

**CITIZEN CHARTER
SAN MIGUEL HEALTH CENTER**

MEDICAL CONSULTATION AND OTHER HEALTH SERVICES:

Office or Division:	San Miguel Health Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents and referred patients and clients of all ages

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	School, government agencies, barangay
Philhealth ID/Number	Philhealth Office, employer, sponsor
Medical Records, Laboratory results (optional)	Hospital, birthing facility, laboratory or other health facilities

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Medical Consultation	<ul style="list-style-type: none"> a. Retrieval of existing personal health record b. Anthropometric measurement c. Vital signs d. Queuing for consultation e. Medical consultation by Health Center Physician f. Dispensing and advice by Nurse or Midwife 	None	15-30 minutes	Pasig City Health Aide on Duty Dr. Nilda S. Del Rosario Ms. Mary Joy C. Ocampo, PHN Mr. Ave Kin R. Santor, RN
2	Immunization	<ul style="list-style-type: none"> a. Retrieval of existing personal health record b. Anthropometric measurement 	None	15-30 minutes	Pasig City Health Aide on Duty Dr. Nilda S. Del

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> c. Vital signs d. Queuing for vaccination e. Vaccination of infants 0-23 months f. Advice and follow up visit 			<p>Rosario</p> <p>Ms. Mary Joy C. Ocampo, PHN</p> <p>Mr. Ave Kin R. Santor, RN</p> <p>Ms. Corazon C. Concepcion</p>
3	Maternal Care	<ul style="list-style-type: none"> a. Retrieval of existing personal health record b. Anthropometric measurement c. Vital signs d. Queuing for prenatal/postnatal consultation e. Dispensing of supplements for pregnant and newly delivered mothers 	None	15-30 minutes	<p>Pasig City Health Aide on Duty</p> <p>Ms. Analiza M. Magante, PHM</p> <p>Ms. Corazon C. Concepcion, PHM</p> <p>Ms. Maria Jiazmin Cagoyong, BNS</p>
4	Family Planning	<ul style="list-style-type: none"> a. Retrieval of existing personal health record b. Anthropometric measurement c. Vital signs d. Queuing for family planning services e. Family planning consultation and counselling f. Dispensing of Family Planning commodities 	None	10-20 minutes	<p>Pasig City Health Aide on Duty</p> <p>Ms. Analiza M. Magante, PHM</p>
5	Tuberculosis Control Program	<ul style="list-style-type: none"> a. Anthropometric measurement b. Vital signs c. Review of symptoms and results of diagnostic examination (Chest X-ray, Xpert) 	None	<ul style="list-style-type: none"> a-c. 15-30 minutes d. 1 day DOTS: 6 months – 1 year (depending on TB Classification) 	<p>Pasig City Health Aide on Duty</p> <p>Dr. Nilda S. Del Rosario</p> <p>Ms. Corazon C. Concepcion, PHM</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		d. Enrolment in TB DOTS e. Integrated Directly Observed Treatment Short Course			
6	Nutrition assessment and counselling	a. Anthropometric measurement b. Nutrition assessment c. Counselling d. Dispensing of supplies as needed	None	10-20 minutes	Mr. Darwin B. Marcos, ND Ms. Maria Jiazmin C. Cagoyong, BNS
TOTAL:				10-30 minutes or longer depending on patient load	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Patient/client exit interview Suggestion box
How feedback is processed	Collated, and discussed among health personnel and superiors for recommendation and solution
How to file a complaint	Written complaint addressed to San Miguel Health Center or Pasig City Health Department, 5 th floor, Pasig City Hall
How complaints are processed	To be received, for review, and disposition by the Health Center Physician or the City Health Department.
Contact Information	Pasig City Health Office: (02) 8643-1111 loc 391 San Miguel Barangay Hall: 086429510

**CITIZEN CHARTER
SAN MIGUEL HEALTH CENTER 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.

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

Office or Division:	DENTAL SECTION
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños (health center based dental services)

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)

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		NONE		

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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)				
2	Approach the PHA	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	NONE	10 minutes	Dr.Olivia G.Col-long./ Pasig Health Aide
3.	Encoding for electronic medical records	1. Encoding of patient records in EMR system.	NONE	10-15 minutes	Dr.Olivia G.Col-long.
4.	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	Dr.Olivia G.Col-long.
5.	Recoding of the treatments done in the EMR.	The dentist shall encode all the procedures and treatments done, medications prescribed and given to the patient in the EMR.	NONE	10-15 minutes	Dr.Olivia G.Col-long.
TOTAL:				10 minutes to 2 hours depending on the difficulty of the dental treatment	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				provided	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through Telephone hotline, 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, 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