



CITIZEN'S CHARTER 2021

Office or Division	Champ Wellness Clinic
<p>Classification:</p> <p>Types of Transaction</p>	<p>Simple; Non-Emergency Out Patient Department/Clinic, Referral Center for uncontrolled Hypertension, Diabetes and Minor Surgery.</p> <p>G2C Government to Citizens;</p> <p>SERVICES:</p> <p>Medical Check-Up Hypertension Check-Up Diabetes Check-Up Minor Surgery Breast Examination Medicine Dispensing (ECG) Electrocardiogram Urethral Catheterization Injection Vaccination INMAP (INSulin Management Program) Medical Certification (VIA) Vaginal Inspection using Acetic Acid</p>
Who may Avail	<ol style="list-style-type: none"> 1. Pasig and Non-Pasig Residents 2. Clients/ Patients with referral letter from respective Health Center, PCGH, PCCH and other Hospitals. 3. Clients/ Patients with Updated Doctors Prescription (1-3 months from the prescription date; for maintenance medicine, beyond 3 months from the date prescribe will not be accepted). 4. Diabetes and Hypertensive Client/ Patient. 5. Walk-In Clients with conditions matching the service provided by the Doctor/s on duty.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctors Prescription	- Government or Non-Government Doctors, Clinic, Health Center, Lying-In, and Hospitals.
2. Referral Letter/ Form	- same as indicated above
3. INMAP (Insulin Management Program)	- Government Doctor/ Health Center Physician's Prescription -INmap referral Centers (Manggahan HC, Sagad HC, Dela Paz HC and Rosario HC)
4. PhilHealth MDR for INmap (Member Data Record)	- PhilHealth, Philhealth Online.
5. Senior Citizen's ID	- Senior Citizen's Office



CLIENT STEPS	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON INVOLVED
1. VALIDATION	- Submit or Present Prescription or Referral form to identify if service needed is scheduled or available on the same day, if not instruct the client to go back to the scheduled service needed.	none	1-3mins	DROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
2. ENCODING	- If the service is available, present ID, Senior Citizens ID, for ENCODING.	none	3-5mins	DROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
3. ISSUANCE OF PAYMENT ORDER	- If the service is available, PAY MENT ORDER will be given with specified service to avail and respective fees	none	5-10mins	DROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
4. PAYMENT	- Present payment order to cashier on first floor to pay the service needed.	*Please see attached document for fees and services; Sanguniang Panglungsod ng Pasig (Ordinance No. 51)	10-20mins	Cashier under Treasury Office
5. PRESENT O.R.	- record the OR number	none	3-5mins	DROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
6. DOCUMENTATION	- Initial interview for record and initial assessment	none	15-25mins	ERPILUA, ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
7. ASSESSMENT	- Assessment of the Nurse; Documenting of the observed signs and symptoms presented by the client/ patient, medications and prescription, medical history taking.	none	15-25mins	ERPILUA, ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
8. CHECK-UP/ PROVISION of SERVICE NEEDED	- Doctor to Patient interaction - Medical Check-Up - Nurse to Patient Interaction *See Attached SERVICES and FEES PROVIDED	*Please see attached document for fees and services; Sanguniang Panglungsod ng Pasig (Ordinance No. 51) THE REVISED PASIG REVENUE CODE PROVIDING PENALTIES FOR VIOLATION THEREOF	20-30mins	SANTIAGO, MARIA LOURDES G. ERPILUA, ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
9. DISCHARGE		none	5-10mins	ERPILUA,



PROVISION of MEDICINE/ Laboratory Request/ Referral to Specialist/ Health Teachings/ Follow - Up Check - Up/	<ul style="list-style-type: none"> - Prescribed medicine is given for free if available - Given after check-up - If a specialist is needed for the case, a referral form is given - After giving medication and instruction, a brief and concise health teaching is given. - Instruction is given for follow-up check-up for the specified conditions, maintenance medication and removal of suture. 			ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
TOTAL		***		1.2 - 2.2hrs

FEEDBACK AND COMPLAINTS

How to send feedback	Clients are encourage to accomplish feedback forms & drop at the designated drop boxes located at the information counter.
How feedback is processed	***Please see attached file: CHAMP ISO 9001:2015 Quality Management Manual Doc. Code CHAMP-QM-001 8.5 Production and Service Provision - 10.3 Continual Improvement
How to file a complaint	***Please see attached file: CHAMP ISO 9001:2015 Control of nonconforming services procedure Doc. Code: CHAMP-CN-003
How complaints are processed	***Please see attached file: CHAMP ISO 9001:2015 Control of nonconforming services procedure Doc. Code: CHAMP-CN-003
Contact Information	Text 09328521190 (Nurse Betty Castro) Email: champwellnesscenter14@gmail.com Facebook Page: Champ Wellness Center