

**CITIZEN CHARTER  
CHAMP WELLNESS CLINIC**

**Medical Check - Up  
Hypertension Clinic Check - Up  
Diabetes Clinic Check - Up  
Minor Surgery & Cancer Prevention Check - Up  
& other services**

**Description of Service**

**Walk-in Patient:** Consult with the doctor for his/her problem, take the medicine prescribed by the doctor, follow ups and referral to tertiary/ specialty hospital if needed

**Referred Patient:** Present referral slip, consult with the doctor for his/her problem, take medicine prescribed, follow ups and referral to tertiary/ specialty hospital if needed.

**Clinic Hours:** Monday to Friday, 8:00am - 5:00pm

<b>Office or Division:</b>	CHAMP WELLNESS CLINIC
<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

	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	<b>REMARKS</b>
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	Pasig Privilege Card, Cash Card or any government ID with birth date		

**Walk-in/ Referred Patients**

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Ask Security guard for the schedule of the Physician/ Doctor on duty or see posted schedule at the entrance.	OPS/ PSD  Check availability of the service needed by the patient	none	1 - 2 minutes	Alexis Dequina, Bienvenido Bacarra
2	Proceed to 2 <sup>nd</sup> floor window 1 for identification of services needed and encoding	WINDOW 1  ENCODER  Check if the patient is due for follow up of new client	none	1 - 2 minutes	Marie Antonette Fronda, Carla Gay Ferrer
<b>***Queuing of patient is FIRST COME FIRST SERVE BASIS</b>					

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Order of payment for services needed	WINDOW 1 ENCODER Encode patient for order of payment	none	3 - 5 minutes	Marie Antonette Fronda, Carla Gay Ferrer
4	Proceed to cashier for payment and present OR back to window 1	CASHIER Receive payment for the service needed	Free of charge for PhilHealth  for non-PhilHealth Consultation - Php 30  Non-Pasig - Php 50	3 - 5 minutes	Revie Peralta, Nonato Reyes
5	Fill-out admission form and Annex C: PhilHealth E-Konsulta Registration form	Double check data for data quality and authenticity	none	Depending on the patient	Marie Antonette Fronda, Carla Gay Ferrer
6	Present admission slip and Annex C to window 2 for retrieval of records or creating new record/ chart	WINDOW 2 ENCODER Retrieve patient chart, create new chart for new patient	none	3 - 5 minutes	Marie Antonette Fronda, Carla Gay Ferrer
<b>***ASSESSMENT AND ADMISSION</b>					
7	Proceed to assessment table when NAME is called	NURSE Assessment proper, Vital signs taking and interview with the patient, record data to the patient chart	none	10 - 15 minutes	Eryl Mayoralgo, RN., Anthony Pagulayan, RN., Eric Brian Erpilua, RN.
<b>***ACTUAL CHECK-UP and interaction with the doctor</b>					
8	At window 3 name will be called by the Doctor on duty	WINDOW 3 PHYSICIAN/ DOCTOR Check - Up Proper	none	10 - 15 minutes	Maria Lourdes G, Santiago, MD., Plaridel Sespeñe, MD., Ben Evan Niog, MD.
<b>***Provision of Medicine and Health teaching</b>					
9	After check-up, patient chart and prescription will be forwarded to Nurse-in-charge for the provision of medicine	NURSE Check the availability of the medicine prescribed by the Doctor	none	3 - 5 minutes	Eryl Mayoralgo, RN., Anthony Pagulayan, RN., Eric Brian Erpilua, RN.
10	Name will be called again for the medicine, health teachings and instructions for follow up and discharge	NURSE Identify the need of client on how the medicine is taken, dosage and administration	none	3 - 5 minutes	Eryl Mayoralgo, RN., Anthony Pagulayan, RN., Eric Brian Erpilua, RN.
<b>***End of check-up</b>					
<b>***Please let us know your feedback, suggestion or even complaint on the box at window 1</b>					
11		ENCODING Encoding of chart, medicine and service catered to patient	none		Marie Antonette Fronda, Carla Gay Ferrer
TOTAL:			Php30-Php 50	39 - 59 minutes	

## Other Services

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present referral/endorsement for Other services available at facility	OPS/ PSD Check referral and availability of the service needed by the patient	none	1 - 2 minutes	Alexis Dequina, Bienvenido Bacarra
2	Proceed to 2 <sup>nd</sup> floor window 1 for identification of services needed and encoding	WINDOW 1 ENCODER Check if the patient is due for follow up of new client	none	1 - 2 minutes	Marie Antonette Fronda, Carla Gay Ferrer
3	Order of payment for services needed	WINDOW 1 ENCODER Encode patient for order of payment	none	3 - 5 minutes	Marie Antonette Fronda, Carla Gay Ferrer
4	Proceed to cashier for payment and present OR back to window 1	CASHIER Receive payment for the service needed	Check FEES attached	3 - 5 minutes	Revie Peralta, Nonato Reyes
5	Fill-out admission for and Annex C: PhilHealth E-Konsulta Registration form	Double check data for data quality and authenticity	none	Depending on the patient	Marie Antonette Fronda, Carla Gay Ferrer
6	Present admission slip and Annex C to window 2 for retrieval of records or creating new record/ chart	WINDOW 2 ENCODER Retrieve patient chart, create new chart for new patient	none	3 - 5 minutes	Marie Antonette Fronda, Carla Gay Ferrer
7	Wait name to be called by the nurse	NURSE Perform Procedure with High standard and mastery  DOCTOR For breast examination and minor surgery	none	Mild procedure 3 - 5 mins  Moderate procedure 15 - 20 mins  Minor Operation 20 - 30 mins	Eryl Mayoralgo, RN., Anthony Pagulayan, RN., Eric Brian Erpilua, RN.  Plaridel Sespeña, MD.
8	Proceed to waiting area After procedure.	NURSE Check the availability of the medicine prescribed by the Doctor	none	3 - 5 minutes	Eryl Mayoralgo, RN., Anthony Pagulayan, RN., Eric Brian Erpilua, RN.
9	Name will be called again for the medicine, health teachings and instructions for follow up and discharge	NURSE Identify the need of client on how the medicine is taken, dosage and administration	none	3 - 5 minutes	Eryl Mayoralgo, RN., Anthony Pagulayan, RN., Eric Brian Erpilua, RN.
TOTAL:			TBD	Mild procedure 20 - 34 minutes Minor Operation 37 - 59 minutes	

## Fees

#	SERVICE	PHILHEALTH	SENIOR	NON-SENIOR	NON-PASIG
1	ECG	FREE	Php 40	Php 50	Php 100
2	INJECTION	FREE	Php 24 Php40 TT 0.5	Php 30 Php 50 TT 0.5	Php 100
3	CATHETER INSERTION	FREE	Php 64	Php 80	Php 100
4	MINOR SURGERY	FREE	Php 240	Php 300	Php 500 - 1000
5	WOUND DRESSING		Php 24 - Small Php 40 - Medium Php 64 - Large	Php 30 - Small Php 50 - Medium Php 80 - Large	Php 50 - Small Php 100 - Medium Php 150 - Large
6	REMOVAL OF SUTURE	FREE	Php 24	Php 30	Php 50
7	BREAST EXAMINATION	FREE	Php 24	Php 30	Php 100

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback form and suggestion 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 or approach any staff members to ask where can I complain or who is in charge of the Facility and create an incident report with the security
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	<p>Email address: <a href="mailto:champwellness14@gmail.com">champwellness14@gmail.com</a></p> <p>FB Page: <a href="https://www.facebook.com/CHAMPWELLNESS">https://www.facebook.com/CHAMPWELLNESS</a></p> <p>09173204372 - Marie Antonette Fronda, Encoder/ PhilHealth Admin</p> <p>09175477622 - Maria Lourdes G. Santiago, MD. Physician In Charge Champ Wellness Clinic</p>