

PHARMACY DEPARTMENT



PASIG CITY CHILDREN'S HOSPITAL
(CHILD'S HOPE)
Industria St. Cor. Alcalde Jose St.,
Kapasigan, Pasig City
Tel. No: 643-2222 local 610

CITIZEN'S CHARTER SERVICE GUIDE

Frontline Service		Availment of prescribed medicine(s)		
Description of Service		The Pasig City Children's Hospital through its Pharmacy, dispenses medicines for the management of diseases as prescribed a physician.		
Type of Transaction		G2C- Government to Citizens		
Clients/Who may avail of the service		General Public		
Requirements		Prescription(s)		
Schedule of Availability of Service		MONDAY - SUNDAY 24 HRS SERVICE		
Fees		Depend upon the prescribed medicines		
Total/Maximum Duration of Process		20-25 minutes		
STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Present prescription to Pharmacy or OPD encoder <i>(Ipakita ang reseta (Rx) sa Pharmacist o encoder para i-encoed ang gamot)</i>	Pharmacists: Cristina Ayala/ Brian Alatraca/ Jaezaryn Eugenio/ Ian Lloyd Magkidong/ Kevin Malabanan/ Vanessa Palma/ Nikka Ramos/ Christian Tumaming/ Maureen Vitor OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero	Pharmacy Dept, OPD Section, Ground Floor, Pasig City Children's Hospital	2 minutes
2	Get the order of payment <i>(Kunin ang order of payment)</i>	Pharmacists: Cristina Ayala/ Brian Alatraca/ Jaezaryn Eugenio/ Ian Lloyd Magkidong/ Kevin Malabanan/ Vanessa Palma/ Nikka Ramos/ Christian Tumaming/ Maureen Vitor	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	3 minutes
3	3.1 NON CARD HOLDERS – PROCEED TO CASHIER SECTION THEN GO TO STEP 4 <i>(Para sa mga pasyente o kamag-anak ng pasyente pumunta sa kahera para magbayad ma-validate at sundin ang step 5)</i> 3.2 BLUECARD HOLDERS (SENIOR CITIZENS) – PROCEED TO BILLING SECTION FOR DISCOUNT THEN GO TO STEP 4 <i>(Para sa mga BLUECARD HOLDERS pumunta sa</i>	Patient / Relative / Companion	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	5 minutes

	<p><i>Billing Section para mabigyan ng diskuento at sundin ng step 4)</i></p> <p>3.3 (PWD) PERSON WITH DISABILITY – PROCEED TO SOCIAL WORKER FOR DISCOUNT THEN PROCEED TO STEP 4 <i>(Para sa mga pasyenteng meron kapansanan pumunta sa Medical Social Service para mabigyan ng diskuento. at sundin ang step 4)</i></p>			
4	<p>Pay at the cashier and go back to Pharmacy <i>(Magbayad sa Kahera at bumalik sa Pharmacy)</i></p>	<p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p>	<p>One-Stop Shop Ground Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>
5	<p>Present Official Receipt / order of payment and get the medicine(s). <i>(Ipakita ang resibo at order of payment at kunin ang gamot)</i></p>	<p>Pharmacists: Cristina Ayala/ Brian Alatraca/ Jaezaryn Eugenio/ Ian Lloyd Magkidong/ Kevin Malabanan/ Vanessa Palma/ Nikka Ramos/ Christian Tumaming/ Maureen Vitor</p>	<p>Pharmacy Dept, Ground Floor, Pasig City Children's Hospital</p>	<p>10 minutes</p>