



CITIZENS CHARTER
CITY HEALTH OFFICE

HEMODIALYSIS

Office/ Division	Manggahan Superhealth Dialysis Center
Classification	Simple; Out-Patient hemodialysis (HD) treatment of patient with chronic kidney disease (CKD).
Type of Transaction	G2C Government to Citizens SERVICES: Medical check-up pre-Hemodialysis (HD) treatment. HD treatment. Medical assessment post-HD treatment.
Who may avail the service?	<ol style="list-style-type: none"> 1. Must be a resident of Pasig or with any proof of residency, voter's I.D. (Comelec certificate), Barangay certificate. 2. CKD patients with referral letter from their respective nephrologist 3. CKD patients with updated Medical Abstract, Prescription, HD treatment sheet, Laboratory, Chest X-ray (within 1 month) and RT-PCR Swab Result (Within 7 days).

Checklist of Requiriements	Where to secure
<ol style="list-style-type: none"> 1. Medical Abstract, Referral letter 2. Latest treatment Sheet (last three page) 3. Laboratory Result (CBC with PC, Creatinine, BUN, Albumin, Sodium, Potassium, Calcium, Phosphorous) Chest X-ray and RT-PCR Swab Results(Negative) 4. Philhealth Dialysis Database (PDD) 5. Philhealth Member Data Record (MDR) 	<p>-Government or Non-Government Nephrologist, Hospital and Hemodialysis Center.</p> <p>-same as indicated above -Government or Non-Government Diagnostic Center</p> <p>-Philhealth, Philhealth Online</p>

6. Senior Citizens ID/Person with disability (PWD ID)	-Senior Citizens Office -DSWD Office
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How to Avail of the Service New Patients (cash basis) with Senior/PWD discount

Patient Step	Action	Fees to be paid	Processing Time	Persons Involved
1. Patient / relative inquires	-Ask pt. for referral letter from other dialysis center/ hospital	None	5 – 15 mins	Nurse Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
2. Submit all requirements needed (Checklist of Requirements)	-Conduct physical examination and evaluation of requirement	None	10-20 mins	Nephrologist Dr Jocelyn L. Paragas-Javier POD
3. Check for available schedule	-Check for slot availability	None	1 mins	Nurse Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
4. Pre dialysis care	-Conduct pre dialysis assessment	None	5-10 mins	POD Nurse Dr. Crisanta Ladia Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
5. Hemodialysis Treatment	-Hemodialysis	None	4 hours	POD Nurse Dr. Crisanta Ladia Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
6. Pay Hemodialysis (HD) package	-Payment -Issuance of OR	1,500 or 1,200 if with 20% discount for	5 – 10 mins	Cashier Liezal Nacario

fee, claim Official Receipt (OR)		Senior and PWD's		
7. Post dialysis care	-Conduct post dialysis assessment -Home Advised	None	5-10 – mins	POD Nurse Dr. Crisanta Ladia Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
Total Time		***	5 -5.6 hours	

How to Avail of the Service Old Patients (cash basis) with Senior/PWD discount

Patient Step	Action	Fees to be paid	Processing Time	Persons Involved
1. Retrieval of charts	-Retrieve and secure patients record	None	2 mins	Nurse Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
2. Pre dialysis care	-Conduct pre dialysis assessment	None	5-10 mins	POD Nurse Dr. Crisanta Ladia Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
3. Hemodialysis Treatment	-Hemodialysis	None	4 hours	POD Nurse Dr. Crisanta Ladia Charmaigne Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
4. Pay Hemodialysis (HD) package fee, claim Official Receipt (OR)	-Payment -Issuance of OR	1,500 or 1,200 if with 20% discount for Senior and PWD's	5 – 10 mins	Cashier Liezal Nacario
5. Post dialysis	-Conduct post	None	5 – 10 mins	POD

care	dialysis assessment -Home Advised			Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
Total Time		***	4 -4.32 hours	

How to Avail of the Service New Patients with Philhealth

Patient Step	Action	Fees to be paid	Processing Time	Persons Involved
1. Patient / relative inquires	-Ask pt. for referral letter from other dialysis center/ hospital .	None		Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
2. Submit all requirements needed (Checklist of Requirements)	-Conduct physical examination and evaluation of requirement	None	15 – 20 mins	Nephrologist <i>Dr. Jocelyn L. Paragas-Javier MD</i> POD
3. Check for available schedule	-Check for slot availability	None	1 mins	POD Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
4. Pre dialysis care	-Conduct pre dialysis assessment	None	5 – 10 mins	POD Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
5. Hemodialysis Treatment	-Hemodialysis	None	4 hours	POD Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo

6.Philhealth package claim (submit MDR, receipt payment)	-Patient/relative will sign CSF, CF1 and CF2 Philhealth forms	None	5 – 10 mins	Philhealth Clerk Jinky Marcos
7.Post dialysis care	-Conduct post dialysis assessment -Home Advised	None	5 – 10 mins	POD Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
Total Time		***	5 -5.6 hours	

How to Avail of the Service Old Patients with Philhealth

Patient Step	Action	Fees to be paid	Processing Time	Persons Involved
1. Retrieval of charts	-Retrieve and secure patients record	None	2 mins	Nurse Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
2. Pre dialysis care	-Conduct pre dialysis assessment	None	5 – 10 mins	POD Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
3.Hemodialysis Treatment	-Hemodialysis	None	4 hours	POD/ Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
4.Philhealth package claim (submit MDR,	-Patient/relative will sign CSF, CF1	None	5 – 10 mins	Philhealth Clerk Jinky Marcos

receipt payment)	and CF2 Philhealth forms			
5. Post dialysis care	-Conduct post dialysis assessment -Home Advised	None	5 – 10 mins	POD Nurse Dr. Crisanta Ladia Charmaine Antonino Marjories Mae Pancipani Jacqueline Dianito Avigale Pinoy Genelyn Gajo
Total Time		***	4-4.32 hours	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Patient's Satisfaction Survey and drop it in suggestion boxes located at servicing area.
How feedback is processed	<p>Feedback and suggestions are consolidated monthly for monitoring and appropriate action.</p> <p>Feedback requiring answers are forwarded to the concerned personnel/unit for immediate action and reply to the client.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following:</p> <ul style="list-style-type: none"> • Suggestion box • Head of the Unit • Head Nurse <p>To facilitate efficient, effective and timely response, ensure that the following information are provided:</p> <ul style="list-style-type: none"> • Name of the person being complained • Incident- Brief Summary of the Incident • Evidence-Proof to support the complaint • Date and place of incident <p>For inquiries and follow-up, client may contact the Head of the Unit or the Head Nurse from the contact information given.</p>

<p>How complaints are processed</p>	<p>Once received, complaints are evaluated and sent to the concerned personnel/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there is a need for more information or clarification.</p> <p>The personnel/unit shall prepare a report on the incident to be submitted to the Head of the unit for appropriate action.</p> <p>The Head of the unit will send the reply to the client.</p> <p>For inquiries and follow-up, client may contact the Head of the Unit or the Head Nurse from the contact information given.</p>
<p>Contact Information</p>	<p><u>PASIG CITY HEMODIALYSIS CENTER</u></p> <p>Ms. Charmaine Antonino – Head Nurse</p> <ul style="list-style-type: none"> • Email: manggahansuperhealthdialysis@gmail.com <p><u>Head of the Unit:</u></p> <p>Dr. Jocelyn L. Paragas- Javier MD, FPCP, FPSN</p> <ul style="list-style-type: none"> • Email: joyparagas@yahoo.com