



Pasig City Health Department
MANGGAHAN SUPER HEALTH CENTER
Lying – In

Victorio Ignacio
 Blvd. Eastbank Rd.

Contact No.: 09236823569
 E-MAIL: mshclyinginpasig@gmail.com
 Facebook Page: Manggahan Lying In



CITIZEN CHARTER
MANGGAHAN SUPERHEALTH CENTER LYING-IN

PRENATAL CARE

Manggahan Super Health Center Lying-In provides free and quality care for pregnant mothers of Pasig City

Office or Division:	Manggahan Super Health Center Lying-In
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All pregnant patient delivered in Manggahan Super health Center Lying In

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mother and Baby's Book	Manggahan Super Health Lying In
Laboratories and Ultrasound	Manggahan Super Health Center Laboratory Clinic CHAMP Laboratory clinics preferred by patient

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit referral form or mothers and baby book from health center	Ask pertinent details on mothers past and present pregnancy and medical history	none	3-5 minutes	NURSES: Jessica S.Alfonso Marjorie Crisel I. Bello Christine G.Lumiguid Rowena B. Lopez MIDWIVES: Jemmalyn G. Almonte Joanne C.Betita Victoria G.Dela cruz Jo-anne C.Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P.Sekiguchi Ruby F.Trencio
2	Submit laboratory and ultrasound results	<ul style="list-style-type: none"> - Record all results on maternal service form - Take patients vital signs and record 	none	1-2 minutes	NURSES: Jessica S.Alfonso Marjorie Crisel I. Bello Christine G.Lumiguid Rowena B. Lopez



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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					MIDWIVES: Jemmalyn G. Almonte Joanne C. Betita Victoria G. Dela cruz Jo-anne C. Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P. Sekiguchi Ruby F. Trencio
3	Proceed to Consultation room for further evaluation	- Interview patient on present pregnancy - assess patient fundic height , fetal heart tone - Conduct internal examination to term pregnant mothers - Advise on vitamins, tetanus diphtheria vaccine and schedule of follow up check up - Schedule term pregnant mothers for free RT-PCR	None	5-10 minutes	OB-GYNE: Evangeline H. Panaligan Tania Victoria O. Verora Aileen A. Dela cruz PEDIATRICIAN: Mary Fay M. Puzon MIDWIVES: Jemmalyn G. Almonte Joanne C. Betita Victoria G. Dela cruz Jo-anne C. Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P. Sekiguchi Ruby F. Trencio
TOTAL:			0	15-20 minutes	



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**CITIZEN CHARTER
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NORMAL SPONTANEOUS DELIVERY

Manggahan Super Health Center Lying-In provides free and quality care for pregnant mothers of Pasig City

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Who may avail:	All pregnant patient delivered in Manggahan Super health Center Lying In

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regular Prenatal check up	Manggahan Super Health Lying In
Department of Head accredited facility	Manggahan Super Health Lying In

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Regular check up of term pregnant patients in labor	-Verify patient record -Take patients vital signs and record	None	2-3 minutes	NURSES: Jessica S.Alfonso Marjorie Crisel I. Bello Christine G.Lumiguin Rowena B. Lopez MIDWIVES: Jemmalyn G. Almonte Joanne C.Betita Victoria G.Dela cruz Jo-anne C.Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P.Sekiguchi Ruby F.Trencio
2	Proceed to Consultation room for further evaluation	Assess fundic height, fetal heart tone Conduct internal examination to assess progress of labor	None	5-10 minutes	OB-GYNE: Evangeline H.Panaligan Tania Victoria O.Verora Aileen A.Dela cruz



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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					MIDWIVES: Jemmalyn G. Almonte Joanne C.Betita Victoria G.Dela cruz Jo-anne C.Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P.Sekiguchi Ruby F.Trencio
3	Proceed to Labor and Delivery room for further evaluation and management	Monitor contractions and fetal heart tone Monitor progress of labor using partograph Normal Spontaneous Delivery	None	Depends on the progress of labor	OB-GYNE: Evangeline H.Panaligan Tania Victoria O.Verora Aileen A.Dela cruz PEDIATRICIAN: Mary Fay M. Puzon MIDWIVES: Jemmalyn G. Almonte Joanne C.Betita Victoria G.Dela cruz Jo-anne C.Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P.Sekiguchi Ruby F.Trencio
4	Transfer to Recovery Room/Ward	Give Vitamin A and other medicines as ordered by Obstetrician post-partum Explain the importance of breastfeeding Provide appropriate discharge instructions for both mother and newborn including follow up check up Assess mother prior to discharge by internal examination Newborn Screening after 24 hours	Zero balance billing for member with updated/active Philhealth contribution except Birth Certificate filing. CASH: NON PASIGUEÑO -NSD:5,000php - Newborn Screening: 1,750php PASIGUEÑO -NSD 2,500php	15-20minutes	OB-GYNE: Evangeline H.Panaligan Tania Victoria O.Verora Aileen A.Dela cruz PEDIATRICIAN: Mary Fay M. Puzon NURSES: Jessica S.Alfonso Marjorie Crisel I. Bello Christine G.Lumiguid Rowena B. Lopez MIDWIVES: Jemmalyn G. Almonte Joanne C.Betita Victoria G.Dela cruz Jo-anne C.Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P.Sekiguchi Ruby F.Trencio



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#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			- Newborn Screening: 1,750php		
TOTAL:			Depends on mode of payment	Depends on progress of labor	



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CITIZEN CHARTER
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POST PARTUM CARE

The facility provides free and quality care for mothers who delivered in Manggahan Super Health Center Lying In

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Type of Transaction:	G2C – Government to Citizens
Who may avail:	All pregnant patient delivered in Manggahan Super health Center Lying In

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mother and Baby's Book	Manggahan Super Health Lying In
Discharge form	Manggahan Super Health Lying In

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Follow up on scheduled post-partum consultation	<ul style="list-style-type: none"> - Pull out patient record - Take patients vital signs and record 	None	2-3 minutes	NURSES: Jessica S.Alfonso Marjorie Crisel I. Bello Christine G.Lumiguidd Rowena B. Lopez MIDWIVES: Jemmalyn G. Almonte Joanne C.Betita Victoria G.Dela cruz Jo-anne C.Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P.Sekiguchi Ruby F.Trencio
2	Proceed to Consultation room for further evaluation	<ul style="list-style-type: none"> - Assess and interview patient for untoward signs and symptoms at home after discharge - Assessment of vaginal repair and conduct Internal Examination - Health teaching on importance of breastfeeding and family planning 	none	5-10minutes	OB-GYNE: Evangeline H.Panaligan Tania Victoria O.Verora Aileen A.Dela cruz PEDIATRICIAN: Mary Fay M. Puzon NURSES: Jessica S.Alfonso Marjorie Crisel I. Bello Christine G.Lumiguidd



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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Rowena B. Lopez MIDWIVES: Jemmalyn G. Almonte Joanne C. Betita Victoria G. Dela cruz Jo-anne C. Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P. Sekiguchi Ruby F. Trencio
3	Inquiries of patient	- Answers inquiries of patient	none	3-5 minutes	OB-GYNE: Evangeline H. Panaligan Tania Victoria O. Verora Aileen A. Dela cruz PEDIATRICIAN: Mary Fay M. Puzon NURSES: Jessica S. Alfonso Marjorie Crisel I. Bello Christine G. Lumiguid Rowena B. Lopez MIDWIVES: Jemmalyn G. Almonte Joanne C. Betita Victoria G. Dela cruz Jo-anne C. Gauna Maricel Q. Riña Isabel S. Rodriguez Paula Yuka P. Sekiguchi Ruby F. Trencio
TOTAL:			0	15-20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send your feedback on our Facebook page Manggahan Lying in or answer our feedback form and submit it to the staff on duty
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How feedback is processed	All feedbacks are posted on our Facebook page, all feedbacks with score lower than 3 will be discussed during quarterly meetings and improvements will be implemented right after.
How to file a complaint	Message us on our Facebook page Manggahan Lying in or simply drop it on our feedback drop box
How complaints are processed	All complaints will be acknowledged, all complaints will be discussed during meetings and improvements will be implemented right after.
Contact Information	09236823569