



CITIZEN CHARTER
E. Santos Health Center

Availing General Consultation, Immunization, Family Planning, Pre-Natal Check-ups, TB DOTS/Enrollment.

These services are open from Monday to Friday, 8 am to 5 pm (except Holidays and Depending on the schedule of each program mentioned above).

Office or Division:	Medical Division – E. Santos Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Consultation Form/Chart Non-Communicable Disease Forms Pre-Natal Chart Family Planning Record Immunization Chart/Record Referral Form Medication Dispensing Card TB Medication/Dispensing Card Medical Clearance/ Referral Form Health Declaration Form	Registration Area Front Desk PHA E. Santos Health Center Nurses E. Santos Health Center Doctor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1. Proceed to the registration area of the Health Center for registration or record retrieval	1.1 New Patient - Register new patients at the front desk and interviewed by PHA 1.2 OLD/Follow-up Patients Check the client card/records and pull them out from the record shelf	NONE	5-10 minutes	- PHA •Ma. Lourdes Algecera •Marites Estabillo •Alfreda Balmaceda •Lily Fulgencio •Maria Cecilia Buenaobra •Caridad Consencino •Rozel De Castro •Anita Infante •Gina Jimenez •Lydia San Marcos - BNS - •Angela Porcalla
2	Proceed to the queueing area for an initial assessment.	Recording of chief complaint and Vital Signs gathering	NONE	5-10 minutes	- PHA •Ma. Lourdes Algecera •Marites Estabillo •Alfreda Balmaceda •Lily Fulgencio •Maria Cecilia Buenaobra •Caridad Consencino •Rozel De Castro

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> •Anita Infante •Gina Jimenez •Lydia San Marcos - BNS - •Angeli Porcalla
3	Information gathering: History of Present Illness, Past Medical History, Family history	Recording of History and other relevant information	NONE	10-15 minutes	<ul style="list-style-type: none"> - Ms. Eljane Ocampo - Mr. Mark Cano - Mr. Leo Sugui - Dr. Ferry Bautista -
4	Proceed to the consultation room	History verification and Physical Assessment. Writing Prescriptions and instruction on other non-pharmacologic interventions.	NONE	5-10 minutes	<ul style="list-style-type: none"> - Ms. Eljane Ocampo - Mr. Mark Cano - Mr. Leo Sugui - Dr. Ferry Bautista
5	Proceed to the medication	General Consultation:	NONE (As long as	5-10 minutes	<ul style="list-style-type: none"> - Ms. Eljane

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	dispensing area.	<ul style="list-style-type: none"> - Dispensing of medication and dosing instructions are given <p>Immunization:</p> <ul style="list-style-type: none"> - Administration of vaccination and instructions are given <p>Family Planning:</p> <ul style="list-style-type: none"> - Administration of Injectables or Dispensing of pills and instructions are given - <p>Tuberculosis:</p> <ul style="list-style-type: none"> - Dispensing of medications and dosing instructions are given 	prescribed medications are available at the center) they can have it free of charge.		<p>Ocampo</p> <ul style="list-style-type: none"> - Mr. Mark Cano - Mr. Leo Sugui - Dr. Ferry Bautista
6	Proceed to referred facilities for laboratory procedures.	Refer the patients to other hospitals and departments if necessary given that they are provided a	NONE	10-15 minutes	<ul style="list-style-type: none"> - Ms. Eljane Ocampo - Mr. Mark Cano - Mr.

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		referral slip from the health center by the Physician.			Leo Sugui - Dr. Ferry Bautista
TOTAL: 6			NONE		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	At the end of consultations and or other services, slips may be given by the PHA and you can drop them in the drop box stalled at the registration area.
How feedback is processed	Staff will review the feedback slips every day so that the concerns are being addressed properly.
How to file a complaint	Approach the PHA in the registration area and raise your concern/complaint with enough justification or evidence to suffice your complaint.
How complaints are processed	The Medical officer and other Nurses and staff will make sure that this will be addressed on your next visit.
Contact Information	02-8-721-8391 E. Santos Health Center (For Emergency Purposes)