

**CITIZEN CHARTER  
PREVENTION OF BLINDNESS/ PRIMARY EYE CARE**

**Visual Acuity  
Provision of Eye Glasses**

**Description of Service**

- Walk-in Patient:** Consult with the Optometrist for visual acuity, referral and provision of eye-glasses.
- Referred Patient:** Present referral slip, Consult with the Optometrist for visual acuity, referral and provision of eye-glasses.
- Client/ Patient:** Senior Citizens only
- Clinic Hours:** Monday to Thursday, 8:00am - 12:00nn

<b>Office or Division:</b>	PREVENTION OF BLINDNESS/ PRIMARY EYE CARE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Senior and Non- Senior, Pasig and Non-Pasig residents

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	REMARKS
1	Senior Citizens ID	Senior Citizens Office	For encoding and verification
2	PhilHealth ID/ MDR	PhilHealth Office	For PhilHealth encoding and verification only
3	Referral slip from HC, SHC or Hospitals.	Health Center, Super Health Centers and Hospitals	
Any/ or	Voters Certification, Pasig Priviledge, Cash Card or any government ID with birth date		

**Walk-in/ Referred Patients**

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Ask for a queuing number	Queuing if based on first come first serve	none	3 - 5 minutes	Maria Thealma Herrera/ GIP/ SPES
	Admission, assessment and profiling of patient	Hand Risk assessment for, Annex C: PhilHealth Ekonsulta to be filled out by the patient	none	Depending on the patient	Maria Thealma Herrera/GIP or Nurse on duty
	Wait for the name to be called for refraction	Visual Acuity and Refraction	none	20 - 30 minutes	Maria Thealma Herrera
	Follow-up releasing form and	Identify the grade of the eye-glasses or if the patient is for referral for ophthalmologist . and data encoding	none	3 - 5 minutes	Maria Thealma Herrera
	***End of service				
TOTAL			none	26 - 40 minutes	

## Provision of Eye-glasses

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Wait for the text/ call from the Optometrist	Queuing if based on first come first serve	none	3 - 5 minutes	Maria Thealma Herrera/ GIP/ SPES
2	Present claim stub to Optometrist and wait for the retrieval of the eye-glasses	Check file of eye-glasses and check record	none	Depending on the patient	Maria Thealma Herrera/ GIP
3	Fit eye-glasses	Ask client if the eye-glasses is fit or needs improvement.	none	10 - 15 minutes	Maria Thealma Herrera
4	Releasing of Eye glasses	If there are no issue observed and goodon the go. Release the eye-glasses	none	5 - 10 minutes	Maria Thealma Herrera
<b>***End of service</b>					
		ENCODING			
TOTAL:			none	18 - 30 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback form and box is placed in front of the WINDOW 1 with with pen.
How feedback is processed	Feedback is processed every end of the month.
How to file a complaint	Write a letter of approach any staff members to ask where can I complain or who is in charge of the Facility
How complaints are processed	Since the champ wellness is ISO certified. We have our very own grievance committee to process complains. If not solve within the facility, it will be forwarded to the City Health Office.
Contact Information	Email address: <a href="mailto:champwellness14@gmail.com">champwellness14@gmail.com</a> 09173204372 - Marie Antonette Fronda, Encoder/ PhilHealth Admin  09175477622 - Maria Lourdes G. Santiago, MD. Physician In Charge Champ Wellness Clinic