



CITIZEN'S CHARTER

DELA PAZ ANNEX HEALTH CENTER

Primary Health Care Services

National Immunization Program

- The primary goal of this program is to minimize morbidity and death among children from the most prevalent vaccine-preventable diseases (VPDs), which include tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis, and measles.

Office or Division:	DELA PAZ ANNEX HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All infants and children within the given target age, pregnant women and senior citizens needing vaccination.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Vaccination Record	For infant (new)- vaccine record from the birthing place (if given bcg and hepa b at birth) For infants transferring from other facility- the previous health service provider
➤ Philhealth ID/ Number (optional)	PHILHEALTH OFFICE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients- getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANJOY ● ROCEL RAAGAS
2	Filling out of individual record form	1. Interview the patient/ guardian about the vaccine history 2. Checks the completeness of pertinent data needed	NONE	2-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy ● Marietes Duldulao
3	Anthropometric measurement and Vital signs taking	Accurate measurement of height, weight, temperature and blood	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		pressure			VICTORIA BERNARDO <ul style="list-style-type: none"> ● LETICIA DE VICENTE ● AMELIA SANJOY ● ROCEL RAAGAS
4	Queuing for Vaccination	Provision of health education thru Mother's class	NONE	3-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy
5	Vaccination Proper	1. Explaining to patient/ patient's guardian the vaccine that will be given and providing information of after care. 2. Giving the vaccine needed	NONE	5-10 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy
6	Dispensing of medicine	Dispensing of paracetamol to patients as needed	NONE	1-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy ● Marietes Duldulao
TOTAL:				16-28 MINUTES	



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Primary Health Care Services

National Tuberculosis Program

- The National Tuberculosis Control Program (NTP) aims to reduce tuberculosis mortality and incidence in the country, as well as to reduce catastrophic expenditures and deliver patient-responsive health services

Office or Division:	DELA PAZ ANNEX HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All TB cases and referred TB cases needing consultation/ assessment/ evaluation and treatment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
National Tuberculosis Program ➤ Latest laboratory result a) DSSM, Sputum GeneXpert examination b.) CBC, Urinalysis, FBS, Creatinine, Lipid Profile c.) Latest X-ray result with film d.) Referral from other health facility (if applicable)	Hospital/ Accredited Laboratory Facility Referring facility
➤ Philhealth ID/ Number (optional)	PHILHEALTH OFFICE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form	1. Issuance of form 2. Checks for completeness of the pertinent data in individual record form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANROY ● ROCEL RAAGAS
2	Anthropometric measurement and Vital signs taking	1. Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANROY

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> ● ROCEL RAAGAS
3	Presents Requirements	Interviews patient, checks for completeness of requirements	NONE	2-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy
4	Fill out TBDC Form for clinical diagnosed TB case	1. Issuance of form 2. Checks completeness of pertinent data	NONE	2-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy
5	Proceeds to waiting area until name is called	Instructs patient to proceed to waiting area	NONE	5-10 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy
6	Proceeds to consultation room for assessment of the Rural Health Physician	Conducts initial assessment, administer prescribed medication	NONE	2-5 MINUTES	Physician: <ul style="list-style-type: none"> ● Plaridel Sespeñe, MD
7	HIV screening and FBS/RBS screening (if unknown status)	1. Conduct PICT 2. Conduct Screening 3. Relaying of screening result to patient	NONE	2-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy
8	Dispensing of medicine	1. Dispense of NTP medicines 2. Giving the patient Treatment record copy 3. Educate the patient on potential adverse effects and what to do if they occur. 4. Informing the patients of the date of follow up	NONE	2-5 minutes	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy
TOTAL:				16-45 MINUTES	



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Primary Health Care Services

Medical Consultation

➤ This process provides outpatient consultation for promotive, preventive and primary health care.

Office or Division:	DELA PAZ ANNEX HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Consultation referral (if applicable)	Referring facility
➤ Philhealth ID/ Number (optional)	PHILHEALTH OFFICE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANJOY ● ROCEL RAAGAS
2	Filling out of individual record form	1. Checks the completeness of pertinent data needed 2. Conducts quick assessment and triage	NONE	2-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy ● Marietes Duldulao
3	Anthropometric measurement and Vital signs taking	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> ● AMELIA SANJOY ● ROCEL RAAGAS
4	Proceeds to waiting area until name is called	<ol style="list-style-type: none"> 1. Instructs patient to proceed to waiting area 2. Queuing of patients and checking of individual treatment record 	NONE	5-10 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy ● Marietes Duldulao
5	Proceeds to Physician	<ol style="list-style-type: none"> 1. Conducts patient assessment and perform physical and neurological examination 2. Prescribes medications and issuance of necessary ancillary procedures. 3. Provides counselling/Health education. 4. Specialty referral if warranted 	NONE	5-10 MINUTES	Physician: <ul style="list-style-type: none"> ● Plaridel Sespeñe, MD
6	Proceeds to Dispensing of medicine	<ol style="list-style-type: none"> 1. Prepares Medicines 2. Dispenses medicines 3. Records the medicines given in the patient;s individual record form 	NONE	1-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy ● Marietes Duldulao
TOTAL:				28-38 MINUTES	



CITIZEN'S CHARTER
DELA PAZ ANNEX HEALTH CENTER

Primary Health Care Services

Dispensing of medicines

- This process covers dispensing of prescriptions for all patients.

Office or Division:	DELA PAZ ANNEX HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All patients with prescription

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Prescription	Physician that prescribed the medicine
➤ Philhealth ID/ Number (optional)	PHILHEALTH OFFICE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANJOY ● ROCEL RAAGAS
2	Brings the prescription (for new prescribed medicines) Filling out of individual record form	1. Checks the completeness of pertinent data needed 2. Checks the availability of the prescribed medicine	NONE	2-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy ● Marietes Duldulao
3	Anthropometric measurement and Vital signs taking	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANJOY

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> ● ROCEL RAAGAS
4	Proceeds to Dispensing of medicine	1. Prepares Medicines 2. Dispenses medicines 3. Record the medicine given in the patient's individual record	NONE	1-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● Katherine Lomboy ● Marietes Duldulao
TOTAL:				28-38 MINUTES	



CITIZEN'S CHARTER

DELA PAZ ANNEX HEALTH CENTER

Primary Health Care Services

Safe motherhood Program

- The National Safe Motherhood Program primarily focuses on the health and welfare of women throughout their pregnancy

Office or Division:	DELA PAZ ANNEX HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All pregnant women

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Laboratory results (if available)	Laboratory facility
➤ Philhealth ID/ Number (optional)	PHILHEALTH OFFICE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANROY ● ROCEL RAAGAS
2	Filling out of prenatal form	Checks the completeness of pertinent data needed	NONE	2-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● Marietes Duldulao
3	Anthropometric measurement and Vital signs taking	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANROY ● ROCEL RAAGAS
4	Pre-natal Check up	1. Checks the AOG, Fundic height, and fetal heartbeat 2. Give laboratory referral	NONE	5-10 MINUTES	Health staff: <ul style="list-style-type: none"> ● Marietes Duldulao

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		(if warranted) 3. Assess for danger signs of pregnancy 4. Give ferrous sulfate 5. Give Tetanus Toxoid vaccine (following the correct interval per TT dose) 6. Give Calcium supplement for 20 weeks and above. 7. Specialty referral (if warranted)			
TOTAL:				12-23 MINUTES	



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Primary Health Care Services

Family Planning Program

- The National Family Planning Program aims to ensure every Filipino has a universal access to correct information, medically safe, legal, non-abortifacient, effective, and culturally acceptable modern family planning (FP) methods

Office or Division:	DELA PAZ ANNEX HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All women of reproductive age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Family Planning Record (if applicable)	Family planning service providing facility
➤ Philhealth ID/ Number (optional)	PHILHEALTH OFFICE

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANROY ● ROCEL RAAGAS
2	Filling out of Family Planning (FP) form 1	Checks the completeness of pertinent data needed	NONE	2-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● Marietes Duldulao
3	Anthropometric measurement and Vital signs taking	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANROY ● ROCEL RAAGAS
4	Family Planning Service	1. Educate patient about the available family planning methods 2. Giving of pills, dmpa or	NONE	5-10 MINUTES	Health staff: <ul style="list-style-type: none"> ● Marietes Duldulao

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		condom depending on patient's preferred method 3. Recording on FP form 1			
TOTAL:				12-23 MINUTES	



CITIZEN'S CHARTER

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Primary Health Care Services

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.

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

Office or Division:	DELA PAZ ANNEX HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Pasigueños within the Catchment area of Dela Paz Annex Health Center

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)
3. If Minor Patients (Below 18 years old) must be accompanied by parent or guardian	N/A

#	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		
2	Approach the Dental	Dental Aide/ Dental	NONE	10 minutes	PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Aide/ Dental Assistant / PHA	Assistant/ PHA shall: 1. Admit the patient for consultation and dental treatment 2. Check the necessary documents required 3. Let the patient fill up necessary forms and individual treatment record (ITR), covid-19 questionnaires 4. Take the vital signs of the patient (BP, etc.) and record it in the individual treatment record (ITR) 5.Refer the patient to the Dentist			<ul style="list-style-type: none"> ● MA. VICTORIA BERNARDO ● LETICIA DE VICENTE ● AMELIA SANJOY ● ROCEL RAAGAS
3	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Perform proper triaging for covid-19 2. Provide oral examination/ consultation 3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist Amelia B.Havana,DMD
	Encoding in Electronic Medical Record(EMR)	1.Get the Philhealth No. 2.Verify the correct details of the patient in Electronic Medical Record (EMR)	NONE	5 minutes	Health Center Dentist Amelia B. Havana,DMD
	Prescribe the right medicines needed plus instructions	The Dentist of Dela Paz Annex Health Center will do the following. 1.Give the right medicine for pain and antibiotic if needed.	NONE	3 minutes	Health Center Dentist Amelia B. Havana, DMD
TOTAL:				10 minutes to 1 hour depending on the difficulty of the dental treatment provided	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box. Contact info: 8643-0000

<p>How feedback is processed</p>	<p>Every Friday, the assigned staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
<p>How to file a complaint</p>	<p>Report complaint through Ugnayan sa Pasig facebook page</p> <p>Contact info: ugnayan@pasigcity.gov.ph:</p>
<p>How complaints are processed</p>	<p>The Complaints Officer receive the complaints on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8643-0000</p>
<p>Contact Information</p>	<p>Pasig City hotline- 8643-0000</p>