

**CITIZEN CHARTER
DOÑA BETANG HEALTH CENTER**

Office or Division:	DOÑA BETANG HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Barangay Santolan based on catchment area (Mga Nakatira sa barangay ng Santolan base sa lugar na nas...

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Patient' Family Number (Pampamilyang Numero)	Doña Betang Health Center
Medical Prescriptions (Reseta)	Doña Betang Health Center Physician
Philhealth Number (Numero ng Philhealth)	Philhealth office
Immunization Record (Talaan ng Pagbabakuna)	Doña Betang Health Center
Pre-Natal /Post-Natal Record (Talaan ng mga Buntis at Bagong Panganak)	Doña Betang Health Center
T.B. Treatment Card (Talaan ng Paggagamot ng Tuberkulosis)	Doña Betang Health Center

1.MEDICAL CONSULTATION

(Pagpapakonsulta/Pagpapagamot

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
1	<p>Go to the triage ,tell what services he/she want to avail and get number</p> <p>(Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero</p>	<p>Retrieval of existing personal health records /Filling up of medical records for new patients</p> <p>(Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente</p>	None (Wala)	2-5 minutes (2 –5 minuto)	<p>Pasig H</p> <p>Narcisa</p> <p>Melody</p> <p>Joan S.</p>
2	<p>Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs</p> <p>(Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang ,taas at Vital Signs</p>	<p>Anthropometric measurement (Pagsukat ng Timbang at Taas)</p> <p>Vital signs taking (Pagkuha ng Vital signs)</p> <p>Chief Complaint Taking (Pagkuha ng Punong Reklamo/Nararamdaman)</p>	None (Wala)	2 – 5 minutes Midwife (2 –5 minuto)	<p>Pasig H</p> <p>Narcisa</p> <p>Melody</p> <p>Joan S.</p> <p>Nurse</p> <p>Chadwi</p> <p>Midwife</p> <p>Veronica</p>
3	<p>Wait names to be called for consultation</p> <p>(Hintayin ang pangalan na matawag para sa pagpapakonsulta)</p>	<p>Queing for consultation</p> <p>(Pagpila para sa konsultasyon)</p>	None (Wala)	Modifiable-Depends on patients load (Nagbabago-Depende sa dami ng pasyente)	<p>Pasig H</p> <p>Narcisa</p> <p>Melody</p> <p>Joan S.</p>
4	<p>Consultation (Konsultasyon)</p>	<p>Medical Check up (Pagpapatingin at Pagpapagamot)</p>	None (Wala)	Modifiable-Depends on patient needs (Nagbabago-Depende sa pangangailangan ng	<p>Health C</p> <p>Socrate</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
				pasyente)	
5	Dispensing of Medicines (Pagkuha ng gamot)	Referral to Nurse/Midwife for Medicine Dispensing and advice (Pagpapapunta sa Nurse/Midwife para sa pagbibigay ng gamot at pagbibigay ng payo)	None (Wala)	5 – 10 minutes-Depends on the number of medicines prescribed (5 – 10 minuto) – Dependende sa bilang ng gamut na nareseta	Nurse Chadwi or Midw Veronica
TOTAL:					

2. IMMUNIZATION

(PAGBABAKUNA)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
1	Go to the triage ,tell what services he/she want to avail and get number (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente	None (Wala)	2-5 minutes (2 –5 minuto)	Pasig H
2	Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs	Anthropometric measurement (Pagsukat ng Timbang at Taas) Vital signs taking (Pagkuha ng Vital signs)	None (Wala)	2 – 5 minutes (2 –5 minuto)	Pasig H Nurse /

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
	(Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang , taas at Vital Signs				
3	Wait names to be called for vaccination (Hintayin ang pangalan na matawag para sa pagpapabakuna)	Queing for vaccination (Pagpila para pagpapabakuna)	None (Wala)	Modifiable-Depends on patients load (Nagbabago-Depende sa dami ng pasyente)	Pasig H
4	Vaccination (Pagbabakuna)	Vaccination of infant / children less than 2 years old (Pagbabakuna sa mga sanggol at bata wala pa sa edad 2)	None (Wala)	2 – 5 minutes (2 –5 minuto)	Nurse / M
TOTAL:					

3. MATERNAL CARE

(PANGANGALAGA SA BUNTIS AT BAGONG PANGANAK)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
1	Go to the triage ,tell what services he/she	Retrieval of existing personal health	None (Wala)	2-5 minutes	Pasig H

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
	want to avail and get number (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	records /Filling up of medical records for new patients (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente		(2 –5 minuto)	
2	Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs (Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang ,taas at Vital Signs	Anthropometric measurement (Pagsukat ng Timbang at Taas) Vital signs taking (Pagkuha ng Vital signs)	None (Wala)	2 – 5 minutes (2 –5 minuto)	Pasig H Nurse /
3	Wait names to be called for consultation (Hintayin ang pangalan na matawag para sa pagpapakonsulta)	Queing for Prenatal/PostNatal Consultation (Pagpila para sa konsultasyon ng mga Buntis / Bagong Panganak)	None (Wala)	Modifiable-Depends on patients load (Nagbabago-Depende sa dami ng pasyente)	Pasig H
4	Consultation (Konsultasyon)	Prenatal /Postnatal consultation (Konsultasyon ng mga buntis/bagong panganak)	None (Wala)	15-30 minutes	Nurse Midwife
5	Dispensing of Medicines (Pagbibigay ng gamot)	Dispensing Of vitamins and advice for pregnant and newly delivered mothers (Pagbibigay ng bitamina at payo sa mga buntis at bagong panganak)	None (Wala)	2 - 5 minutes (2 - 5 minuto)	Nurse Midwife

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
TOTAL:					

4. NEWBORN CARE

(PANGANGALAGA SA BAGONG SILANG NA SANGGOL)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
1	Go to the triage ,tell what services he/she want to avail and get number (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente	None (Wala)	2-5 minutes (2 –5 minuto)	Pasig H
2	Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs (Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang ,taas at Vital Signs	Anthropometric measurement (Pagsukat ng Timbang at Taas) Vital signs taking (Pagkuha ng Vital signs)	None (Wala)	2 – 5 minutes (2 –5 minuto)	Pasig H Nurse /
3	Wait names to be called for consultation (Hintayin ang pangalan	Queing for Newborn Care Consultation (Pagpila para sa	None (Wala)	Modifiable-Depends on patients load	Pasig H

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
	na matawag para sa pagpapakonsulta)	konsultasyon ng Bagong silang na sanggol)		(Nagbabago-Depende sa dami ng pasyente)	
4	Consultation (Konsultasyon)	Newborn Care consultation (Konsultasyon ng mga bagong silang na sanggol)	None (Wala)	15-20 minutes	Nurse Midwife
TOTAL:					

5. FAMILY PLANNING

(PAGPAPLANO NG PAMILYA)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
1	Go to the triage ,tell what services he/she want to avail and get number (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente	None (Wala)	2-5 minutes (2 –5 minuto)	Pasig H
2	Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs (Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang ,taas at	Anthropometric measurement (Pagsukat ng Timbang at Taas) Vital signs taking (Pagkuha ng Vital signs)	None (Wala)	2 – 5 minutes (2 –5 minuto)	Pasig H Nurse /

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
	Vital Signs				
3	Wait names to be called for Family Planning consultation (Hintayin ang pangalan na matawag para sa pagpapakonsulta sa Family Planning)	Queing for Family Planning Consultation (Pagpila para sa konsultasyon ng pagpapalano ng pamilya)	None (Wala)	Modifiable-Depends on patients load (Nagbabago-Depende sa dami ng pasyente)	Pasig H
4	Consultation (Konsultasyon)	Family Planning consultation (Konsultasyon para sa pagpapalano ng pamilya)	None (Wala)	15-20 minutes (15 -20 minuto)	Nurse Midwife
5	Dispensing of Medicines or other methods. (Pagbibigay ng gamot o ibang paraan)	Dispensing of Family Planning medicines or other methods (Pagbibigay ng gamot o ibang paraan gamit sa pagpapalano ng pamilya)	None (Wala)	5 – 10 minutes depends on methods used (5 - 10 minuto) depende sa paraan na gagamitin	Nurse Midwife
TOTAL:					

6. TUBERCULOSIS CONTROL PROGRAM

(PROGRAMA SA PAG-SUGPO NG TUBERKULOSIS)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
1	Go to the triage ,tell what services he/she want to avail and get number (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno	None (Wala)	2-5 minutes (2 –5 minuto)	Pasig H

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
		ng talaang pangkalusugan sa mga bagong pasyente			
2	Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs (Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang , taas at Vital Signs	Anthropometric measurement (Pagsukat ng Timbang at Taas) Vital signs taking (Pagkuha ng Vital signs) Chief Complaint Taking (Pagkuha ng Punong Reklamo/Nararamdaman)	None (Wala)	2 – 5 minutes (2 –5 minuto)	Pasig H Nurse /
3	Wait names to be called for check up (Hintayin ang pangalan na matawag para sa pagpapagamot)	Queing for check up (Pagpila para sa pagpapagamot)	None (Wala)	5-10	Pasig H
4	Consultation and Review (Konsultasyon at Pagsusuri)	Medical Check up and review of symptoms and results of diagnostic exams -sputum exam ,chest x ray (Paggagamot at pagsusuri sa mga resulta ng eksaminasyon sa plema ,Gene Xpert at X-ray sa Baga)	None (Wala)	Modifiable-Depends on patient needs (Nagbabago-Depende sa pangangailangan ng pasyente)	Health C
5	Enrollment (Pagtatala)	Enrollment in TB Program once confirmed and positive based on Physician decision (Pagtatala sa Programa ng Tuberkulosis pag nakumpirma at positibo base sa desisyon ng Manggagamot	None (Wala)	5 – 10 minutes-Depends on the number of medicines prescribed (5 – 10 minuto) – Depende sa bilang ng gamut na nareseta	Nurse Midwife

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS
6	Giving of Medicines (Pagpapa inom ng gamut)	Giving of Medicines based on Integrated Directly Observed Treatment Short Course (I DOTS) (Pag papainom ng gamut base sa TUTOK GAMUTAN)	None (Wala)	Within 6 months (Sa Loob ng 6 na Buwan)	Nurse Midwife
7	Sputum Examinations (Pagsusuri ng plema)	Repeat Sputum Examinations done based on category of TB Treatment (Pag eksaminasyon ulit ng plema base sa kategorya ng paggamot sa Tuberculosis)	None (Wala)	5 -10 minutes (5 – 10 minuto)	Nurse Midwife
8	Issuance of Certificate (Pag iisyu ng Sertipikasyon)	Issuance of Certificate for Treatment Completed/Cured (Pag isyu ng Setipikasyon sa mga natapos sa gamutan/gumaling sa sakit na tuberculosis)	None (Wala)	5 -10 minutes (5 – 10 minuto)	Health C
TOTAL:					

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	May send feedback to e mail- healthcenterdonabetang@gmail.com (magpadala ng puna sa email -healthcenterdonabetang@gmail.com)
How feedback is processed	Every Friday ,the person in charge of health center open the email ,records all (Kada Biyernes ang taong namumuno sa health center ay bubuksan ang email isinumite. Feedback requiring answers are then relayed to the citizen to their email (Ang mga puna na kailangan ng kasagutan ay ipinapadala sa tao sa kanyang e
How to file a complaint	May send complaint to e mail – healthcenterdonabetang@gmail.com Make sure to provide the following information: 1.Name of Person being complained 2. Incident 3. Evidence 4. Name of Complainant and telephone (Magpadala ng reklamo sa e mail -healthcenterdonabetang@gmail.com Siguruhin na ibigay ang mga sumusunod na detalye: 1.Pangalan ng Tao na nirereklamo 2. Pangyayari 3. Ebidensiya 4. Pangalan ng nagrereklamo at telepono
How complaints are processed	The Person in Charge of Health Center opens the e mail on a daily basis and e Upon evaluation,the person in charge shall start the investigation and forward person being complained for explanation. The Person in Charge will create a report after the investigation and shall submit Agency for appropriate action The Person in charge will give feedback to the client. (Ang Taong Namumuno sa Health Center ay bubuksan ang e mail araw-araw reklamo. Sa pagsusuri ang Taong Namumuno ay mag umpisang mag imbestiga at isusu taong nirereklamo para sa pagpapaliwanag Ang Taong namumuno ay gagawa ng ulat pagkatapos ang imbestigasyon at is Ahensya ang nararapat na aksyon. Ang Taong namumuno ay magbibigay ng katugunan sa kliyente.
Contact Information	Email - healthcenterdonabetang@gmail.com

**CITIZEN CHARTER
DOÑA BETANG HC**

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.

SCHEDULE: MONDAY, WEDNESDAY, THURSDAY & FRIDAY (8:00 – 5:00PM)

Office or Division:	DENTAL SECTION
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños within the Catchment area of Doña Betang 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

A. HEALTH CENTER BASED

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>1. The patient will go to their respective health center where they belong with the following documents:</p> <p>a. Identification cards: either voter's ID, Senior Citizen's ID, Philhealth ID</p> <p>b. Referral slip coming from a licensed government/ private dentist (if needed)</p>		NONE		
2	Approach the Dental Aide/ Dental Assistant / PHA	<p>Dental Aide/ Dental Assistant/ PHA shall:</p> <p>1. Admit the patient for consultation and dental</p>	NONE	10 minutes	PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>treatment</p> <p>2. Check the necessary documents required</p> <p>3. Let the patient fill up necessary forms and individual treatment record (ITR), covid-19 questionnaires</p> <p>4. Take the vital signs of the patient (BP, etc.) and record it in the individual treatment record (ITR)</p> <p>5.Refer the patient to the Dentist</p>			
3	Approach the Dentist in charge in the said health center	<p>The dentist in charge shall:</p> <p>1. Perform proper triaging for covid-19</p> <p>2. Provide oral examination/ consultation</p> <p>3. Check the history of the patient</p> <p>4. Provide necessary dental treatment needed by the patient.</p>	NONE	10 minutes to 1 hour depending on the dental treatment provided	<p>Health Center Dentist</p> <p>Amelia B.Havana,DMD</p>
	Encoding in Electronic Medical Record(EMR)	<p>1.Get the Philhealth No.</p> <p>2.Verify the correct details of the patient in Electronic Medical Record (EMR)</p>	NONE	5 minutes	Medical Encoder
	Prescribe the right medicines needed plus instructions	<p>The Dentist of Doña Betang Health Center will do the following.</p> <p>1.Give the right medicine</p>	NONE	3 minutes	<p>Health Center Dentist</p> <p>Amelia B. Havana, DMD</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for pain and antibiotic if needed.			
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	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