



3. Consultation and Treatment Services for Non-Emergency Dental Cases of Faculty and Administrative Employees

Non-emergency dental consultation and treatment refers to the provisions of dental advice 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:	Faculty, Administrative Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patients: None		N/A		
For Follow-up purposes: a. Dental X-Ray result b. Dental Certificate from a specialist		a. Any government or private diagnostic center. 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 state the reason for consultation or chief complaint.	2.3 Ask for the chief complaint.	None	1 Minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	2.4 Take patient's vital sign	None	2 Minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	2.5 Instruct patient to proceed at treatment area.	None	30 seconds 15 seconds	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
2.Provide necessary information and submits to oral examination.	2.1 Take medical history and performs oral examination of the patient. 2.2 Provide treatment.	None	5 minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
3.Listen to home instructions, date of follow-up.	Discharge instructions, date of follow-up.	None	2 Minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
4.Proceed to receiving area and give prescription of medicine and/or referral slip.	Dispensing of initial dose of medicines if available and advises home instruction, referral and date of follow-up.	None	1 Minute & 30 secs.	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
5.Fill out and sign the Daily Treatment Record.	Assists patient in filling out the Daily Treatment Record.	None	1 Minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
TOTAL:		None	15 minutes and 45 secs.	



CLIENT STEPS	AGENCY ACTIONS	FEES 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	30 seconds	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	1.2. Retrieve patients dental record.	None	1 Minute	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
	1.3. Instruct patient to proceed at treatment area.	None	30 seconds	<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	8 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	1 Minute and 30 seconds	<i>Dentist/ Dental Aide, Dental Clinic PUP Campus</i>
4. Proceed to receiving area and gives prescription of medicine and/or referral slip for specialist.	Medicines if available and advises home instruction, referral slip and date of follow-up.	None	2 Minutes	<i>Dentist/ Dental Aide, Dental Clinic PUP Branch/ Campus</i>
5. Fill out and signs 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	13 minutes	