

**Pineda Health Center**  
**Citizen's Charter**

<b>Services</b>	<b>Steps in Availing</b>	<b>Requirements</b>	<b>Person-In-Charge</b>	<b>Time Duration</b>
<b>I. Medical Consultation</b>	1. Registration of Health Records  -Retrieval of record for old patients and Filling up of medical records for new patients.	Family Number and  PhilHealth Number	PHA (Florita Aquino/Illuminada Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/ Ladyly Tunac)	3-5 minutes
	2. Anthropometric measurement (Height and Weight)	None		2-3 minutes
	3. Vital Signs taking	None		2-3 minutes
	4. Encoding of patients data on Electronic Medical Record (EMR)	None	Encoder: Mary Grace Quibilan	1-2 minutes  Depending on the influx of

	<p>5. Referral to Nurse for taking Medical history, signs and symptoms and charting.</p> <p>6. Queuing for consultation</p> <p>7. Medical consultation</p> <p>8. Referral to Nurse/Midwife for medicine dispensing and advice</p>	<p>None</p> <p>Laboratory and Diagnostic Results - if available.</p> <p>Medical Records Prescription Referral -if needed</p>	<p>Marriane Khrislie Murro, RN</p> <p>Dr. Shalimah Radiamoda</p> <p>Marriane Khrislie Murro,RN/Janneth Gutierrez,RM</p>	<p>patients</p> <p>5-7 minutes</p> <p>2-3 minutes</p>
<p><b>II. Immunization</b></p>	<p>1. Registration of Health Records</p> <p>-Retrieval of record for old patients and Filling up of medical records for new patients.</p>	<p>Family Number/ PhilHealth Number/Baby Book Newborn Screening result - if</p>	<p>PHA (Florita Aquino/Illuminada Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/</p>	<p>3-5 minutes</p>

		available	Ladyly Tunac)	
	2. Anthropometric measurement (Height and Weight)	None		2-3 minutes
	3. Vital Signs taking	None		2-3 minutes
	4. Encoding of patients data on Electronic Medical Record (EMR) and queuing for vaccination	None	Encoder: Mary Grace Quibilan	1-2 minutes
	5. Vaccination and Health Teaching	None	Marriane Khrislie Murro,RN	10-15 minutes
	6. Dispensing of medicines for fever and pain.	None	Marriane Khrislie Murro,RN/Janneth Gutierrez,RM	2-3 minutes

<b>III. Maternal Care</b>	<ol style="list-style-type: none"> <li>1. Registration of Health Records  -Retrieval of record for old patients and Filling up of medical records for new patients.</li>   <li>2. Anthropometric measurement (Height and Weight)</li>   <li>3. Vital Signs taking</li>   <li>4. Encoding of patients data on Electronic Medical Record (EMR) and queuing for Pre-Natal and Post-Natal consultation</li>   <li>5. Prenatal/postnatal consultation</li> </ol>	<p>Family Number/ PhilHealth Number  Mother's Book</p> <p>None</p> <p>None</p> <p>None</p> <p>Laboratory and Diagnostic Results -if available</p>	<p>PHA (Florita Aquino/Illuminada Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/ Ladyly Tunac)</p> <p>Encoder: Mary Grace Quibilan</p> <p>Janneth Gutierrez, RM/Mila Villarama, RM</p>	<p>3-5 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p> <p>1-2 minutes</p> <p>15-20 minutes</p>

	<p>6. Referral to Physician for Medical consultation if needed.</p> <p>7. Dispensing of medicines/ vitamins/Anti-tetanus shot for pregnant patients. -Providing needed vitamins and health Teaching for post-partum patients.</p>		<p>Dr. Shalimah Radiamoda</p> <p>Janneth Gutierrez,RM /Marriane Khrislie Murro,RN</p>	<p>3-5 minutes</p> <p>3-5 minutes</p>
<b>IV. Family Planning</b>	<p>1. Registration of Health Records  -Retrieval of record for old patients and Filling up of medical records for new patients.</p> <p>2. Anthropometric measurement</p>	<p>Family Number/ PhilHealth Number</p> <p>None</p>	<p>PHA (Florita Aquino/Illuminada Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/ Ladyly Tunac)</p>	<p>3-5 minutes</p> <p>2-3 minutes</p>

	(Height and Weight)			
	3. Vital Signs taking	None		2-3 minutes
	4. Encoding of patients data on Electronic Medical Record (EMR) and queuing for Family Planning consultation	None	Encoder: Mary Grace Quibilan	1-2 minutes
	5. Family Planning consultation	History of previous family planning methods used	Janneth Gutierrez,RM/Mila Villarama,RM	5-10 minutes
	6. Dispensing of family planning commodities	None	Janneth Gutierrez,RM/Mila Villarama,RM	2-3 minutes
<b>V. National Tuberculosis Program</b>	1. Registration of Health Records  -Retrieval of record for old patients and Filling up of medical records for new patients.	None	PHA (Florita Aquino/Illuminada Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/ Ladyly Tunac)	3-5 minutes

	<p>2. Anthropometric measurement (Height and Weight)</p> <p>3. Vital Signs taking</p> <p>4. Encoding of patients data on Electronic Medical Record (EMR)</p> <p>5. Referral to Nurse for taking Medical history, signs and symptoms and charting. Review of laboratory and diagnostic tests done by the patient.</p> <p>6. Medical consultation. Request for further examinations – chest X-ray, GeneXpert</p>	<p>None</p> <p>None</p> <p>None</p> <p>Recent Laboratory and Diagnostic results – if available</p> <p>Previous laboratory and radiologic results</p> <p>Sputum and other diagnostic results</p> <p>History and physical examination findings</p> <p>Sputum and other diagnostic results</p> <p>History and physical examination</p>	<p>Encoder: Mary Grace Quibilan</p> <p>Marriane Khrislie Murro,RN</p> <p>Dr. Shalimah Radiamoda</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>1-2 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p>
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	<p>7. Enrolment in TB Program once confirmed positive. (Start Treatment)</p> <p>8. Integrated Directly Observed Treatment Short Course (iDOTS)</p> <p>9. Repeat sputum examination on the certain months depending on the category</p> <p>10. Issuance of certification for completed/successful treatment</p>	<p>findings</p> <p>Treatment Partner</p> <p>Three sputum samples</p> <p>Negative sputum exam on the end of treatment</p>	<p>Marriane Khrislie Murro,RN</p> <p>Marriane Khrislie Murro,RN</p>	<p>30-45 minutes</p> <p>6 months</p> <p>5-10 minutes</p> <p>5-10 minutes</p>
<b>VI. ANIMAL BITE TREATMENT CENTER</b>	1. Registration of Health Records	Family Number and	PHA (Florita Aquino/Illuminada	3-5 minutes



	-Retrieval of record for old patients and Filling up of medical records for new patients.	PhilHealth Number	Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/ Ladyly Tunac)	
	2. Anthropometric measurement (Height and Weight)	None		2-3 minutes
	3. Vital Signs taking	None		2-3 minutes
	4. Encoding of patients data on Electronic Medical Record (EMR)	None	Encoder: Mary Grace Quibilan	1-2 minutes
	5. Vaccination and Health Teaching	History of Animal Bite	Janneth Gutierrez,RM/Marriane Khrislie Murro,RN	15-20 minutes

**CITIZEN CHARTER  
DENTAL SECTION**

**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:**

. No fees are to be collected in availing dental health services in health centers.  
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**SCHEDULE: MONDAY (8:00 – 5:00PM)**

<b>Office or Division:</b>	PINEDA HEALTH CENTER
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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños (health center based dental services)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification cards –any government issued ID	Government offices
2. Philhealth ID	Philhealth office
3. Family Number	Given upon registration
4. If 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	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)	The assigned PHA for admission of patients will get their Family Envelop from the Record section.	NONE		PHA (Florita Aquino/Illuminada Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/ Ladyly Tunac)
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,RR, TEMP,ETC) for recording. 5.Refer the patient to the Dentist	NONE	10 minutes	PHA (Florita Aquino/Illuminada Camarista/Elizabeth De Guzman/ Luzviminda Delos santos/ Mercedes Falcutila/ Maria Aprilyn Leynes/ Dionila Lopez/ Rosa Mique/ Teresita Reduta/ Ladyly Tunac)

#	CLIENT STEPS	OFFICE ACTIONS	FEES 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.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist::DR. Ben Hur Hernandez
TOTAL:				10 minutes to 2 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