



CITIZEN'S CHARTER

DISPENSING OF MEDICINE (CASH)

Description of Service :		The Pasig City Children's Hospital through its Pharmacy, dispenses medicines for the management of diseases as prescribed by a physician.			
Office or Division:		PHARMACY SECTION			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Prescription (completely filled) (1 original)		Prescribing Doctor			
Will avail discount: PWD/Senior ID and booklet		City Hall (DSWD/OSCA)			
STEP	ACTIVITIES	OFFICE/PERSON RESPONSIBLE	FEES TO BE PAID	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Present prescription to Pharmacy or OPD encoder	Pharmacist/Pharmacy Aide/ Encoder	None	Pharmacy Dept, OPD Section, Ground Floor, Pasig City Children's Hospital	2 minutes
2	Get the order of payment Then go to step 4	Pharmacist	None	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	3 minutes
3	<p>3.1 SENIOR CITIZENS – PROCEED TO BILLING SECTION FOR DISCOUNT THEN GO TO STEP 4</p> <p>3.2 PERSON WITH DISABILITY (PWD) – PROCEED TO BILLING SECTION FOR DISCOUNT THEN PROCEED TO STEP 4</p>	Patient / Relative / Companion	None	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	5 minutes
4	Pay at the cashier and go back to Pharmacy	Cashier	Depends on the cost of the prescribed medicines	One-Stop Shop Ground Floor, Pasig City Children's Hospital	5 minutes
5	Present Official Receipt / order of payment and get the medicine(s).	Pharmacist	None	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	10 minutes



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Description of Service :		The Pasig City Children's Hospital through its Pharmacy, dispenses medicines for the management of diseases as prescribed by a physician.			
Office or Division:		Pharmacy Section (Botika)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Lahat ng Pasyente			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Reseta (Kumpletong impormasyon) (1 orihinal na kopya)		Doctor			
Gustong kumuha ng diskwento: PWD/Senior ID at booklet		City Hall (DSWD/OSCA)			
HAKBANG	AKTIBIDAD	OFFICE/PERSON RESPONSIBLE	FEES TO BE PAID	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	<i>Ipakita ang reseta (Rx) sa Pharmacist o encoder para i-encode ang gamot)</i>	Pharmacist/Pharmacy Aide/ Encoder	Wala	Pharmacy Dept, OPD Section, Ground Floor, Pasig City Children's Hospital	2 minuto
2	<i>Kunin ang order of payment sa Pharmacy</i>	Pharmacist	Wala	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	3 minuto
3	3.1 <i>Para sa mga Senior Citizen, pumunta sa Billing Section para mabigyan ng diskwento at sundin ng step</i> 3.2 <i>Para sa mga pasyenteng meron kapansanan (PWD) pumunta sa Billing Section para mabigyan ng diskwento. at sundin ang step 4</i>	Pasyente/Kamag-anak ng pasyente	Wala	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	5 minuto
4	<i>Magbayad sa kahera at bumalik sa Pharmacy</i>	Kahera	Depende sa halaga ng gamot	One-Stop Shop Ground Floor, Pasig City Children's Hospital	5 minuto
5	<i>Ipakita ang resibo at order of payment at kunin ang gamot</i>	Pharmacist	Wala	Pharmacy Dept, Ground Floor, Pasig City Children's Hospital	10 minuto