

**CITIZEN CHARTER**  
**ROSARIO SUPER HEALTH CENTER**  
Pasig City Health Department

**ROSARIO SUPER HEALTH CENTER PHILHEALTH KONSULTA SERVICES**

The PhilHealth Consulta Service is the primary care service of PhilHealth which aims to provide

<b>Office or Division:</b>	Rosario Super Health Center Consulta Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	PhilHealth members who have chosen to be tagged to this health facility. This includes city employees and other patients as well as their dependents.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PhilHealth ID or Member Data Record (MDR) for enlistment and registration	PhilHealth Local Health Insurance Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	PROCEED TO INFORMATION DESK	PROVIDE PATIENT QUEUING NUMBER DEPENDING ON THE HEALTH SERVICE THE PATIENT WILL AVAIL  WILL GIVE PRIORITY TO THOSE WHO NEED IMMEDIATE RELIEF	₱0.00	2 minutes	Shirley Lozada
2	PROCEED TO ADMISSION AREA	NEW PATIENT: PATIENT WILL BE INTERVIEWED REGARDING NECESSARY INFORMATION NEEDED ON THE MEDICAL RECORD	₱0.00	6 minutes	Carie Sandra Jose / Marina Rendal
		OLD PATIENT: RETRIEVE PATIENTS MEDICAL RECORD	₱0.00	6 minutes	Rose Regis / Julieta Forteo
3	PROCEED TO TRIAGE AREA / VITAL SIGNS AREA	TAKE PATIENTS VITAL SIGNS, RISK ASSESSMENT, BODY MASS INDEX, HISTORY TAKING	₱0.00	5-10 minutes	Eden Cinco / Benedicta Pascua

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	PROCEED TO ENCODING AREA	ENCODER WILL INPUT ALL RELEVANT MEDICAL INFORMATION TO THE EMR AND QUEUE PATIENTS	₱0.00	6 minutes	Aira Jhona Aguilar, Mary Shanice Santos
4	PROCEED TO THE NURSE OR MIDWIFE ON DUTY	INPUT VITAL SIGNS AND SUBJECTIVE AND OBJECTIVE FINDINGS	₱0.00	6 minutes	Noraima Andal, RM / Ruby Anne Libramonte-Castro, RN / Frances Adeline Salazar, RN
5	REFER TO THE PHYSICIAN ON DUTY	EXAMINE PATIENT, INPUT DIAGNOSIS AND MANAGEMENT ON THE EMR.  ISSUE LABORATORY REQUESTS SCHEDULE FOLLOW-UP	₱0.00	10 – 15 minutes	Ben Evan Niog, MD / Pamela Anne Catameo, MD
5a	REFER TO THE DENTIST ON DUTY	PROVIDE ORAL EXAMINATION/ CONSULTATION  HISTORY TAKING  PROVIDE NECESSARY DENTAL TREATMENT NEEDED BY THE PATIENT  PRESCRIBE MEDICINES	₱0.00	10 minutes to 1 hour depending on the dental treatment provided	Evelyn A. Bandayrel, DMD
5b	ENROLLMENT ON TUBERCULOSIS - DIRECTLY OBSERVED THERAPY	STEP 2 & STEP 3  INTERVIEW PATIENT, HEALTH TEACHING ON HEALTHY LIFESTYLE, PROPER INTAKE OF TB MEDS & SCHEDULE OF SPUTUM FOLLOW UP  DISPENSE TB MEDICINE  PICT/HIV SCREENING	₱0.00	10 – 15 minutes	Ruby Anne Libramonte-Castro, RN / Mary Joy Lati
		HIV TESTING	₱0.00	5 minutes	Eden Cawayan, RMT
5c	PRE-NATAL CHECK UP /  POST PARTUM CHECK UP	STEP 1 TO STEP 4  PRENATAL / POSTPARTUM COUNSELING  PHYSICAL EXAMINATION (Pre-Natal) DISPENSE PRE-NATAL / POSTPARTUM VITAMINES, ADMINISTER TETANOS TOXOID (Pre-Natal)	₱0.00	10 – 15 minutes	Noraima Andal, RM / Emelyn Palencia

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5d	FAMILY PLANNING	STEP 1 TO STEP 4  FAMILY PLANNING COUNSELING  DISPENSE FP COMMODITY	₱0.00	5 – 10 minutes	Ursula Gregorio, RM / Mary Rose Cadenas
5e	NUTRITION COUNSELLING	STEP 2 & STEP 3  COUNSELING AND PROVIDING DIET PRESCRIPTION FOR THOSE WITH HYPERTENSION, DIABETES, PREGNANT WOMEN, BREASTFEEDING, AND PARENTS OF CHILDREN 6 MONTHS TO 59 MONTHS	₱0.00	30 Minutes	Eileen Cruz, RND / Ma. Ruby Commission
6	PROCEED TO PHARMACY	RETRIEVE PATIENT EMR AND PRESCRIPTION  DISPENSE MEDICINES PRESCRIBED BY THE DOCTOR.  RETURN PATIENTS PRESCRIPTION	₱0.00	6 – 8 minutes	Frances Adeline Salazar, RN / Adelina Lucido
7	<i>IF APPLICABLE, PROCEED TO RADIOLOGY SECTION (XRAY &amp; ULTRASOUND)</i>	PERFORM TEST AS REQUESTED  SENIOR CITIZEN: PRESENT BOOKLET & SENIOR CITIZEN ID	₱0.00	5 -15 minutes	Angela Mae Acquiatan, MD / Freda Caseria, RRT / Ivana Jane Parayaoan, RRT
8	<i>IF APPLICABLE, BRING ALL RESULTS ON FOLLOW UP SCHEDULE.</i>	PHYSICIAN INTERPRETS RESULTS AND PRESCRIBES APPROPRIATE MEDICATION AND ISSUES MEDICAL CERTIFICATION	₱0.00	10-15 minutes	Ben Evan Niog, MD / Pamela Anne Catameo, MD
	REPEAT STEP 1 TO STEP 6	NURSE OR MIDWIFE ON DUTY PROVIDES HEALTH EDUCATION	₱0.00	8 minutes	Noraima Andal, RM / Ruby Anne Libramonte-Castro, RN / Frances Adeline Salazar, RN
9	PROVIDE FEEDBACK	ENCODER ISSUES E-KAS FORM TO PATIENT	₱0.00	2-3 minutes	Aira Jhona Aguilar, Mary Shanice Santos
TOTAL:			₱0.00		

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback for service is included in each patient consult. Input your comments on the E-KAS form and submit to the service provider.
How feedback is processed	Constructive or negative feedbacks are brought to the attention of the head of facility for proper action.
How to file a complaint	Written or email complaints can be addressed to the Physician – In – Charge of Rosario Super Health Center
How complaints are processed	Complaints are reviewed and investigated for merit by the Grievance Committee and appropriate action are recommended / endorsed as necessary.
Contact Information	rosariosuperhealthcenter@gmail.com

## CITIZEN CHARTER DENTAL SECTION

### DENTAL SERVICES

The Dental Health program is a response to help decrease the high incidence rate of dental caries and periodontal diseases in our country and increase accessibility, especially to the indigent who cannot afford or have limited / no access to dental health care services.

Services include, but are not limited to: consultation/ oral examination, counselling/ dental health education, tooth extraction, gum treatment, relief of pain, scaling and polishing for pregnant mothers, fluoride varnish treatment for infants, fluoride application for students in public elementary schools and Day care centers with daily tooth brushing drills.

#### FEES:

- A. No fees are to be collected in availing dental health services in health centers.

SCHEDULE: **MONDAY – FRIDAY (8:00AM – 5:00PM)**

<b>Office or Division:</b>	DENTAL SECTION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños (health center based dental services)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification cards: voter's ID/ senior's ID/ Philhealth ID	COMELEC/ Senior citizen's office/ Philhealth office
2. Referral slip coming from a licensed dentist (if needed)	Referring dentist (government or private dentist)

#### A. HEALTH CENTER BASED

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1. The patient will go to their respective health center where they belong with the following documents: a. Identification cards: either voter's ID, Senior Citizen's ID, Philhealth ID b. Referral slip coming from a licensed government/ private dentist (if needed)		NONE		Patient
2	Approach the Dental Aide/ Dental Assistant / PHA	Dental Aide/ Dental Assistant/ PHA shall: 1. Perform proper triaging for covid-19 2. Admit the patient for consultation and dental treatment 3. Check the necessary documents required 4. Let the patient fill up necessary forms and individual treatment record (ITR), covid-19 questionnaires 5. Refer the patient to the Dentist.	NONE	10 minutes	PHA
3	Encoding for Electronic Medical Record	Encoding of patient record in the EMR System.	NONE	10-15 minutes	Encoder Nurse
4	Approach the Dentist in charge in the said health center	The dentist in charge shall: 2. Provide oral examination/ consultation 3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient. 5. Prescribe medicines.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dr. Evelyn A. Bandayrel

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Recording of the treatment/s done in the EMR	The dentist shall encode all dental procedures and treatments done, medications prescribed and given to the patient in the EMR.	NONE	10-15 minutes	Dr. Evelyn A. Bandayrel
TOTAL:				10 minutes to 1 hour depending on the difficulty of the dental treatment provided	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through Telephone hotline, online (email) or suggestion boxes
How feedback is processed	Feedbacks received verbally through face to face or through telephone conversations are assessed and responded immediately. Non-verbal, online or written feedbacks will be assessed and then be forwarded to the persons concerned.
How to file a complaint	Through Telephone hotline, online (email) or complaint boxes
How complaints are processed	Handling and investigations of complaints require individuals with specific expertise and is managed according to the specific procedures defined by the person in charge depending on the

	complaint. If complaints are dental in nature, the dentist in charge will be the one to attend to the patient. But if it concerns other problems other than dental procedures, it will be escalated to the next higher authority for assessment and for probable solutions.
Contact Information	Pasig City Health Office: (02) 8643-1111 loc 391 Email: pasigcityhealth@gmail.com

### **Feedback and Complaints**