

**CITIZEN CHARTER
STA. LUCIA MINI HEALTH CENTER**

PRIMARY HEALTH CARE PROVIDER

Office or Division:	Sta. Lucia Mini Health Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Constituents of Brgy. Sta. Lucia/Catchment area of Sta. Lucia Mini Health Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Residence -Voter's ID -Senior ID -PWD ID	-Pasig City Hall -Office of the Senior Citizen Affairs - Persons with Disability Affairs Office
2. PhilHealth	-Pasig PhilHealth

General Consultation. Monday to Friday, 8am-5pm.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Health workers at triage area	>Ask the patient to fill out the following forms (First Time) >Risk Assessment Form -20 y/o and above >ADHEP Form -10-19 y/o >Pregnant Form: -Maternal Client Record >Individual Treatment Record >Pedia Immunization Record >Get Vital Signs -BP, HR, RR, Temperature -Height, Weight, BMI	NOT APPLICABLE	5-10 Minutes	PHA Evangeline E. Pimentel, RM PHA
2	Present Valid ID like Cedula, Senior ID, PWD ID, PhilHealth etc.				PHA
3		Encoding		1-2 Minutes	Doctor/Nurse/Midwife/Encoder Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM Aira Patricia D. Yu
4	Proceed to OPD for >General Consultation >Proceed to Pharmacy	>Interview the patients regarding subjective complaints >Assessment Final Diagnosis of patient >Management of patient accordingly >Release of medications		3-5 Minutes 5-10 Minutes 3-5 Minutes	Maria Teresa L. Divino, MD Nurse/Midwife Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM

Prenatal Check-up. Monday to Friday. 8am to 5pm.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Give Mother's Book	Retrieve Mother's Record		2 Minutes	PHA
2	Submit all laboratory results/ultrasound	<ul style="list-style-type: none"> - Collate all laboratory/ultrasound results and attach to Maternity Service Form - Vital signs and weight recorded - Tetanus toxoid and previous history taken 		5-10 Minutes	<p>PHA</p> <p>Nurse/Midwife</p>
3		Encoding		1-2 Minutes	<p>Nurse/Midwife/Encoder</p> <p>Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM Aira Patricia D. Yu</p>
4	Proceed to OPD for Prenatal check-up	<ul style="list-style-type: none"> ➤ Interview patient regarding present pregnancy - Fundic Height, Fetal Heart Rate and recorded - All term patients will undergo internal examinations - Advised and prescription of medicine will be given - Advice regarding follow-up 		5-10 Minutes	<p>Doctor/Nurse/Midwife</p> <p>Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM</p> <p>Maria Teresa L. Divino, MD</p>

Postpartum. Monday to Friday. 8am to 5pm.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach health staff at triage area	Retrieve maternal client record Vital signs recorded		3-5 Minutes Rest for 5 Minutes	Doctor/Nurse/Midwife Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM
2		Encoding		1-2 Minutes	Doctor/Nurse/Midwife/Encoder Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM Aira Patricia D. Yu
3	Proceed to OPD for postpartum check-up	<ul style="list-style-type: none"> ➤ Interview patient regarding subjective complaints experienced after discharged from lying-in/hospital ➤ Discuss benefits of breastfeeding ➤ Discuss Family Planning Method ➤ Give Postpartum Medication <ul style="list-style-type: none"> -Vitamin A -Calcium, Iron with Folic Acid ➤ Advise patient for follow-ups 		5-10 Minutes	Doctor/Nurse/Midwife Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM

National Immunization Program. Every Wednesday. 8am to 5PM.

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Give Immunization booklet	<ul style="list-style-type: none"> ➤ Retrieve patients record ➤ Interview mother about the baby's health. ➤ Get : Vital signs, HR, RR, Temperature, Height and Weight 		5-10 Minutes	<p>PHA</p> <p>PHA, Midwife, Nurse</p>
2		Encoding		1-2 Minutes	<p>Doctor/Nurse/Midwife/Encoder</p> <p>Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM Aira Patricia D. Yu</p>
3		<ul style="list-style-type: none"> ➤ Immunization of baby according to schedule ➤ Advise and prescription of medication If needed ➤ Advice regarding follow-up 		5 Minutes	<p>Nurse/Midwife</p> <p>Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM</p> <p>Maria Teresa L. Divino, MD</p> <p>Doctor/Nurse/Midwife</p> <p>Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM</p>

National Tuberculosis. Monday to Friday. 8am to 5pm.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Triage	<ul style="list-style-type: none"> ➤ Retrieve patients record ➤ Get: Vital signs, BP, HR, RR, Temperature, Height, Weight, BMI. ➤ Interview patient regarding subjective complaints ➤ Assessment/Final Diagnosis ➤ Management -request CXR ➤ Advise for follow up: IF: CXR positive for TB: <ul style="list-style-type: none"> - Request for gene xpert - Manage accordingly 		5-10 Minutes	<p>PHA</p> <p>Nurse/Midwife</p> <p>Anna Liza L. Acuba, RN Evangeline E. Pimentel, RM</p> <p>Maria Teresa L. Divino, MD</p> <p>Doctor/Nurse</p> <p>Maria Teresa L. Divino, MD Anna Liza L. Acuba, RN</p>

Monday to Friday. 8am to 5pm.

Services offered:

1. Medical Check-up
2. Prenatal and Postpartum check-up
3. TB-IDOTS, HIV Counselling and Testing
4. Integrated Non-Communicable Diseases
5. National Immunization for Children
6. Leprosy
7. Adolescent
8. Person with Disability
9. Smoking Cessation
10. Prevention of Blindness
11. Nutrition
12. Mental Health
13. Management of Sick Infants and Children
14. STD
15. Family Planning

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Drop feedback in the box provided
How feedback is processed	1. There are questions provided in a piece of paper regarding the services rendered in the health center 2. If Not Satisfied: Sad 😞 If Satisfied 😊
How to file a complaint	1. Complaints should specify the name of person being complained and put in the box provided with sheets of paper and ballpen
How complaints are processed	1. During meeting (preferably in the afternoon, daily) complaints are read by the unit head and will be addressed properly and accordingly to avoid/prevent same complaints 2. Daily assessment of work or output will be discussed to correct mistakes and improve attitude towards work and patients
Contact Information	Maria Teresa L. Divino, M.D. – 09369627825 Anna Liza. Acuba, RN – 09294883864 Evangeline Pimentel, RM - 09176054291

DENTAL CITIZEN CHARTER STA.LUCIA MINI

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: TUESDAY & THURSDAY (8:00 – 5:00PM)

Office or Division:	STA.LUCIA MINI / 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)
-----------------------	---

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) 5. Refer the patient to the Dentist	NONE	10 minutes	Dental Aide: Amalia T. Celones PHA: Joanne Grace Casuga Ma. Elena Dulay Nancy Malbog Rosalinda Realino Jessieca Royo Marissa Aldea

#	CLIENT STEPS	OFFICE ACTIONS	FEEES 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	Dentist Marilou D. Dawi, DMD
			NONE	10 minutes to 2 hours depending on the difficulty of the dental treatment provided	Dental Aide: Amalia T. Celones PHA: Joanne Grace Casuga Ma. Elena Dulay Nancy Malbog Rosalinda Realino Jessieca Royo Marissa Aldea Dentist: Marilou D. Dawi, DMD
TOTAL:				30 minutes	

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