

**CITIZEN CHARTER
STA.LUCIA HEALTH CENTER (MAIN)**

NAME OF SERVICE: HEALTH SERVICES

Brief Description of the service:

Sta.Lucia Health Center (Main) is a health facility providing access to quality health care and addressing the health needs of our constituents.

Office or Division:	CHD/Sta.Lucia Health Center (Main)
Classification:	Health Center
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Pasigueños residing in barangay Sta.Lucia and all nearby Barangay included in the Health Center Cluster.

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 physician	Referring physician (government or private physician)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to avail services: a. Approach staff and inform them what service you need b. get a number queue	<ol style="list-style-type: none"> 1. Arrange patient's line in order 2. Obtain patient's name and family number 3. Identify patient's needed services 4. Lead the patient's to the waiting area and let him wait for his number to be called 	none	2 minutes 1 minute 1-2 minutes 1 minute	PHA Annabelle Santos Josephine Taguam Ruby Limos Eleanor Bailon Venus Pagulayan Milagros Rosal Rosemary Jane Guittap Elisa Baldovino Encoder Trinidad Bautista
2	Wait for your number to be called according to	<ol style="list-style-type: none"> 1. Obtain patient's needed information 	none	5 minutes	PHA Annabelle

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the services needed	<ul style="list-style-type: none"> get chief complaint 2. Perform history taking 3. Vital signs monitoring 		<ul style="list-style-type: none"> 5 minutes 5 minutes 	<ul style="list-style-type: none"> Santos Josephine Taguam Ruby Limos Eleanor Bailon Venus Pagulayan Milagros Rosal Rosemary Jane Guittap Elisa Baldovino
3	Availment of medical services such as: <ul style="list-style-type: none"> a. Medical Consultation b. Pre-natal Check up c. National Immunization Program d. Family Planning e. National Tuberculosis Program f. Non-communicable Disease 	<ul style="list-style-type: none"> 1. Medical Consultation 2. Perform Physical Examination 3. Prescribed needed medication 4. Perform Counselling 5. Advise patient for follow-up and refer if needed 	none	<ul style="list-style-type: none"> 5-10 minutes 5-10 minutes 5 minutes 5 minutes 5 minutes 	<ul style="list-style-type: none"> Maritess M. Chua, MD
4	Availment of available free medicines	<ul style="list-style-type: none"> 1. Dispensing of available medicines 2. Giving of proper instructions regarding prescribed medicines 	none	<ul style="list-style-type: none"> 3-5 minutes 5-10 minutes 	<ul style="list-style-type: none"> Melody F. Doctora, RN/ Sherlinda H. Monasterio, RM
	TOTAL:			33 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send feedback by answering feedback form and placing it in a suggestion box
How feedback is processed	<ul style="list-style-type: none"> • Open suggestion box daily • Acknowledge each comments and suggestions • Identify specific areas of improvement and ways to make changes • Conclude with positive action
How to file a complaint	<ul style="list-style-type: none"> • Entertain patient's complain and refer them and refer them to Ugnayan sa PAsig
How complaints are processed	<ul style="list-style-type: none"> • Respond to written memo within 72 hours
Contact Information	Contact number of Health Center: none Email address of Health Center: staluciahcpasig@gmail.com Address of Health Center: Countryside Ave. corner Rosario Village Sta.Lucia Pasig City

DENTAL CITIZEN CHARTER STA.LUCIA HEALTH CENTER MAIN

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; consultation/ oral examination, counselling/ dental health education, tooth extraction, oral prophylaxis, 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, panoramic/ cephalometric radiograph, tooth restoration and sealants.

FEES:

A. No fees are to be collected in availing dental health services in health centers.

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

Office or Division:	STA.LUCIA HEALTH CENTER MAIN / CITY HEALTH OFFICE (Dental)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Pasigueños (health center based dental services) Pasigueños and non-pasigueños (dental services provided at dental office Pasig City hall)
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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	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 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		NONE		
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)	NONE	10 minutes	Dental Aide: Amalia T. Celones PHA Annabelle Santos Josephine Taguam Ruby Limos Eleanor Bailon Venus Pagulayan Milagros Rosal Rosemary Jane

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		5.Refer the patient to the Dentist			Guittap Elisa Baldovino
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	Dentist Marilou D. Dawi, DMD
TOTAL:			NONE	10 minutes to 2 hours depending on the difficulty of the dental treatment provided	Dental Aide: Amalia T. Celones PHA Annabelle Santos Josephine Taguam Ruby Limos Eleanor Bailon Venus Pagulayan Milagros Rosal Rosemary Jane Guittap Elisa Baldovino Dentist: Marilou D. Dawi, DMD

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