



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

# COVID-19 PATIENT'S GUIDE

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



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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** and **HEALTH DECLARATION FORM** via email or Viber.

## STEP 2



Print out your **APPOINTMENT SLIP** and filled-out **HEALTH DECLARATION FORM**. Read both carefully for further instructions and reminders. Go to St. Luke's Medical Center Quezon City at least 30 minutes before your scheduled appointment.

## STEP 3



You may enter: MAB through the designated area at the front lobby; CHBC ground floor - through the designated area of the main lobby; 3rd, 4th and 5th level parking - through the single open entrance / exit of the parking level.

## STEP 4



Follow the marshalls' instructions at the venue and wait for your turn with the Triage Officer. Submit **APPOINTMENT SLIP** and **HEALTH DECLARATION FORM** to the Triage Officer for final screening.

## STEP 5



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

## STEP 6

**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.



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# Guidelines for Patients with Appointments

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



1. Only patients with scheduled consultations within the next 30 minutes will be allowed to line up at the **TRIAGE AREA**.



2. All patients for consultation must undergo a thermal scan conducted by the MAB security guard on duty.



3. All patients must have their **APPOINTMENT SLIP** and **HEALTH DECLARATION FORM** to be submitted to the Triage Officer.



4. Upon clearance from the Triage Officer, patients awaiting their consultation must stay at the designated waiting area.



5. After the consultation, patients must exit through the designated exit points.



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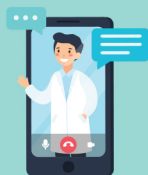
# IMPORTANT REMINDERS

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).



## PRACTICE PHYSICAL DISTANCING.

Maintain your physical distance at least 1.5 meters from the person next to you. Please observe physical distancing in all areas of the hospital.



## 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.



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



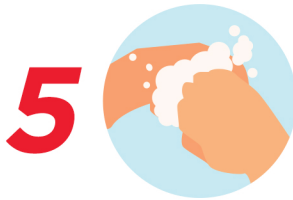
Place the palm of your hand on the back of your left hand and rub vigorously, and vice versa.



Palm-to-palm with fingers interlaced.



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



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



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.



**PRACTICE SOCIAL DISTANCING** - Practice 6 feet distance between you and a person coughing or sneezing.



**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**

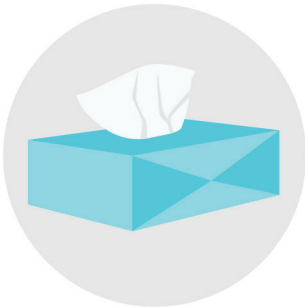
If you're sick and need to go out, always wear a face mask.



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# COUGHS AND SNEEZES SPREAD DISEASES!

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



**Always carry tissue.**



**Cover your coughs  
and sneezes.**



**Throw used tissue  
into yellow waste bins.**



**Always sanitize your hands.**



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# How to use the **Online Health Declaration Form**

## STEP 1

**Scan the QR code using a QR scanning app.** The QR code is also posted on the St. Luke's official Facebook account and website ([stlukes.com.ph](http://stlukes.com.ph)).



## STEP 2

**Answer all necessary questions** in the Health Declaration Form. Ensure all information you provide are true and correct. Prompts will guide you on next steps. Click **SUBMIT** once form is filled out completely.



## STEP 3

**A notification will be sent to your registered email** with a copy of your response and a personal QR Code.



## STEP 4

**Save a copy of your personal QR code** by securing a printed or digital copy using your device.



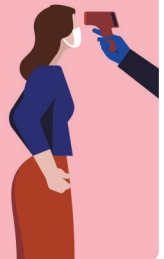
## STEP 5

Upon entry to the hospital premises, **present your QR Code and a valid ID** then allow the Security Personnel to scan the code.



## STEP 6

**Your body temperature will be taken**, and when cleared, proceed directly to your destination.





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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



**Chairs at the waiting areas** are properly marked to promote social distancing



**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.





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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

**COVID-19 prevention essentials**  
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](mailto: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](mailto:pathoops.qc@stlukes.com.ph)

 [www.stlukes.com.ph](http://www.stlukes.com.ph)

 [StLukesPH](https://www.facebook.com/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](mailto:corpbusinessctr@stlukes.com.ph)

**Quezon City**

Landline: 8-723-0101 local 4928, 4932

Mobile: 0998-582-1295

Email: [pathoops.qc@stlukes.com.ph](mailto:pathoops.qc@stlukes.com.ph)





# St. Luke's Medical Center

## 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@stluques.com.ph](mailto:hmo.bgc@stluques.com.ph)

**St. Luke's Medical Center - Quezon City**

Tel. No.: 8-723-0101 loc. 4195, 4196, 4161, 4198, 4199

Email: [hmoconcierge.qc@stluques.com.ph](mailto:hmoconcierge.qc@stluques.com.ph)