

CITIZEN CHARTER
PASIG CITY CHILDREN'S HOSPITAL – CHILD'S HOPE
PHYSICAL MEDICINE AND REHABILITATION DEPARTMENT

Physical Therapy Out-patient 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.

Office or Division:	Ancillary Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pediatric and adult patients afflicted with conditions *(neurologic, orthopedic, congenital, degenerative, neuromuscular) affecting activities of daily living, function, and mobility.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral form from other specialists	OPD; other specialist

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Encoding of New Patients (OPD) /Old Patients (PT SECTION) Information	Inquiries and scheduling of consultation done by calling the department thru hospital trunk line. For new out-patients , the patients and parents/ guardians should proceed directly to Physical Medicine and Rehabilitation Department for encoding. For follow-up, the patients and parents/guardians should proceed directly to Physical Therapy Section (6 th floor) for encoding of patient information Vital Signs input	None	5 minutes	Physical Therapy Section, 6th floor, Pasig City Children's Hospital
2	Proceed to Physiatrist Consultation.	Physiatrist assessment, diagnosis, and management.	30Php – Pasig Resident 60Php	30 minute	(Ma. Lorraine D. Buenavente, MD, FPARM; Charlotte D.Comia, MD,

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Non-Pasig Resident		FARM; Gabriel Roy Erwin Tan, MD)
3	Payment of Consultation fee	Claim the payment slip from the PT Clerk/PT Staff then proceed to the Cashier for the official receipt	30Php – Pasig Resident 60Php Non-Pasig Resident	5 minutes	Cashier (c/o Cashier Section)
4	Return to PT section and present the official receipt	Parent / guardian to sign the MD Consultation Logbook	None	5 minutes	Rehabilitation Medicine Department Clerk (Mhykee Nana Ashley C. Sato)
5	Confirm schedule of PT treatment sessions from Rehab Clerk. To be given schedule slip.	Instruct the patient and parent/ guardian regarding PT session guidelines	None	5 minutes	Rehabilitation Medicine Department Clerk (Mhykee Nana Ashley C. Sato)
6	Patient to attend scheduled PT sessions. NOTE: All Patients who were not able to comply with their given PT session schedules for 2 consecutive weeks automatically forfeits remaining sessions and advised to seek follow-up consultation	Provide the appropriate PT evaluation and intervention to patient. Once finished with all physical therapy sessions, patient is scheduled for MD consult for re-evaluation, management or discharge.	50 Php – Pasig Resident 130 Php Non-Pasig Resident	45 minutes – 1 hour	Pediatric Physical Therapists (Moses M. Aquino, PTRP; Melissa L. Cabalag, PTRP; Jane Kathrine R. Cruz, PTRP; Catherine C. Garen, PTRP; Francheska Xam R. Maximo, PTRP; Howard Jake L. Reyes, PTRP & Michelle Ann B. Ruadil, PTRP) Adult Physical Therapists (Arjay L. Bulan, PTRP; Francis Joseph B. Javier, PTRP; Jerome R. Ponayo, PTRP; Evonie C. Villar, PTRP)
TOTAL:				1 hour	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feed-back form will be accomplished by the caregiver after consultation and re-evaluation
How feedback is processed	The Quality Management Office will distribute the feedback and satisfaction form to our department. They will gather and summarize all forms monthly for documentation, monitoring and decide action plan and check the actions taken.
How to file a complaint	Complainant may get complaint form from Physical Medicine and Rehabilitation Clerk. Once accomplished, it will return to the clerk and sign on the department's logbook.
How complaints are processed	Department head will investigate complainant and implement corrective action. Complaint may also be elevated to the hospital administrator / ancillary head and medical director for further decision.
Contact Information	Physical Therapy Session 8643-2222 loc 618

Prepared by:

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Head, Physical Medicine and Rehabilitation Department