



St. Luke's
Medical Center
Quezon City
We love life.

COVID-19 PATIENT'S GUIDE

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



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Quezon City

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

After your appointment, you may exit: through MAB exit door toward the parking lot facing E. Rodriguez; CHBC through the main lobby OR through 3rd, 4th and 5th level parking exit points.

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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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.



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**All Patients, Staff and Visitors
are required to **wear an
acceptable mask** at all times.**

Surgical Masks, Dust Masks and N95 Masks MAY BE WORN AS IS.



**Masks with exhalation valves/vents including Elastomeric Respirators
MUST BE COVERED BY A SURGICAL MASK while person is inside
the hospital premises.**





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WHILE YOU WAIT

We have taken extra precautions to protect you in all waiting areas:



Hand sanitizers available to all - located in strategic locations



Robust sanitation practices - hourly sanitation of waiting areas



Prominent display of reminders on social distancing.



Separate waiting areas for patients and/or visitors with possible COVID-19 exposure.

Let's embrace the **Better Normal** together.



St. Luke's
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We are here to serve you!

St. Luke's Medical Center is home to 2,500+ highly skilled doctors.

We offer **two convenient ways** to consult with our specialists:

TELECONSULT or FACE-TO-FACE CONSULT



TELECONSULT:

Quezon City:

8-723-0101 loc. 4219
0999-2212310
(Text/Viber)

Global City:

8-789-7700 loc. 5096
0998-5822371
(Text/Viber)

FACE-TO-FACE:

Quezon City:

MAB: 8-723-0101 loc. 6143/6144
CHBC: 8-723-0101 loc. 3314/3315

Global City:

8-789-7700 loc. 1000/1001

or call your doctor's clinic to schedule an appointment.





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COVID-19 PREVENTION KIT

are now part of St. Luke's
Admission Kit.





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St. Luke's **express** **LAB**

St. Luke's introduces faster and more convenient ways to get your blood tests done



BLOOD TESTS AT HOME

No more traveling or long queue for your blood works. Schedule an appointment with our skilled phlebotomist at a time convenient for you, and have your blood tests done in the comfort of your home!



DRIVE-THRU FOR LAB WORKS

Get tested while inside your vehicle! To secure a slot, request an appointment at least one day before your preferred schedule. Available from Monday to Sunday (including holidays) in both Global City and *Quezon City hospitals.



To schedule an appointment, you may contact:

St. Luke's Medical Center - Global City

Tel. No.: 8-789-7700 loc. 2677 or 8-789-7277
Mobile: 0998-582-2276 or 0998-582-2093
Email: corpbusinessctr@stlukes.com.ph

St. Luke's Medical Center - Quezon City

Tel. No.: 8-723-0101 loc. 4928
Mobile: 0998-582-1295
Email: pathoops.qc@stlukes.com.ph

 www.stlukes.com.ph

 StLukesPH





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Blood Tests at Home

**No more travelling or long queue
for your **blood works****

*Simply call us and let our highly-skilled phlebotomist
draw your blood in the comfort of your home.*

For more information, please the following:

Global City

Landline: 8-789-7700 local 2677
Direct line: 8-789-7277, 8-846-8830
Mobile: 0998-582-2093
Email: corpbusinessctr@stlukes.com.ph

Quezon City

Landline: 8-723-0101 local 4928, 4932
Mobile: 0998-582-1295
Email: pathoops.qc@stlukes.com.ph





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MY HMO *Express* *Lane*

Avoid the long queues and maximize your hospital visit with **My HMO Express Lane**.

St. Luke's Medical Center makes it easier and faster for HMO patients to secure MD consultation, laboratory works, diagnostic procedures, and other medical tests, in 3 easy steps:



STEP 1

Go to <http://bit.ly/SLMCLOA> or scan the QR code to access the online LOA request form.



STEP 2

Fill out the necessary information and click submit.



STEP 3

You will receive a confirmation email from our HMO Concierge Officer.

For more information, please contact:

St. Luke's Medical Center - Global City

Tel. No.: 8-789-7700 loc. 1079, 1081, 1082, 1084, 1085
Email: hmo.bgc@stlukes.com.ph

St. Luke's Medical Center - Quezon City

Tel. No.: 8-723-0101 loc. 4195, 4196, 4161, 4198, 4199
Email: hmoconcierge.qc@stlukes.com.ph