



**University Health Service**  
**University of the Philippines Diliman**

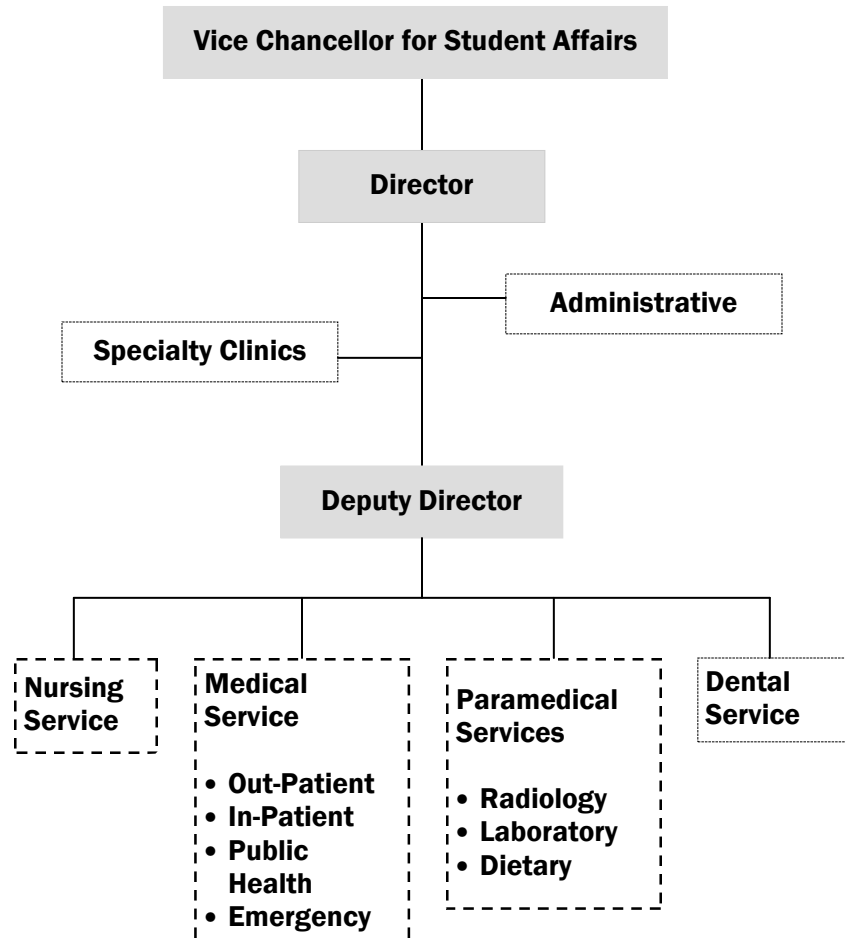


# **Primer on Health Services**

**JP Laurel St., UP Diliman, Quezon City**  
**Tel No. 981-8500 loc.111 (ER), 928-3608**

**2010**

## University Health Service *Organizational Chart*



## University Health Service

The University Health Service (UHS) is a primary health care facility established in 1929, with the original mandate of taking care of the minor ailments and health needs of students. It has now evolved as a primary hospital providing health care services for the entire UP Diliman community.

### *Our vision*

A university health facility that will be the center of excellence for the delivery of quality and comprehensive primary health care for the mandated clientele (**students, University staff [faculty, employees]** and the University staff **dependents**) and the **university community** as a whole.

### *Our Mission*

Guided by ethical values, we commit ourselves to provide excellent and comprehensive health care by providing:

- a responsive **emergency room** and **ambulance service**
- an **out-patient service** with **multi-specialty care**
- a primary care **in-patient service**
- a well-designed **public health program** to suit the needs of the community
- an upgraded **ancillary service** to meet the advances in technology in the management of health and disease

## *What is primary care?*

Primary care is the provision of professional comprehensive health services that includes health education, disease prevention, initial assessment and treatment of health problems. It entails first-contact care of persons with undifferentiated illnesses. The UHS offers the following primary care services :

- preventive—promotive programs
- regular health appraisal for University staff and students
- medical and dental consultations
- emergency services with ambulance service
- ancillary services (Pharmacy, Laboratory, X-ray, Electrocardiography, Dietary)
- pre-registration physical examination for school entrants from elementary to college level
- pre-employment physical examination

## *What specialty health services are available?*

Patients who need secondary care are referred to consultants of various specialties. Mandated clientele enjoy discounted rates. The following specialty services are available:

- **Cardiology**
- **Dermatology**
- **Otorhinolaryngology (E.N.T.)**
- **Family Medicine**
- **Gastroenterology**
- **Nephrology**
- **Neurology**
- **Nutrition and Weight Management Clinic**
- **Obstetrics and Gynecology**
- **Ob-Gyne Sonology**
- **Ophthalmology**
- **Orthopedic Surgery**
- **Pediatrics**
- **Radiology**
- **General Surgery**
- **Urology**

## *Who may avail of special privileges?*

Only the mandated clientele of the University may avail of special privileges and discounted rates. These include :

1. enrolled students
2. University staff
3. University staff dependents

### **Faculty/employee dependents include:**

- Spouse
- Parents of employees and faculty members
- Unmarried children below 21 years old, solely dependent on the faculty/staff for his/her support
- Children 21 years old and above who are incapable of self-support due to physical or mental incapacity

### **The following are NOT QUALIFIED to avail of free services/ discounted rates:**

- Students who have graduated from the university, who have been dismissed or who are on leave of absence or not presently enrolled
- Students with residency status
- Participants in short courses, conferences and symposia
- Household members of University staff who are not his/her dependents as defined above (e.g. driver, maid)
- University staff and their dependents, and students from other autonomous U.P. campuses, except those residing in U.P. Diliman; those referred by their respective health services; and those coming from UP units without health services
- All others not listed among the mandated clientele

## *Fees and Special Privileges*

### **Students**

- Physical examination ..... **Free**
- Medical outpatient consultation ..... **Free**
- Emergency Room consultation ..... **Free**
- Dental examination and emergency treatment ..... **Free**
- Routine Laboratory Test (Complete blood count, urinalysis, fecalysis) ..... **Free**
- Hospitalization (Ward) for seven (7) days ..... **Free**
- Lab tests except routine..... 60% discount
- Specialty consultation .... 30% discount

### **University Staff**

- Free Annual physical examination including routine laboratory tests
  - \* *Below 40 years old*
    - a. Chest X-ray (only cost of film to be charged)
    - b. Urinalysis
    - c. Stool exam
    - d. Complete blood count
  - \* *40 year old and above*

Above mentioned laboratory tests plus the following:

    - a. Fasting blood sugar
    - b. Cholesterol
    - c. Uric Acid
    - d. Stool exam for occult blood
    - e. ECG

- General/Medical out-patient consultation (Specialty Clinics excluded) ..... **Free**
- Emergency Room consultation ..... **Free**
- Laboratory tests ..... 40% discount
- Hospitalization (Ward accommodation) ..... Philhealth rate
- Hospitalization (Private room) ..... 40% discount
- Specialty Consultation .....30% discount

**Retired University Staff**

Retired faculty members and employees may still avail of the privileges of a regular university staff except that their dependents can no longer avail of discounted rates.

**Dependents**

- General/Medical out-patient consultation (specialty clinic excluded)..... **Free**
- Physical examination excluding X-ray and laboratory tests..... **Free**
- Hospitalization ..... Philhealth rate
- Laboratory tests / other services .....30% discount
- Specialty services ..... 20% discount

Non-Mandated Clientele (Outsiders)

*-Please see Section on Geographic Practice*

## *Can outsiders avail?*

Yes, through the Geographic Practice concept.

## *What is geographic practice?*

Geographic Practice is a mechanism whereby full-time physicians and dentists are allowed to hold clinic in a specified area at the UHS during their off-duty hours. The non-mandated clientele pay a facility fee in addition to the professional fee of the physician/dentist engaged in geographic practice. Mandated clientele seeking consultation at the geographic practice area pay professional fees at discounted rates.

## *How does one avail of the services of the University Health Service?*

The geographic practice area is that part of the hospital where the specialty clinics are being held by the visiting consultants. This is also where the regular full-time medical and dental staff hold clinics after office hours.

1. For emergency cases, proceed directly to the Emergency Room.
2. For general outpatient medical, dental and specialty clinic consultations, mandated clientele are required to present their Student/Employee I.D. at Window 5 of the Records Section. Students will also be asked to show their Form 5 as proof that they are presently enrolled.
3. Non-mandated clientele may proceed to get their record from the medical/dental secretary assigned to the specialty clinic where they will consult.



### *What cases are not admissible?*

- Highly contagious diseases such as measles and chickenpox, except for students residing in campus dormitories or boarding houses
- Those needing intensive medical care and require close monitoring such as a recent stroke
- Confirmed and/or suspected surgical cases
- Psychiatric or substance abuse cases
- Cases requiring blood transfusions/chemotherapy
- Cases primarily needing nursing care , such as stable post-stroke patients and/or elderly patients who are unable to feed or bathe themselves
- Terminal cancer or end stage diseases
- Patients less than one (1) year of age
- All abnormal uterine bleeding, pre- and post-partum related complications

### *Who can avail of in-patient accommodation at the UHS?*

Any patient can be admitted to the UHS provided his\her illness is within the level of competency of the hospital as a primary health care facility. The mandated clientele are given first priority for in-patient accommodation.

## *What is the procedure for admission?*

1. Secure admission order from your attending physician after accomplishing a written consent for admission.
2. Present the admission order to the ER nurse - on- duty.
3. For patients with Philhealth membership, an accomplished Philhealth Form 1 should be submitted within 24 hours and Philhealth Form 3 should be signed by the patient or

## *Are there any available supplementary health plans in the University?*

- Community chest  
Members may refund the cost of medicines not exceeding a fixed amount per family per year, depending on the salary grade of the employee.
- U.P. Health Maintenance Organization  
Membership of the U.P. Health Maintenance Organization (UPHMO) will help defray hospital expenses not only at the UHS but in other accredited hospitals as well. Membership is open to UP and non-UP clients. For inquiries, please go to the UPHMO office located at the University Health Service. Office hours - 8:30 am to 5:30 pm, Monday to Friday.  
UPHMO accredited hospitals :
  - University Health Service
  - National Kidney Institute
  - Philippine Heart Center
  - Philippine General Hospital
  - St. Agnes Hospital, Quezon City

## Services available at the UHS

### **EMERGENCY SERVICES**

24 hours, daily  
981-8500 local 111

### **MEDICAL CONSULTATION**

7:30 am-12 noon, 1-6pm Monday-Friday

### **DENTAL CONSULTATION**

7:30 am-12 noon, 1-6pm Monday-Friday

### **AMBULATORY SURGERY**

By appointment

### **RADIOLOGY SERVICES**

8am-12pm, 1-5pm, Monday to Friday

### **ELECTROCARDIOGRAPHY**

8am-12pm, 1-4pm, Monday to Friday

### **LABORATORY SERVICES**

7am-6pm, Monday-Friday  
7am-3pm, Saturday

### **PHARMACY SERVICES**

7am-11pm, Monday to Sunday  
8am-4pm, Holidays

### **DIETARY SERVICES**

6:30am-6:30pm, daily

**PUBLIC HEALTH SERVICES**

*Free immunization*

*(DOH-sponsored Expanded Program of Immunization  
for children under six or EPI)*

Every 3rd Friday, 8:30am-12noon

*Mother's class*

Every 3rd Friday, 8:00-8:30am

*Health Education*

By appointment

*Physical Examination for food handlers*

9am-12noon, 1-4pm Monday-Friday

**PRIMARY CARE IN-PATIENT ACCOMMODATION**

24 hours, daily

For further inquiries, you may call:

Office of the Director  
981-8500 local 2701

Administrative Office  
981-8500 local 2706