

CITIZEN'S CHARTER

PASIG CITY CHILDREN'S HOSPITAL

NAME OF SERVICE: PEDIATRIC DENTAL SERVICE

We address the oral health concerns of children 0-18 years old and individuals with special healthcare needs. Treatment focuses on preventive and minimum intervention dentistry.

Office or Division:	Pediatric Dental Department
Classification:	Dental Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Children 0-18 years old and individuals with SHCN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Secure dental appointment	Via Text or FB message
Send the ff: Child's Name, Birthday, Address, School Schedule	FB:Child's Hope Dental Department or text message to 09691823121

Dental Treatment outpatient setting

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure an appointment by sending a message via text or FB meta business suite	Clinic will find a slot available and inform patient of the schedule	None	case to case basis	Dentist
2	Patient arrives on designated date and time if appointment at the 3rd floor diagnostic area	Dental treatment is performed		30 -60 minutes	Dentist
3	Patient receives order of payment	Order of payment is encoded and printed	Case to case basis	5 minutes	Data Encoder (3rd/F)
4	Patient proceeds to the Cashier to pay	Cashier receives payment and issues receipt		5-10 minutes	Cashier (G/F)

5	Patient returns to the dental clinic to present official receipt (OR) and receives the next scheduled appointment	Clinic accepts copy of order of payment and provides patient with the next schedule	none	2 minutes	Dentist
TOTAL:				42-72 minutes	

Dental treatment OR setting

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Patient obtains requests for diagnostic tests needed prior to pedia clearance and anesthesia evaluation	Dental dept. provides the requests needed and encoder prints order of payment	Case to case basis	5 minutes	Dentist, encoder (3rd/F diagnostic section)
2	Patient proceeds to the Cashier to pay	Cashier receives payment and issues receipt		5-10 minutes	Cashier (G/F)
3	Patient receives order of payment	Order of payment is encoded and printed	Case to case basis	5 minutes	Data Encoder (3rd/F)
4	Patient undergoes laboratory and x-ray tests needed	Dental clinic advises the timing of obtaining the tests depending on the scheduled treatment under general anesthesia	Case to case basis	30 minutes	Radiology, laboratory (3rd floor)
5	Patient proceeds to the OPD with the diagnostic tests results and presents to the pediatrician and anesthesiologist to obtain clearance	Pedia from the OPD and anesthesia department evaluates the patient and provides clearance	P30	30 minutes	OPD pediatrician and anesthesiologist (G/F)
6	Patient comes back for the appointed time of dental treatment under general anesthesia	Dental treatment provided under general anesthesia		case to case basis	Dentist, Anesthesiologists, OR staff (2nd floor)
7	Patient receives order of payment hospital expenses department encodes	hospital expenses and encoder prints order of payment	case to case basis	30 minutes	OR staff, encoder (G/F)
8	Patient pays at the cashier	Cashier receives payment and issues Official receipt		5-10 minutes	Cashier (G/F)
9	Patient presents proof of payment to the OR department	OR department provides post op instructions and date of follow up		5-10 minutes	OR Department (2nd/F)

TOTAL:			115-120 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send a message to 09691823121 or FB Child's Hope Dental Department
How feedback is processed	Dental department investigates, acknowledges and addresses the patient's concern
How to file a complaint	Send a message to FB Child's Hope Dental Department
How complaints are processed	Reported to department head and prompt actions to be taken
Contact Information	childshopedentist@gmail.com

PANGALAN NG SERBISYO: PEDIATRIC DENTAL SERVICE

Tinutugunan ang pangangailangang kalusugan ng bibig ng mga batang edad 0-18 taon at mga indibidwal na may espesyal na pangangailangang pangkalusugan. Nakatuon ang paggamot sa pag iwas ng pagkasira ng ngipin at paano ito pangangalagaan.

Office or Division:	Pediatric Dental Department
Classification:	Serbisyong dental
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Bata 0-18 years old at mga may SHCN

Mga Kailangan	Saan kukunin
Kumuha ng iskedyul	Mag text o mag send sa FB message
Ipadala ang pangalan ng bata, araw ng kapanganakan, tirahan, iskedyul ng pagpasok sa paaralan	FB:Child's Hope Dental Department or text message to 09691823121

OUTPATIENT BASIS

#	HAKBANG	TUGON NG OPISINA	BAYARIN	ORAS NA GUGUGULIN	SANGAY NG OPISINA
1	Magpadala ng message upang makakuha ng appointment	Mag hahanap ng oras para ireserba para sa pasyente	wala	case to case basis	Dentist
2	Dumating sa itinakdang araw at oras	Ang pasyente ay tatanggap ng kaukulang dental treatment		30 -60 minuto	Dentist
3	Humingi ng order of payment para sa treatment na ginawa	Itala ang bayarin na ayon sa procedure	Case to case basis	5 minuto	Data Encoder (3rd/F)
4	Tumungo sa cashier upang mag bayad	Ang cashier ay mag bibigay ng resibo		5-10 minuto	Cashier (G/F)
5	Bumalik sa dental department upang ipakita ang resibo	Ang pasyente ay tatanggap ng panibagong skedyul	wala	2 minuto	Dentist
TOTAL:				42-72 minuto	

Dental Treatment sa Operating Room

#	HAKBANG	TUGON NG OPISINA	BAYARIN	ORAS NA GUGUGULIN	SANGAY NG OPISINA
1	Humingi ng request forms para sa laboratoryo at x-ray kailangan para mabigyan ng clearance na galing sa OPD pediatrician at anesthesiologist	Mag isyu ng request forms para ipa tala sa encoder	Case to case basis	5 minuto	Dentist, encoder (3rd/F diagnostic section)
2	Bayaran ang mga tests na kailangan	Mag isyu ng resibo para ipakita sa diagnostic section		5-10 minuto	Cashier (G/F)
3	Gawin ang mga tests na kailangan ayon sa binigay na schedule	Magbigay ng schedule kung kailan ipapagawa ang mga tests	Case to case basis	30 minuto	Radiology, laboratory (3rd floor)
5	Pumunta sa OPD at ipakita ang resulta ng mga tests upang mabigyan ng clearance ng pediatrician at anesthesiologists	Susuriin ang pasyente ng pediatrician at anesthesiologist bago ito bigyan ng clearance	P30	30 minutes	OPD pediatrician and anesthesiologist (G/F)
5	Bumalik sa itinakdang araw at oras ng treatment	Ang pasyente ay gagamutin under general anesthesia		case to case basis	Dentist, Anesthesiologists, OR staff (2nd floor)
7	Humingi ng listahan ng bayarin	Magbigay ng order of payment sa pasyente at itala ang bayarin	case to case basis	30 minuto	OR staff, encoder (G/F)
8	Magbayad sa Cashier	Magbigay ng resibo matapos tanggapin ang bayad		5-10 minuto	Cashier (G/F)
9	Ipakita ang resibo sa OR at humingi ng iskedyul para sa susunod na pag balik	Magbigay ng panuntunan at reseta kung kailangan		5-10 minuto	OR Department (2nd/F)
	TOTAL:			115-120 minuto	

MEKANISMO NG PUNA AT REKLAMO

Paano magpadala ng pagpuna	Magpadala ng mensahe sa 09691823121 or FB Child's Hope Dental Department
Kung paano pinoproseso ang mga puna	Sinisiyasat at tinutugunan ng Dental department ang alalahanin ng pasyente
Paano magsampa ng reklamo	Magpadala ng mensahe sa 09691823121 or FB Child's Hope Dental Department

Paano pinoproseso ang reklamo	ang mga reklamo ay iuulatlat sa pinuno ng departamento at magsasagawa ng mga agarang aksyon
Impormasyon ng pakikipag ugnayan	childshopedentist@gmail.com

Submitted by:

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Pediatric dental Department
02/07/2023