



**Citizens Charter 2021**

<b>Office Division</b>	<b>CHAMP Hemodialysis Unit</b>
<b>Classification</b>	Simple; Out-Patient hemodialysis (HD) treatment of patient with Chronic Kidney Disease (CKD).
<b>Type of Transaction</b>	G2C Government to Citizens  SERVICES: Medical check-up pre-HD treatment. Hemodialysis treatment. Medical assessment post-HD treatment.
<b>Who may avail</b>	1. Must be a resident of Pasig or with any proof of residency, voter's I.D (Comelec certificate), Barangay Certification. 2. CKD patients with referral letter from their respective nephrologist. 3. CKD patients with updated Medical Abstract, Prescription, HD Treatment Sheet, Laboratory, Chest X-ray (within 1 month) and PCR Swab Results (within 7 days).

<b>Checklist of Requirements</b>	<b>Where to Secure</b>
<b>1. Medical Abstract, Prescription and HD Treatment Sheet</b>	-Government or Non-Government Nephrologist, Hospital and Hemodialysis Center.
<b>2. Laboratory, Chest X-ray and PCR Swab Results</b>	-same as indicated above -Government or Non-Government Diagnostic Center.
<b>3. PhilHealth MDR ( Member Data Record)</b>	-PhilHealth, PhilHealth Online
<b>4. Senior Citizens ID</b>	-Senior Citizens Office
<b>5. Persons with Disability (PWD) ID</b>	-DSWD Office

**How to Avail of the Service (New Patients)**

<b>Patient Step</b>	<b>Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Persons Involved</b>
1. Patient / Relative inquires	-Ask pt. for referral letter from other dialysis center/ hospital	none	10 – 15 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.



2. Submit all requirement needed (medical abstract, latest laboratory result, referral form)	-Conduct physical examination and evaluation of requirement	none	15 – 20 mins	PARAGAS-JAVIER, JOCELYN L. MD
3. Check for available schedule	-Conduct pre dialysis assessment	none	15 – 20 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
4. Hemodialysis Treatment	-Hemodialysis	none	4 Hours	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
5. Pay Hemodialysis package fee claim OR	-Payment -Issuance of OR	1,500 regular price (Pasig Rate) -1,200 PhP if with 20% discount for Senior and PWD's	5 – 10 mins	Cashier
6. Post dialysis care	-Conduct post dialysis assessment -Home Advised	none	15 – 20 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A.



				NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
<b>Total Time</b>		<b>***</b>	<b>5 – 5.42 hours</b>	

**How to Avail of the Service (Old Patients)**

Patient Step	Action	Fees to be paid	Processing Time	Persons Involved
1. Retrieval of charts	-Retrieve and secure patients record	none	10 – 15 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
2. Pre dialysis care	-Conduct pre dialysis assessment	none	15 – 20 mins	PARAGAS-JAVIER, JOCELYN L. MD
3. Hemodialysis Treatment	-Hemodialysis	none	4 Hours	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
4. Pay Hemodialysis package fee claim OR	-Payment -Issuance of OR	1,500 regular price (Pasig Rate) -1,200 PhP if with 20%	15 – 20 Mins	Cashier



		discount for Senior and PWD's		
5. Post dialysis care	-Conduct post dialysis assessment -Home Advised		5 – 10 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
<b>Total Time</b>		<b>***</b>	<b>4.75 – 5.08 hours</b>	

**How to Avail of the Service (New Patients w/ Philhealth)**

Patient Step	Action	Fees to be paid	Processing Time	Persons Involved
1. Patient / Relative inquires	-Ask pt. for referral letter from other dialysis center/ hospital	none	10 – 15 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
2. Submit all requirement needed (medical abstract, latest laboratory result, referral form)	-Conduct physical examination and evaluation of requirement	none	15 – 20 mins	PARAGAS-JAVIER, JOCELYN L. MD
3. Check for available schedule	-Conduct pre dialysis assessment	none	15 – 20 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M.



				ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
4. Hemodialysis Treatment	-Hemodialysis	none	4 Hours	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
5. Philhealth package claim (submit MDR, receipt of payment)	-Patient /relative will sign CSF, CF1 and CF2 Philhealth forms	none	5 – 10 mins	FRONDA, MARIE ANTONETTE
6. Post dialysis care	-Conduct post dialysis assessment -Home Advised	none	15 – 20 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
<b>Total Time</b>		<b>***</b>	<b>5 – 5.42 hours</b>	

**How to Avail of the Service (Old Patients w/ Philhealth)**

Patient Step	Action	Fees to be paid	Processing Time	Persons Involved
1. Retrieval of charts	-Retrieve and secure patients record	none	10 – 15 mins	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA,



				ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
2. Pre dialysis care	-Conduct pre dialysis assessment	none	15 – 20 mins	PARAGAS-JAVIER, JOCELYN L. MD
3. Hemodialysis Treatment	-Hemodialysis	none	4 Hours	CONCEPCION, MACK EARLL S. MORALES, MARIBETH T. ABUYAN, NHORGIELYN A. NAVARRA, ARGIE C. PILE, JENNIFER M. ARCAN, GRETCHEN JEAN M. CABRERA, MANUEL A.
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<b>Total Time</b>		<b>***</b>	<b>4.75 – 5.08 hours</b>	



### Feedbacks and Complaints

<b>Feedbacks and Complaints Mechanism</b>	
<b>How to send feedback</b>	Patients are encouraged to fill up a feedback form every month and drop them at the designated drop boxes located at the unit.
<b>How feedback is processed</b>	Feedback is gathered and process by the units Administrative Officer, Nephrologist and Head Nurse. A report of the Customer Feedback is prepared to document action plan and monitor actions taken.
<b>How to file complaint</b>	Accomplish the Client Complaint Form & drop it at the designated drop boxes located at the unit.
<b>How complaints are processed</b>	Complaints received, whether written or verbal is investigated by the Administrative Officer, Nephrologist and Head Nurse. They will act on the complaint and provide feedback to the patient on actions taken.
<b>Contact Information</b>	Text or call 09178868743 or Send your feedback via email at joyparagas@yahoo.com