

**CITIZEN'S CHARTER
CHAMP PHARMACY**

PHARMACY SERVICE

OUT-PATIENT – FREE MEDICINES

CHAMP Pharmacy provides free medicines to Pasig and non-residence of Pasig City

Office or Division:	CHAMP Pharmacy
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Out-Patients – Pasig residence and non-residence of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor's prescription with valid signature	- Government or non- government doctors, Clinic, Health Centers, Lying in and hospitals

Out-Patient – Free medicines

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the prescription with valid signature of the physician to the Pharmacist	Receive and check the prescription if medicines are available	none	1-2 mins	Rosalie C. Rodillas Pharmacist II
2	Sign in the OPD Log sheet	Check dosage and medicines before releasing.	none	2 -3 mins	Rosalie C. Rodillas Pharmacist II
3	Claim Medicines	Dispense medicines and explain to the patient the proper use	none	2-3 mins	Rosalie C. Rodillas Pharmacist II
TOTAL:				5-8 mins	

IN- PATIENT AND OUT-PATIENT – WITH FEES

CHAMP Pharmacy provides good quality essential drugs at the most affordable cost

Office or Division:	CHAMP Pharmacy
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	In-Patients and Out-patients– Pasig residence and non-residence of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor’s prescription with valid signature	- Government or non- government doctors, Clinic, Health Centers, Lying in and hospitals

In-patient and out-patient with fees

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the Prescription for evaluation	Receive and check the prescription if medicines are available		1-2 mins	Rosalie C. Rodillas Pharmacist II
2	Wait for the payment order	Payment order will be given /encode in the bizbox system	Fees depends on the total amount of medicines purchased	2-3 mins	Rosalie C. Rodillas Pharmacist II Ray Vincent P. Oniadia Administrative Aide III
3	Goes to cashier for payment	Present payment order to cashier to pay the medicines	Fees depends on the total amount of medicines purchased	5-6 mins	Nonato S. Reyes Ma. Revie C. Peralta Cashier
4	Goes back to the Pharmacy for medicines Present copy of the official receipt	Check the official receipt and dispense the medicines		2-3 mins	Rosalie C. Rodillas Pharmacist II
5	Claim medicines	Record the Official receipt number		2-3 mins	Rosalie C. Rodillas Pharmacist II

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:				12-17 mins	

CENTRAL DEPOT FOR SUPER HEALTH CENTERS LYING IN AND CHAMP LYING IN

CHAMP Pharmacy act as a Central Depot for medicines and medical supplies for Super Health Centers Lying In and CHAMP Lying In.

Office or Division:	CHAMP Pharmacy
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Super Health Centers Lying in and CHAMP Lying In

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition of stocks for medicines and supplies form	- CHAMP Pharmacy

Super Health Centers Lying In and CHAMP Lying In

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present requisition of stocks for medicines and supplies	Check the requisition slip	none	1-2 mins	Rosalie C. Rodillas Pharmacist II Ray Vincent P. Oniadia Administrative Aide III
2	Receive the RIV	Issue RIV (Requisition Issue Voucher)	none	1-2 mins	Rosalie C. Rodillas Pharmacist II Ray Vincent P. Oniadia Administrative Aide III
3	Sign in the RIV, Medicine Log sheet and Medical supplies record book	Release medicines and supplies	none	3-5 mins	Rosalie C. Rodillas Pharmacist II Ray Vincent P. Oniadia Administrative Aide III
4	Count and get the medicines and supplies	File the RIV and record the dispensed medicines and supplies	none	2-3 mins	Rosalie C. Rodillas Pharmacist II Ray Vincent P.

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Oniadia Administrative Aide III
TOTAL:				7-12 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Patients are encourage to accomplish feedback forms and drop them at the designated drop boxes located at the following sites:</p> <ul style="list-style-type: none"> -Information area -Pharmacy -Laboratory -Cashier -Wellness
How feedback is processed	<p>Feedback is gathered monthly by different departments and submitted to the ISO Quality Management representative</p> <p>If negative feedback is noted, it will be processed by the ISO top management team for documentation, investigation and monitoring. Monthly inspection of said complaint will be followed up</p>
How to file a complaint	<p>Feedback or complaint letter to be submitted to ISO top management</p>
How complaints are processed	<p>Complaints received will be documented by ISO top management. This will be acted upon, investigated and followed up by the management. Action taken will be documented and complainant will be informed of the process.</p>
Contact Information	<p>CHAMP Pharmacy contact number Cp. No. 09354342358</p>