

## CITIZEN CHARTER

### NAGPAYONG SUPER HEALTH CENTER LYING IN

#### PRENATAL

Nagpayong Super Health Center Lying-In provides maternal services to pregnant and lactating mothers. This is to ensure safe motherhood and delivery to healthy babies.

<b>Office or Division:</b>	<b>City Health Department</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All pregnant patient

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID with home address or Barangay Certificate or Home Owners Association Certificate	Any government agency. Company ( for working Mothers) School, Barangay Hall, Home Owners President

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplish patient prenatal consultation form	<ul style="list-style-type: none"> <li>- Instruct and guide patient on how to fill up prenatal care form</li> </ul>	Free	5 minutes	Nurse / Midwife on duty
2	Submit all laboratory and ultrasound result	<ul style="list-style-type: none"> <li>- Collate lab and ultrasound result</li> <li>- Interview patient for past medical history and previous pregnancy</li> <li>- Check Tetanus Toxoid immunization schedule</li> </ul>	Free	5 – 7 minutes	Nurse / Midwife on duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Proceed to IE table	<ul style="list-style-type: none"> <li>- Vital signs taken</li> <li>- Fetal Heart Tone and Fundic height measurement taken and recorded</li> </ul>	Free	5 minutes	Nurse / Midwife on duty
4	Proceed to prenatal check up	<ul style="list-style-type: none"> <li>- Conduct physical examination</li> <li>- Assess for possible pregnancy complication</li> <li>- Advice on oral medication (Ferrous Sulfate, Calcium and Multivitamins)</li> <li>- Give laboratory request</li> <li>- All term patient will undergo Internal Examination</li> <li>- All high risk patient are given referral form to hospital of choice</li> <li>- Accomplish Mother's Book</li> <li>- Advice on follow up visit</li> </ul>	Free	10 – 15 minutes	OB on duty
TOTAL:			Free	20 – 30 minutes	OB / Nurse / Midwife on duty

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may send your feedback via messenger on our Facebook Page
How feedback is processed	All feedbacks are then reported to our Head of the Facility. Any untoward feedbacks are discussed during Monthly and/or Quarterly Staff Meetings
How to file a complaint	You may message us on our Facebook page or directly approach staff on duty.
How complaints are processed	Any complaints will be acknowledged and discussed during Monthly and/or Quarterly Meetings to improve our services and will be implemented as soon as possible.
Contact Information	09610792124

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#### NATAL SERVICE

Pregnant mothers who come in for:

- Normal Spontaneous Delivery
- Newborn Care and
- Postpartum Care

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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All pregnant patients can avail our services as long as they are qualified and meet the criteria set by DOH.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's Certificate, Valid ID with home address/ Barangay Certificate/ Home Owners Association Certificate	COMELEC, any government agencies, company (for working Mothers), school, Barangay Hall, Home Owners President
Mother's Book	Given at prenatal consultation
PhilHealth forms and ID	PhilHealth office or PhilHealth website
Negative RT-PCR	Linelist every Wednesday and Saturday (Free of Charge)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Mother's Book	<ul style="list-style-type: none"> <li>- Pull out patient's Prenatal Record</li> <li>- Interview</li> </ul>	Free	2 minutes	Nurse / Midwife on duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Proceed to Examination Table	<ul style="list-style-type: none"> <li>- Take vital signs</li> <li>- Assess for signs of labor, Fundic Height and Fetal Heart Tone taken.</li> <li>- Internal Examination</li> </ul>	Free	3 minutes	<p>Nurse / Midwife</p> <p>OB on duty</p>
3	To Labor Room	<ul style="list-style-type: none"> <li>- Admission</li> <li>- Monitor progress of labor</li> </ul>		6 – 8 hours	OB / Nurse / Midwife on duty
4	To Delivery Room	<ul style="list-style-type: none"> <li>- Delivery of baby</li> <li>- Perform routine Newborn Care</li> <li>- Vital signs monitoring</li> <li>- Essential Intrapartum and Newborn Care</li> </ul>		2 – 3 hours	<p>OB / Midwife on Duty</p> <p>Nurse / Midwife on duty</p>
5	To Ward	<ul style="list-style-type: none"> <li>- Postpartum care</li> <li>- Vital signs monitoring of Mother and Newborn every 30 minutes x 4 hours</li> <li>- Oral medication</li> <li>- Newborn assessment and evaluation</li> </ul>			<p>OB / Nurse / Midwife on duty</p> <p>Pediatrician on duty</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	For Discharge	<ul style="list-style-type: none"> <li>- Assess for postpartum complication</li> <li>- Family planning counseling</li> <li>- Newborn care instruction</li> <li>- Discharge Internal Examination</li> <li>- Payment fee for NSD and Birth Certificate or Philhealth requirements</li> <li>- Fill up Birth certificate form and requirements</li> <li>- Home medication instruction</li> <li>- Follow up visits</li> <li>- Give Vit A oral</li> <li>- Newborn Screening Test</li> </ul>		24 hours	<p>OB / Nurse / Midwife on duty</p> <p>Nurse / Midwife / Clerk</p> <p>Nurse / Midwife / Clerk</p> <p>Nurse / Midwife</p>
TOTAL:				24 - 36 Hours	

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill up Feedback Form attached on Patient's Chart before Discharge
How feedback is processed	All Feedback rating lower than 3 will be discussed during Monthly and/or Quarterly Staff Meeting
How to file a complaint	Fill up Feedback Form attached on Patient's Chart before Discharge
How complaints are processed	Any complaints will be acknowledged and discussed during Monthly and/or Quarterly Meetings to improve our services and will be implemented as soon as possible.
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#### POSTPARTUM VISIT

Patient that delivered in our facility will have postpartum visit at least 2 times within 7 days after delivery

<b>Office or Division:</b>	<b>City Health Department</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Patient who delivered in our facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mother's Book	Given at prenatal consultation

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Mother's Book	<ul style="list-style-type: none"> <li>- Pull out Patient's Chart</li> <li>- Interview</li> </ul>	Free	2 minutes	Nurse / Midwife on duty
2	Proceed to Examination Table	<ul style="list-style-type: none"> <li>- Take vital signs</li> <li>- Internal Examination</li> </ul>	Free	3 minutes	Nurse / Midwife on duty OB on duty
3	Proceed to OPD	<ul style="list-style-type: none"> <li>- Advice Mother on proper Nutrition, Maternal and Newborn Care, Breastfeeding, Family Planning and Immunization</li> <li>- Refer patient to Health Center for Family Planning and Immunization</li> </ul>	Free	10 minutes	OB on Duty



#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	To Clerk	- Release filed Birth Certificate and Newborn Screening result	FREE	1 minute	Clerk
TOTAL:			Free	16 minutes	OB / Nurse / Midwife on duty

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## CITIZEN CHARTER

### NAGPAYONG SUPER HEALTH CENTER LYING IN

#### GYNE CASE

Provide Gynecological services to patients in Pinagbuhatan Pasig City.

<b>Office or Division:</b>	<b>City Health Department</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All patient in Reproductive age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID with home address or Barangay Certificate or Home Owners Association Certificate	Any government agency. Company ( for working Mothers) School, Barangay Hall, Home Owners President

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplish patient gyne case form	<ul style="list-style-type: none"> <li>- Instruct and guide patient</li> <li>- Vital signs taken and recorded</li> </ul>	Free	5 minutes	Nurse / Midwife on duty
2	Proceed to OPD	<ul style="list-style-type: none"> <li>- Interview past medical, pregnancy history and chief complaint.</li> <li>- Give laboratory and ultrasound request if needed</li> <li>- Give medication prescription if needed</li> <li>- Schedule follow up visit</li> <li>- Give a referral form or refer patient if for</li> </ul>	Free	10 minutes	OB on duty

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		operation or further evaluation and management			
TOTAL:			Free	15 minutes	OB / Nurse / Midwife on duty

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#### NEWBORN SCREENING

Nagpayong Super Health Center Lying In provides Newborn Screening for newborn of Pasig City.

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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All newborn babies (24hrs to 1 month of age) of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Babies delivered at Nagpayong Super Health Center Lying In	
2. Referral Letter	From hospital or Lying in where the baby was born

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Nagpayong Super Health Center Lying In Babies	- Newborn screening done 24 hours after delivery and before discharge from Nagpayong Super Health Center Lying In.	- PhilHealth Member : Free  - Non Philhealth Member: 1,750Php	5-7 Minutes	Nurse / Midwife on Duty
2	Not delivered at Nagpayong Super Health Center Lying In	- Interview mother regarding birth history		5 - 10 Minutes	Nurse / Midwife on Duty

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- Newborn screening procedure			
3	Pay at cashier	- Order of payment given to the patient		2 - 3 Minutes	
TOTAL:				10 - 15 Minutes	

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