laboratory</i>) as indicated.	Dispense initial dose of medicines if available and advises home instruction, referral and date of follow-up.	None	3 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>
5. Fill out and sign the Daily Treatment Record.	Assist patient in filling out the Daily Treatment Record.	None	1 minute	<i>Physician/Nurse Medical Clinic PUP Campus</i>
TOTAL:		None	30 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Follow-up Cases:</u> 3. Go to receiving area and state the reason for consultation or chief complaint.	1.1 Ask the name of the patient and date of previous consultation.	None	1 minute	<i>Physician/Nurse Medical Clinic PUP Campus</i>
	1.2 Retrieve patient's medical record.	None	3 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>
	1.3 Instruct patient to proceed at consultation area.	None	1 minute	<i>Physician/Nurse Medical Clinic PUP Campus</i>
4. Proceed to consultation area and present documents if requested.	2.1 Check the document and perform physical examination. 2.2 Provide treatment.	None	12 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>
5. Listen to home instructions, date of follow-up when necessary.	Provide discharge instructions, date of follow-up, when necessary.	None	7 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>



6. Proceed to receiving area and gives prescription of medicine and/or referral slip (for specialist or laboratory) as indicated.	Dispense initial dose of medicines if available and advises home instruction, referral and date of follow-up.	None	3 minutes	<i>Physician/Nurse Medical Clinic PUP Campus</i>
5. Fill out and sign the Daily Treatment Record.	Assist patient in filling out the Daily Treatment Record.	None	1 minute	<i>Physician/Nurse Medical Clinic PUP Campus</i>
TOTAL:		None	28 minutes	