

**CITIZEN'S CHARTER
CHAMP MATERNITY CLINIC**

Prenatal Care

The maternity clinic of CHAMP offers free and quality prenatal checkups to all mothers to decrease the maternal morbidity and mortality of Pasig City.

Office or Division:	CHAMP MATERNITY CLINIC
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All pregnant women of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Mother's book from Pasig City Health Centers or clinics where previous prenatal check ups done	Pasig City Health Center / Private Lying In or clinic
2. Laboratory results and ultrasound if available	Laboratory and ultrasound

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Give Referral form or Mother's Book from health center	Ask the patient to fill out Maternity Medical form	Free	3-5 minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Jane F., RM Salandanan, Josephine B., RM
2	Submit all laboratory results and ultrasound result	Collate all labs/ultrasound results and attach to maternity service form -vital signs & weight recorded -Tetanus toxoid and previous delivery histories taken	Free	5-10 minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
3	Proceed to OPD for prenatal checkup	Doctor will interview patient regarding present pregnancy -Fundic height measurement and fetal heart rate are recorded -All term patients will undergo internal examination -Advice and prescription of meds will be given -Advice regarding follow up	Free	5-10 minutes	Abat, Edshil J., MD Cruz, Maria Mercedes Nellie S., MD De Vega, Angelina D., MD Trinidad, Femay B., MD Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
TOTAL:				15-25 minutes	

Ultrasound

The maternity clinic of CHAMP offers free obstetrical and gynecologic ultrasound examination

Office or Division:	CHAMP MATERNITY CLINIC
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All pregnant and non pregnant women of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ultrasound request from Pasig City Health Centers or private clinics	Pasig City Health Center / Private Lying In or clinic

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Give Ultrasound request from health center or clinic	-Write patient's name in the ultrasound list of the day/ schedule book -Give Order of payment	Transvaginal – P330.00 Pelvic – P275.00 Biophysical score – P500.00	1-2minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluze, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
2	Submit self for ultrasound	- Doctor will interview patient		5-10minutes	Maria Merceditas

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>regarding present pregnancy including name, age and first day of last menstrual period</p> <ul style="list-style-type: none"> - Doctor will discuss the ultrasound procedure to be done (pelvic or transvaginal ultrasound) 			Nellie S. Cruz, M.D, FPOGS, FPSUOG OB Sonologist
2	Pay at the cashier	Order of Payment given to patient		3-5 minutes	Peralta, Revie Reyes, Nonato
4	Wait for the result at the lobby	<ul style="list-style-type: none"> - Doctor will type the result of the ultrasound scan and then release it immediately 		1-2 minutes	Maria Merceditas Nellie S. Cruz, M.D, FPOGS, FPSUOG OB Sonologist
TOTAL:				15-20 minutes	

Family Planning

The maternity clinic of CHAMP offers free family planning advice and prescribe contraceptive tools (available at Heath centers and family planning room at City Hall)to prevent unplanned pregnancies

Office or Division:	CHAMP MATERNITY CLINIC
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All female of reproductive age of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Optional: Valid ID	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask for family planning methods	Ask the patient to fill out OPD Medical form -Interview patient about Past Medical history, Obstetrical and Gynecological history	Free	3-5 minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluca, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
2	Proceed to OPD room for family planning	Doctor will interview patient regarding past	Free	5-10 minutes	Abat, Edshil J., MD

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	advice	pregnancies, previous family planning methods and present medical conditions -Doctor will discuss the family planning methods that can be used by the patient			Cruz, Maria Merceditas Nellie S., MD De Vega, Angelina D., MD Trinidad, Femay B., MD Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
3	Patient will decide what family planning method she will use	- injectable and pills: schedule patient to come back on the 1 st day of menses	Injectable/ pills dispensed at health center or CHAMP pharmacy for free	3-5 minutes	Abat, Edshil J., MD Cruz, Maria Merceditas Nellie S., MD De Vega, Angelina D., MD Trinidad, Femay B., MD
TOTAL:				10-20minutes	

**CITIZEN'S CHARTER
CHAMP MATERNITY CLINIC**

POSTPARTUM FOLLOW UP

The maternity clinic of CHAMP provides postpartum checkup for patients who delivered at CHAMP lying in

Office or Division:	CHAMP MATERNITY CLINIC
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Postpartum mothers who delivered at CHAMP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Mother and Baby book from CHAMP	Mother and Baby book given prior to discharge from champ

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach nurse or midwife at the triage area	Retrieve admission chart - vital signs recorded	Free	3-5minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
2	Proceed to OPD room for postpartum check up	Doctor will interview patient regarding subjective complaints	Internal examination - P30.00	5-10 minutes	Abat, Edshil J., MD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>experienced after she was discharged from lying in</p> <ul style="list-style-type: none"> - Internal examination to check: <ul style="list-style-type: none"> • If uterus is well contracted • If cervix is close amount of bleeding/presence of hemorrhage <p>Discuss benefits of breastfeeding Doctor will discuss the family planning methods that can be used by the patient</p>			<p>Cruz, Maria Mercedes Nellie S., MD De Vega, Angelina D., MD Trinidad, Femay B., MD</p> <p>Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM</p>
3	Patient can ask questions about postpartum issues	<p>Will advise patient regarding issues and will give schedule to patient for family planning -Doctor will advise patient regarding follow-ups</p>		3-5 minutes	<p>Abat, Edshil J., MD Cruz, Maria Mercedes Nellie S., MD De Vega, Angelina D., MD Trinidad, Femay B., MD</p> <p>Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
TOTAL:			Internal examination – P30.00	15-20 minutes	

GYNECOLOGIC CONSULT

The maternity clinic of CHAMP provides gynecologic checkup and evaluation for women of Pasig City

Office or Division:	CHAMP MATERNITY CLINIC
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All women of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Optional: Valid ID	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For gynecological consult	<ul style="list-style-type: none"> - Approach Nurse/Midwife and filling up of medical form 	Free	3-5minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluca, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
2	Consultation	<ul style="list-style-type: none"> - Interview of medical history by OB - Advice for labs and ultrasound and internal 	Internal examination:30 pesos	5- 10 minutes	Abat, Edshil J., MD Cruz, Maria Merceditas Nellie S., MD

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		examination if necessary - Referral to hospital if needs gynecologic procedure			De Vega, Angelina D., MD Trinidad, Femay B., MD
TOTAL:			Internal examination:30 pesos	10-15 minutes	

**CITIZEN CHARTER
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Normal Spontaneous Delivery

The maternity clinic of CHAMP provides an affordable and quality package for normal spontaneous delivery for patients in labor.

Office or Division:	CHAMP Maternity Lying In
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	In active labor mothers who have regular checkups at CHAMP. Pregnant patients that are included in the criteria for admission for Lying in deliveries given by the Department of Health. We encourage patients to have prenatal check up at CHAMP prior to delivery to decrease incidence of maternal morbidity and mortality.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Check up at CHAMP (included in the criteria for admission of lying ins)	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach nurse or midwife at the triage area	Retrieve outpatient record/chart -vital signs recorded	none	1-2 minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Proceed to OPD room for check up	<p>doctor will interview patient regarding subjective complaints experienced after she was discharged from lying in</p> <p>-Internal examination to check:</p> <ul style="list-style-type: none"> - Dilatation and effacement of cervix - fetal presentation -presence or absence of bag of water - station of fetal head <p>- doctor will decide if the patient will be admitted or not</p> <p>-If not for admission, patient will be sent home and advised follow-up</p>	none	5-10 minutes	<p>Abat, Edshil J., MD</p> <p>Cruz, Maria Mercedes</p> <p>Nellie S., MD</p> <p>De Vega, Angelina D., MD</p> <p>Trinidad, Femay B., MD</p> <p>Aleta, Pacita C., RM</p> <p>Blanza, Milagros F., RM</p> <p>Echaluze, Luz C., RM</p> <p>Gache, Andrea F., RM</p> <p>Javier, Novee J., RM</p> <p>Lubat, Trina</p> <p>May L., RM</p> <p>Lucero, Genevieve M., RM</p> <p>Luzares, Minerva B., RM</p> <p>Rosal, Mary Jane F., RM</p> <p>Salandanan, Josephine B., RM</p>
3	Patient for admission	<p>-Fill up admission chart</p> <p>-Bring patient to labor room</p> <p>-Monitor vital signs, fetal heart tone and progress of labor every 15 mins</p> <p>-Internal examination every 2 hours or less if needed</p> <p>-transfer to delivery room if fully dilated</p> <p>-Aseptic technique</p> <p>-Normal spontaneous Delivery (BEMONC/ NEWBORN CARE)</p> <p>-transfer to ward</p> <p>-Newborn Assessment</p> <p>- Monitoring of Mother and baby every 15mins for 2 hrs then every hour thereafter</p>		Depends on the length of time in labor	<p>Abat, Edshil J., MD</p> <p>Cruz, Maria Mercedes</p> <p>Nellie S., MD</p> <p>De Vega, Angelina D., MD</p> <p>Trinidad, Femay B., MD</p> <p>Batinga, Maricar F., RN</p> <p>Dedel, Madeiline</p> <p>Samantha E., RN</p> <p>Zabala, Miriam B., RN</p> <p>Aleta, Pacita C., RM</p> <p>Blanza, Milagros F., RM</p> <p>Echaluze, Luz C., RM</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
4	24 hours postpartum(for discharge	Assess mother (discharge Internal exam done), Advise follow up Newborn screening Discharge papers and billing	Philhealth member: none except for birth certificate Non Philhealth Member: Pls ask staff for breakdown of bill	20-30 minutes	Abat, Edshil J., MD Cruz, Maria Mercedes Nellie S., MD De Vega, Angelina D., MD Trinidad, Femay B., MD Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluze, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:			24 hours ward stay after normal delivery	

**CITIZEN'S CHARTER
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NEWBORN SCREENING

The maternity clinic of CHAMP provides newborn screening for newborns of Pasig City

Office or Division:	CHAMP MATERNITY CLINIC
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All newborn babies (24hrs to 1 month) of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Babies delivered at CHAMP	
2. Referral Letter	From hospital/ lying in where the baby was born

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	CHAMP babies	<ul style="list-style-type: none"> - Newborn screening done 24 hours after delivery and before discharge from CHAMP 	Philhealth member: Free Non Philhealth: 1750Php	5-7 minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluca, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
2	Not delivered at CHAMP: Give referral letter	<ul style="list-style-type: none"> - Interview Mother regarding birth history - Newborn screening procedure 		5- 10 minutes	Batinga, Maricar F., RN Dedel, Madeiline Samantha E., RN Zabala, Miriam B., RN

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Aleta, Pacita C., RM Blanza, Milagros F., RM Echaluce, Luz C., RM Gache, Andrea F., RM Javier, Novee J., RM Lubat, Trina May L., RM Lucero, Genevieve M., RM Luzares, Minerva B., RM Rosal, Mary Jane F., RM Salandanan, Josephine B., RM
3	Pay at cashier	- Order of payment given to patient		2-3 minutes	Peralta, Revie Reyes, Nonato
TOTAL:				10-15 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Patients are encouraged to accomplish feedback forms and drop them at the designated drop boxes located at the following sites: - Information area - Pharmacy

	<ul style="list-style-type: none"> - Laboratory - Cashier - Wellness <p>Admitted patients at the lying in will be given a feedback form prior to discharge to be submitted before discharge</p>
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	Feedback or complaint letter to be submitted to ISO top management
How complaints are processed	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.
Contact Information	Ugnayan sa Pasig FB, Ugnayan sa Pasig # 8643-1111 Champ lying In contact number 09354342358