

PASIG CITY HEALTH DEPARTMENT

LGU BIRTHING FACILITY

Office or Division:	SANTOLAN SUPERHEALTH CENTER LYING IN
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	ALL PREGNANT PATIENTS PASIGUENOS AND NON PASIGUENOS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
VALID ID WITH PICTURE AND ADDRESS	COMPANY, BARANGGAY OFFICE, PSA, LTO
RESIDENCY CERTIFICATE	BARANGGAY OFFICE, CITY HALL

PRENATAL CHECK UP

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Give Referral form or Mother's Book , ID	Ask the patient to fill out Maternity Medical form/OPD Chart	free	5-10 minutes	OB/MW on duty
2	Submit all laboratory results and ultrasound result	Collate all labs/ultrasound results and attach to maternity service form -Vital signs & weight recorded -Tetanus toxoid and previous delivery histories taken	free	5-10 minutes	OB/MW on duty
3	Proceed to OB Consultation Room for prenatal checkup	-Doctor will interview patient regarding present pregnancy -Fundic height measurement and fetal heart rate are recorded -All term patients will undergo internal examination -Advice and prescription of meds will be given and schedule of follow up	Free consultation IE fee of 30 pesos	5-10 minutes	OB/MW on duty

NORMAL SPONTANEOUS DELIVERY

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	- Approach nurse or midwife for triaging	-Retrieve opd chart -Vital signs recorded -Physical examination including FH, FHT and IE -admission -labor monitoring -normal delivery -EINC -BEMONC	Nsd package: 2500 pesos(Pasigueno) 5000pesos (Non Pasigueno) NSD package Free if with Philhealth	Within 12 hours	OB/MW on duty

POSTPARTUM CHECK UP

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1		-Retrieve admission chart -Vital signs recorded -Physical examination including IE -family planning -breastfeeding	IE fee-30 pesos	5-10minutes	OB/MW on duty

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	-Thru Feedback forms -sms -messenger
How feedback is processed	-discussed with patient if needed -doctors/staff meeting if needed -realization -change/improvement or maintainance of good job
How to file a complaint	Thru Ugnayan
How complaints are processed	Explanation within 72 hrs
Contact Information	0923-1017668