



PHYSICAL MEDICINE AND REHABILITATION DEPARTMENT



**PASIG CITY CHILDREN'S HOSPITAL
(CHILD'S HOPE)**
PLP Compound Industria St. Cor. Alcalde Jose St.
Kapasigan, Pasig City
Tel. No: 643-2222 local 609

CITIZEN'S CHARTER SERVICE GUIDE

Office or Division	Physical Medicine and Rehabilitation Department
Frontline Service	Out-patient Physical Therapy Service
Description of Service	We provide services to individuals and populations to develop, maintain and restore maximum movement and functional ability throughout the lifespan. This includes providing services in circumstances where movement and function are threatened by injury, pain, diseases, disorders, conditions or environmental factors.
Service or Division	Ancillary Service
Classification of Service/Transaction	Highly Technical
Type of Transaction	G2C – Government to Citizen
Clients who may avail of the service	Pediatric patients afflicted with conditions *(neurologic, orthopedic, congenital, degenerative, neuromuscular) affecting activities of daily living, function and mobility.
Requirements	Referral form from other specialist / pediatrician
Schedule of Availability of Service	PT TREATMENT SCHEDULE: MONDAYS – FRIDAYS 8AM- 5PM PHYSIATRIST CONSULTATION SCHEDULE: TUESDAY AND THURSDAY 8AM-12NN (New Patient) MONDAY, WEDNESDAY AND FRIDAY 8AM-3PM (Old Patient)
Fees	PT TREATMENT: <ul style="list-style-type: none"> • Pasig Residents – P50.00 • Non-Pasig Residents – P130.00 PHYSIATRIST FEE <ul style="list-style-type: none"> • Pasig Residents – P30.00 • Non-Pasig Residents – P60.00
Total/Maximum Duration of Process	Physiatrist Consultation – 30 minutes/patient PT Treatment – 1hr/patient

CLIENT STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
<p>1. Encoding of New Patients (OPD) /Old Patients (PT SECTION) Information</p> <p><i>(Pag encode ng mga impormasyon ukol sa mga bago at lumang pasyente)</i></p>	<p>For new out-patients, the patients and parents/ guardians should proceed to the Out Patient Department for encoding of patient's information</p> <p>Afterwards, go to PT Section (6th floor) to fill up patient's information sheet needed in scheduling physical therapy treatment session</p> <p>For old out-patients, the patients and parents/guardians should proceed directly to Physical Therapy Section (6th floor) for encoding of patient's information</p> <p>Get patient's Vital Signs (Temperature)</p>	<p>OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero</p> <p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p> <p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p>	<p>OPD Section, Ground Floor, Pasig City Children's Hospital</p> <p>Physical Therapy Section, 6th Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>
<p>2. Proceed to Physiatrist Consultation.</p>	<p>Physiatrist assessment, diagnosis and management.</p>	<p>Physiatrist: Ma. Lorraine Buenavente/ Charlotte Comia</p>	<p>Physical Therapy Section, 6th Floor, Pasig</p>	<p>30 mins</p>

<p>(Pumunta Sa Konsultasyon ng Doktor)</p>			<p>City Children's Hospital</p>	
<p>3. Pay Consultation fee</p> <p>(Bayaran ang ginawang konsultasyon Ng doktor)</p>	<p>Get the payment slip from the PT Clerk/PT Staff then proceed to Cashier to claim the official receipt</p>	<p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p>	<p>Physical Therapy Section, 6th Floor</p> <p>One-Stop Shop, Ground Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>
<p>4. Return to PT section and present the official receipt</p> <p>(Bumalik sa PT section at ibigay ang official receipt sa Rehab Clerk)</p>	<p>Let the parent / guardian sign in the MD Consultation Logbook</p>	<p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p>	<p>Physical Therapy Section, 6th Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>
<p>5. Confirm schedule of PT treatment session of patient to Rehab Clerk.</p> <p>(Kumpirmahin ang schedule ng therapy sa Rehab Clerk)</p>	<p>Instruct the patient and parent/ guardian regarding PT session guidelines</p> <p>Inform the patient regarding their schedule thru call or SMS</p>	<p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p>	<p>Physical Therapy Section, 6th Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>
<p>6. Attend to scheduled PT sessions of the patient.</p> <p>(Pumunta sa mga nakalaang araw at oras ng therapy ng pasyente)</p>	<p>Provide the appropriate PT evaluation and intervention to patient.</p> <p>When the patient has completed the prescribed PT</p>	<p>Physical Therapist: Moses Aquino/ Armand Logan Borbe/ Melissa Cabalag/ Jane Kathrine Cruz/ Catherine Garen/ Howard Lake Reyes/ Michelle Ann Ruadil</p>	<p>Physical Therapy Section, 6th Floor, Pasig City Children's Hospital</p>	<p>45 minutes – 1 hour</p>

	<p>sessions he/she is advice to have a follow-up checkup to Rehab doctor to know if PT treatment will still continue or patient will be discharge from PT.</p> <p>NOTE: All Patient who does not comply PT sessions in 2 consecutive weeks will be automatically remove on the given schedule and will advise to seek Consultation again.</p>			
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NOTE: ANG ORAS NG PAGHIHINTAY AY DEPENDE SA DAMI NG PASYENTE.

Feedback and Complaints Mechanism	
How to send feedback	Every after follow-up check-up of the patients, the Rehab Clerk will ask the patient/caregiver to fill up a feedback and satisfaction form.
How feedback is processed	The Quality Management Office will distribute the feedback and satisfaction form to our Department and the gather all the feedback forms monthly and summarized and document action plan and check the actions taken.
How to file a complaint	The client/caregiver will be given a complaint form to be accomplished and will submit it to the rehab clerk. The complainant will also be asked to write on the department logbook for documentation purposes.
How complaints are processed	After submitting the complaint form, the rehab clerk will relay the information to the department head who will investigate the matter and will decide for necessary corrective actions. Depending on the gravity of the complaint, the department head can communicate to the hospital administrator for further investigation and immediate action.

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