



# CITIZEN CHARTER DELA PAZ HEALTH CENTER



## I. Medical Consultation

-The primary goal of this program is to offered medical assessment and management of non-communicable and communicable diseases to all Barangay DELA PAZ Residents, free of charge. Medical Consultation schedule is every day from Monday to Friday at 8:00am to 5:00pm at DELA PAZ Health Center.

<b>Office or Division:</b>	DELA PAZ HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Barangay Dela Paz Residents and nearby Barangay with referral from other Health Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards	Government Agencies
Philhealth ID or MDR	Government Agencies

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Iluminada Gomez
2	For Old patients: - Present patient's record number  For new patients: - Fill up the Patient Demographic Form  Pediatrics: Provide information needed for Admission	Retrieve patient's record  -Provide patient's record number and Patient demographic Form  - Provide information needed for Admission	FREE	3-10minutes	Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Iluminada Gomez

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Adolescent 10 to 19 years old: Provide information needed for Admission and HEADDSS Tool</p> <p>Aged 20 years old above: Provide information needed for INCD assessment</p> <p>Dental Patients -Provide information needed for Dental Services (Medical and Dental history )</p>	-Interview patient and accomplish INCD forms.			
<b>3.</b>	Provide answers to personal -demographic data -medical history and other pertinent health information	<p>Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.</p> <p>For Senior Citizen- Provide Primary Eye Care Assessment</p>	FREE	2-3minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p> <p>Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Iluminada Gomez</p>
<b>4.</b>	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	3-5 minutes	Jhon Venidick Reyes (Encoder)
<b>5.</b>	Have a seat and wait to be called	<p>Observe proper queuing of patients</p> <p>-Encode Patient chief complaint and other pertinent Data.</p>	FREE	5-10minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p> <p>Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Iluminada Gomez</p>
<b>6.</b>	Proceed to consultation	Review medical history, physical examination, assessment, issue prescription and provide health teachings.	FREE	10-15minutes	Physician Dra. Sittie Noraisa A. Masorong
<b>7.</b>	Wait for dispensing of medicines and other instructions.	Dispense medicines and give proper home meds instruction.	FREE	2-3minutes	Nurse: Mary Jane C. Guardian

					Midwife: Ma. Lorna Ocampo,
TOTAL>>>>>>			FREE	20-40minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box. and/or Contact info: 7-356-1128</p>
How feedback is processed	<p>Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.</p>
How to file a complaint	<p>Report complaint through Ugnayan sa Pasig facebook page  Contact info: <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a>:</p>
How complaints are processed	<p>Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.</p>
Contact Information	<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. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8-643-0000 (Cityhall) 8-254-5808 (Barangay Hall) 7-356-1128 (Health Center)</p>

# CITIZEN CHARTER

## DELA PAZ 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>➤ Vaccination Record</li> <li>➤ Any government valid identification cards</li> <li>➤ Philhealth/MDR</li> </ul>	<p>For infant-vaccination record/ medical record from the birthing place given</p> <p>For infants transferring from other facility- the previous health service provider</p> <p>For Senior Citizen (with previous vaccine given) vaccination record given from the previous provider</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>For Old patients: - Present patient's record number and vaccination record</p> <p>For new patients: - Fill up the Patient Demographic Form</p>	<p>Retrieve patient's record</p> <p>-Provide patient's record number and Patient demographic Form</p> <p>- Provide information needed for Admission</p> <p>-Interview patient and accomplish INCD forms</p>	FREE	3-5 MINUTES	<p>Pasig Health Aides</p> <p>-Adora Garcia</p> <p>-Mely Rose</p> <p>Oropilla</p> <p>-Luzviminda Soriano</p> <p>-Helen Balilo</p> <p style="padding-left: 40px;">-Illuminada Gomez</p>
2	Provide answers to personal -demographic data -medical history and	<p>1. Interview the patient/ guardian about the vaccine history</p> <p>2. Checks the</p>	FREE	2-5 MINUTES	<p>Health staff:</p> <p>Nurse :</p> <p>Mary Jane Guardian</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	other pertinent health information	completeness of pertinent data needed 3. Accurate measurement of height, weight, temperature and blood pressure			Midwife: Ma. Lorna Ocampo,  Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Illuminada Gomez
3	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	2-3 minutes	Jhon Venidick Reyes (Encoder)
4	Vaccination Proper	1. Patient assessment. If patient is eligible for vaccination proceed with the needed vaccine. If not, refer to Physician for further medical management.  2. Explaining to patient/ patient's guardian the vaccine that will be given and providing information of after care.  3. Giving the vaccine needed  4. Issuance of vaccination Card	FREE	5-10 minutes	Health staff: Nurse : Mary Jane Guardian  Midwife: Ma. Lorna Ocampo,  Physician: Sittie Noraisa Masorng, MD
5	Dispensing of medicine	Dispense medicines and give proper home meds instruction.	FREE	1-2 minutes	Health staff: Nurse : Mary Jane Guardian  Midwife: Ma. Lorna Ocampo,
TOTAL:				15-20 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or Contact info: 7-356-1128
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Report complaint through Ugnayan sa Pasig facebook page  Contact info: <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> :
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	<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. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8-643-0000 (Cityhall) 8-254-5808 (Barangay Hall) 7-356-1128 (Health Center)</p>





#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	record  For new patients: - Fill up the Patient Demographic Form	-Provide patient's record number and Patient demographic Form  - Provide information needed for Admission  -Interview patient and accomplish INCD forms			Oropilla -Luzviminda Soriano -Helen Balilo -Illuminada Gomez
2	Admit Patient and classify all TB Symptomatics for triage	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.	FREE	2-5 MINUTES	Health staff: Nurse : Mary Jane Guardian  Midwife: Ma. Lorna Ocampo,  Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Illuminada Gomez
3	Proceeds to waiting area until name is called  Present record /referral/endorsement for evaluation of treatment	1.Instructs patient to proceed to waiting area  2.Interviews patient, checks for completeness of requirements	FREE	5-10 MINUTES	Health staff: Nurse : Mary Jane Guardian  Midwife: Ma. Lorna Ocampo
4.	Proceeds to consultation room for assessment of the Rural Health Physician	Review medical history, physical examination, assessment, issue prescription and provide health teachings.	FREE	5-10 minutes	Physician: Sittie Noraisa Masorng, MD
5	Proceed to NTP Health Staff for initiation of treatment or other instructions  Fill out TBDC Form for clinical diagnosed TB case	1. Issuance of form  2.Checks completeness of pertinent data  3. Instruct Patient for Sputum / specimen collection  4.Perform PICT and RBS/FBS on patient and further health teachings  5.Dispense of NTP medicines	FREE	15-20 minutes	Health staff: Nurse : Mary Jane Guardian  Midwife: Ma. Lorna Ocampo,

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		6. Giving the patient Treatment record copy  7. Educate the patient on potential adverse effects and what to do if they occur.			
TOTAL:				30-50 minutes	

## Feedback and Complaints

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# CITIZEN CHARTER

## DELA PAZ HEALTH CENTER

### Primary Health Care Services

#### FAMILY PLANNING PROGRAM

- The National Family Planning Program aims to ensure that every Filipino has a universal access to correct information, medically safe, legal, non abortifacient effective and culturally acceptable modern family Planning methods. It focused on reducing unintended pregnancy by increasing use of birth control and family planning services, It's also role is to support a woman and her partner in choosing the method of Family Planning that best suits them and to support them in solving any problems that may arise with the selected method.

<b>Office or Division:</b>	DELA PAZ HEALTH CENTER
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<b>Who may avail:</b>	All Barangay Dela Paz Residents and nearby Barangay with referral from other Health Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>➤ Any government valid identification cards</li> <li>➤ Philhealth/MDR</li> </ul>	Government Agencies

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					-Illuminada Gomez
<b>2</b>	<p>For Old patients: - Present patient's record number</p> <p>For new patients: - Fill up the Patient Demographic Form</p> <p>Adolescent 10 to 19 years old: Provide information needed for Admission and HEADDSS Tool</p> <p>Aged 20 years old above: Provide information needed for INCD assessment</p>	<p>Retrieve patient's record</p> <p>-Provide patient's record number and Patient demographic Form</p> <p>- Provide information needed for Admission</p> <p>-Interview patient and accomplish INCD forms.</p>	FREE	3-10minutes	<p>Pasig Health Aides</p> <p>-Adora Garcia</p> <p>-Mely Rose</p> <p>Oropilla</p> <p>-Luzviminda Soriano</p> <p>-Helen Balilo</p> <p>-Illuminada Gomez</p>
<b>3.</b>	Provide answers to personal -demographic data -medical history and other pertinent health information	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.	FREE	2-3minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p> <p>Pasig Health Aides</p>
<b>4.</b>	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	3-5 minutes	Jhon Venidick Reyes (Encoder)
<b>5.</b>	Have a seat and wait to be called	Observe proper queuing of patients	FREE	5-10minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p> <p>Pasig Health Aides</p>
<b>6.</b>	Proceed to Family Planning Counselling	<p>-Greet the client</p> <p>-Ask the clients about themselves</p> <p>-Tell them all about Family Planning Methods</p> <p>-Help them to choose a method</p> <p>-Explain how to use a method</p> <p>-Appoint a return visit for follow up</p>	FREE	20-30minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p>
<b>TOTAL&gt;&gt;&gt;&gt;&gt;&gt;</b>			<b>FREE</b>	<b>30-45 minutes</b>	

## Feedback and Complaints

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or Contact info: 7-356-1128
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
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# CITIZEN CHARTER DELA PAZ HEALTH CENTER



## PRE-NATAL AND POST NATAL CARE CONSULTATION

-The primary goal of this program is to prevent complications during pregnancy and after the baby arrives is receiving quality pre natal and post natal care. The steps entailed in maintaining the health of mother and baby before and after delivery include care services and support tailored to each woman's individual needs.

<b>Office or Division:</b>	DELA PAZ HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Pregnant and Post Partum women residing at Barangay Dela Paz and nearby Barangay.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards (Philhealth ID or MDR)	Government Agencies
Mother's Pregnant Record Book	Hospital/ Accredited Laboratory Facility
Laboratory request from other Facility	Referring facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides -Adora Garcia -Mely Rose -Oropilla

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					-Luzviminda Soriano -Helen Balilo -Illuminada Gomez
<b>2</b>	<p>For Old patients: - Present patient's record number</p> <p>For new patients: - Fill up the Patient Demographic Form</p> <p>Adolescent 10 to 19 years old: Provide information needed for Admission and HEADDSS Tool</p> <p>Aged 20 years old above: Provide information needed for INCD assessment</p>	<p>Retrieve patient's record</p> <p>-Provide patient's record number and Patient demographic Form</p> <p>- Provide information needed for Admission</p> <p>-Interview patient and accomplish INCD forms.</p>	FREE	3-10minutes	<p>Pasig Health Aides</p> <p>-Adora Garcia</p> <p>-Mely Rose Oropilla</p> <p>-Luzviminda Soriano</p> <p>-Helen Balilo</p> <p>-Illuminada Gomez</p>
<b>3.</b>	Provide answers to personal -demographic data -medical history and other pertinent health information	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.	FREE	2-3minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p> <p>Pasig Health Aides</p> <p>-Adora Garcia</p> <p>-Mely Rose Oropilla</p> <p>-Luzviminda Soriano</p> <p>-Helen Balilo</p> <p>-Illuminada Gomez</p>
<b>4.</b>	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	3-5 minutes	Jhon Venidick Reyes (Encoder)
<b>5.</b>	Have a seat and wait to be called	Observe proper queuing of patients	FREE	5-10minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p>
<b>6.</b>	Proceed to Pre-natal Care/Post natal care	<p>Review medical history, physical examination, assessment (FHT and FH), Tetanus Vaccine , laboratory referrals and provide health teachings.</p> <p>If with Laboratory Findings seems to be abnormal, refer to Physician for further medical</p>	FREE	10-15minutes	<p>Nurse: Mary Jane C. Guardian</p> <p>Midwife: Ma. Lorna Ocampo,</p> <p>Physican: Sittie Noraisa A. Masorong</p>

		management			
<b>7.</b>	Proceed to Nutrition Room	Provide Health Teaching regarding Pre-natal/Post Partum Nutrition.  Provide Ferrous Sulfate and others nutritional care for Pre-natal Patient and Vitamin A Supplement for post partum patient	FREE	5-10minutes	Nutrionist/Dietician; Anne Catarata  BNS: Marilou Agustin
<b>TOTAL&gt;&gt;&gt;&gt;&gt;&gt;</b>			<b>FREE</b>	<b>30-40minutes</b>	



## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or Contact info: 7-356-1128
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# CITIZEN CHARTER DELA PAZ HEALTH CENTER



## Dispensing of Maintenance Medicine

-Providing Maintenance Medicine to all citizen of Barangay Dela Paz together with their medicine Prescription within the availability of the medicine provided by the Cityhall and the Barangay.

<b>Office or Division:</b>	DELA PAZ HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Barangay Dela Paz Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards (Philhealth ID or MDR)	Government Agencies
Medicine Prescription from attending Physician	Attending Physician
Small notebook	Patient expense

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Illuminada Gomez
2	For Old patients: - Present patient's record number  For new patients: - Fill up the Patient Demographic Form  Aged 20 years old above: Provide information	Retrieve patient's record  -Provide patient's record number and Patient demographic Form  - Provide information needed for Admission	FREE	3-10minutes	Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Illuminada Gomez

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	needed for INCD assessment	-Interview patient and accomplish INCD forms.			
<b>3.</b>	Provide answers to personal -demographic data -medical history and other pertinent health information	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.	FREE	2-3minutes	Nurse: Mary Jane C. Guardian  Midwife: Ma. Lorna Ocampo,  Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Iluminada Gomez
<b>4.</b>	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	2-3minutes	Jhon Venidick Reyes (Encoder)
<b>5.</b>	Have a seat and wait to be called	Observe proper queuing of patients	FREE	2-3minutes	Nurse: Mary Jane C. Guardian  Midwife: Ma. Lorna Ocampo,
<b>6.</b>	Wait for dispensing of medicines and other instructions. Present your Prescription.	Dispense medicines as indicated in the record and prescription and give proper home meds instruction.  Encode the medicine given in Muplomt. If no record, register patient.	FREE	3-5minutes	Nurse: Mary Jane C. Guardian  Midwife: Ma. Lorna Ocampo,

TOTAL>>>>>>	FREE	15-25minutes
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For inquiries and follow-ups, clients may contact the following telephone number:  
8-643-0000 (Cityhall)  
8-254-5808 (Barangay Hall)  
7-356-1128 (Health Center)



## CITIZEN CHARTER DELA PAZ HEALTH CENTER



### 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.
- B. Fees to be collected per dental treatment availed at the dental office at Pasig City hall are listed below.

Office or Division:

DELA PAZ HEALTH CENTER

<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Barangay Dela Paz Residents

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)

### 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)		FREE		
2	Approach the Dental Aide/ Dental Assistant / PHA	Dental Aide/ Dental 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	FREE	10 minutes	Pasig Health Aides -Adora Garcia -Mely Rose Oropilla -Luzviminda Soriano -Helen Balilo -Iluminada Gomez

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	FREE	10 minutes to 1 hour depending on the dental treatment provided	Dra. Odessa M. Mallorca
TOTAL:				10 minutes to 1 hours depending on the difficulty of the dental treatment provided	

## Feedback and Complaints

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