



St. Luke's
Medical Center
Global City

COVID-19 PATIENT'S GUIDE

Medical Arts Building (MAB)



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Appointment Scheduling and Patient Flow

Medical Arts Building (MAB) Clinics
Cathedral Heights Building Complex (CHBC)

STEP 1



Call your doctor's clinic to schedule an appointment. Conduct a preliminary screening with your doctor over the phone. Once your appointment has been set, you will receive an APPOINTMENT SLIP via email or Viber.

STEP 2



Print out your APPOINTMENT SLIP.
Read carefully for further instructions and reminders. Go to St. Luke's Medical Center Quezon City at least 30 mins before your scheduled appointment.

STEP 3



Proceed to your doctor's clinic via the designated elevators. You will be allowed to proceed to their clinic 15 minutes prior to the appointment.

STEP 4

EXIT

Once done with your appointment, please exit through the following points: MAB lobby to Driveway, MAB Lobby to B1-B4 Parking levels, and 2nd floor Bridgeway to Main Hospital if needed for lab or other procedures.

Note: This is only applicable during the COVID-19 surge.



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BEFORE YOU ENTER...



STEP 1

Practice hand hygiene using alcohol-based hand rub provided



STEP 2

Patient's to be accepted for out-patient consultation are those patients without COVID-19 or influenza-like illness or high-risk exposure to COVID-19 for the past 10days. Symptomatic patients should be directed to proceed to the Emergency Care Services



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IMPORTANT REMINDERS

For your safety and convenience, please observe the following:



WEAR A MASK AT ALL TIMES.

No mask, no entry will strictly be implemented in the hospital premises.



SET APPOINTMENT FIRST.

To set an appointment, contact your doctor's secretary or call 8789-7700 local 5096 or text/viber 0998-5832371 (Global City) or 8723-0101 local 4219 or text/viber 0999-2212310 (Quezon City).



OBSERVE PROPER COUGH AND SNEEZE ETIQUETTE.

- Cover your nose and mouth with a tissue or the inside of your elbow when sneezing or coughing.
- Dispose used tissue in a lined trash bin.



ALWAYS KEEP YOUR HANDS CLEAN USING SANITIZER OR ALCOHOL.

Wash your hands with soap and water (if available) for at least 20 seconds.



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TELECONSULT UPDATE

We are pleased to announce new available specialties via St. Luke's Medical Center (SLMC) teleconsult service, effective Monday, **May 11, 2020**:

Global City: Department of Psychiatry, Eye Institute,
Heart Institute, Institute for Neurosciences,
Institute of Orthopedics and Sports Medicine,
Pain Management, Rheumatology

Quezon City: Eye Institute, Heart Institute, Institute for Neurosciences

To check other specialties available, please refer to the online directory in the SLMC website (stlukes.com.ph).

To set an appointment:

Call Global City: 8789-7700 local 5096 or
text/viber 0998-5822371

Call Quezon City: 8723-0101 local 4219 or
text/viber 0999-2212310

A Patient Experience Officer will facilitate your appointment and provide you with instructions on next steps.

** Teleconsults are not adequate substitutes for regular or face-to-face consultations at the out-patient clinic due to inherent limitations, like inadequacy of physical examinations, and/or lack of access to medical tools, among others.*



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PRACTICE PROPER HANDWASHING

Push any wristwatch or long-sleeves above the wrists. Remove rings prior to handwashing. This procedure requires a minimum of 20 seconds.



1 Wet hands and put an ample amount of soap. Rub your palms together.



2 Place the palm of your hand on the back of your left hand and rub vigorously, and vice versa.



3 Palm-to-palm with fingers interlaced.



4 Clasp your hands together and rub. This cleans the fingertips and nails.



5 Rub the right thumb rotationally by claspng it in the left palm and vice versa.



6 Rinse and dry your hands thoroughly. Use a paper towel to turn off the faucet.

**HANDWASHING IS THE MOST IMPORTANT AND EFFECTIVE
WAY TO PREVENT THE SPREAD OF THE VIRUS.**

PLEASE DO YOUR PART.



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Self-protection is key to stop the spread of **COVID – 19** disease



PRACTICE PROPER HAND HYGIENE – Always wash your hands with soap or use a hand sanitizer.



COVER WHEN YOU COUGH AND SNEEZE
– Cough or sneeze into your elbow or mask.



STAY AT HOME IF YOU'RE SICK
– Self-quarantine helps.



BE INFORMED – Keep updated on the news on COVID-19 through the World Health Organization (WHO), Department of Health (DOH), and other trustworthy government units and media.



SEEK MEDICAL ASSISTANCE – If you experience symptoms of COVID-19 and have travel history to locations with cases or a close contact with a positive case.



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Protect yourselves from acquiring the COVID – 19 disease



ALCOHOL / SANITIZER

Practice proper hand rubbing in the absence of soap and water. Sanitize after coughing and sneezing.



TISSUES

Take cover when coughing or sneezing. Make sure to dispose of the tissue properly.



HAND HYGIENE

Practice proper handwashing techniques wherever you go.



FACE MASK

If you're sick and need to go out, always wear a face mask.



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COUGHS AND SNEEZES SPREAD DISEASES!

Stop the spread of germs that make you and others sick!



Throw used tissue
into yellow waste bins.



Always sanitize your hands.