

CITIZEN CHARTER KARANGALAN HEALTH CENTER

PRIMARY Healthcare Services

Provision of Community Healthcare services:

- National Immunization Program
- National Safe Motherhood Program
- National Tuberculosis and Control Program
- Family Planning Program
- Adolescent Health and Development Program
- Non communicable disease prevention Program
- Nutrition Program
- Dental Health Program
- Smoking Cessation Program
- Prevention of Blindness (Eye Care)
- Medical Consultation

Schedule of Health Center

	AM	PM
MONDAY	General Consultation / Dental Consultation	TB Consultation, Family Planning, General Consultation / Dental Consultation
TUESDAY	Senior Citizens' Consultation	TB Consultation, Family Planning, General Consultation / Dental Consultation
WEDNESDAY	Immunization / Dental Consultation	TB Consultation, Family Planning, General Consultation / Dental Consultation
THURSDAY	General Consultation / Dental Consultation	TB Consultation, Family Planning, General Consultation/ Dental Consultation
FRIDAY	Prenatal Consultation / Dental Consultation	TB Consultation, Family Planning, General Consultation/Dental Consultation

Office or Division:	City Health Department - KARANGALAN HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Citizens of Pasig within the Catchment area of Karangalan Health center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • For RETURNING patients or on the same household Family Number • For NEW patients Identification Card (Preferably Philhealth ID) <p>If client is below 18 years old,, must be accompanied by a parent or guardian</p>	<p>Issued on the first visit on Health Center</p> <p>Unique Family number will be issued upon admission</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Schedule of Healthcare services	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>A. Registration</p> <ul style="list-style-type: none"> Logbook registration <p>For returning patients</p> <p>Present Family Number</p> <p>For New patients</p> <p>Present an Identification Card for data gathering and recording purposes</p>	Assist patient to fill up logbook upon entry	N/A	1 min	Security / Pasig Health Aide
2	<p>EMR profiling and recording</p> <p>For Returning patients</p> <p>Present Family Number</p> <p>For New Patients</p> <p>present ID card (preferably PhilHealth ID) for data capturing and profiling</p> <p>Give relevant information/ details for EMR recording</p>	<p>Patient's Data Retrieval</p> <p>Profiling and Data Gathering</p>	NA	2 mins	Encoder, Pasig Health Aide Razel Migano (Encoder)
3	<p>Vital Signs Taking</p> <p>Wait for Vital Signs to be taken such as Blood Pressure , Respiratory Rate, Height and Weight etc.</p>	Blood pressure, Pulse Rate, Respiratory Rate, Height / Weight , Temperature Taking	NA	3 mins	Pasig Health Aide
4	<p>Admission</p> <p>Address Chief Complaint/s and other pertinent health details, Answer truthfully questions of the Health Staff</p>	Assessment of Health Status eg: Chief Complaint, History Taking, Health Interviews, Immunization Records, Medications taken	NA	3 mins	Nurse / Midwife / Dental Aide / BNS Fe Labrador (Nurse) Judith Lacsamana (Midwife) Sonia Nunez (Dental Aide)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Loreli Andrada (BNS)
5	Doctor's / Dentist / Nutritionist Consultation Wait for your Name to be called for Doctor's / Dentist's consultation	Physical Assessment, Diagnosis, Medical Intervention, Care Plan, Follow up care Provide necessary Dental Treatment	NA	Medical 5-15 mins Dental 10mins - 1 Hour	Physician / Dentist Dr, Kimberly Mirald C. Uy (Physician) Dr. Ana Rochelle Sasoy (Dentist) Jane A Medenilla (Nutritionist/Dietician)
6	Medicine Dispensing and Home care instruction Wait for Name to be called for Take Home Medicine and other instruction	Dispensing of medicines with intake instructions, referrals, prescription, health teaching and home care plan	NA	3 mins	Nurse / Midwife Mareon Villegas - Nurse Nymia Picones - Midwife
TOTAL:				Medical 17 mins - 27 mins Dental 22 mins - 1hour and 12 mins	

Pasig Health Aides

Emeila Palmes
Marimii Sison
Elizabeth Peras

Ana Lissa Amit
Rita Unabia
Loreta Barria
Imelda Lubio

Esterlita Cardillo
Rosario Espenocillo

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through Email, Text Message, Phone Calls and Feedback forms, Social Media page of Pasig Information Office
How feedback is processed	Briefing of Health Center Staff
How to file a complaint	Through Email, Text Message, Phone Calls and Feedback forms, Social Media page of Pasig Information Office

How complaints are processed	Briefing of Health Center Staff upon receipt of complaint/s
Contact Information	karangalanhc@gmail.com

**CITIZEN CHARTER
KARANGALAN 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:

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

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

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<ul style="list-style-type: none"> For RETURNING patients or on the same household Family Number For NEW patients Identification Card (Preferably Philhealth ID) <p>If client is below 18 years old,, must be accompanied by a parent or guardian</p> <p>Schedule of Healthcare services</p>	<p>Issued on the first visit on Health Center</p> <p>Unique Family number will be issued upon admission</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>A. Registration</p> <ul style="list-style-type: none"> Logbook registration <p>For returning patients Present Family Number</p> <p>For New patients Present an Identification Card for data gathering and recording purposes</p>	<p>Assist patient to fill up logbook upon entry</p>	N/A	1 min	Security / Pasig Health Aide
2	<p>EMR profiling and recording</p> <p>For Returning patients Present Family Number</p> <p>For New Patients present ID card (preferably PhilHealth ID) for data capturing and profiling</p> <p>Give relevant information/ details for EMR recording</p>	<p>Patient's Data Retrieval</p> <p>Profiling and Data Gathering</p>	NA	2 mins	Razel Migano (Encoder)
3	<p>Vital Signs Taking</p> <p>Wait for Vital Signs to be taken such as Blood Pressure , Respiratory Rate, Height and</p>	<p>Blood pressure, Pulse Rate, Respiratory Rate, Height / Weight , Temperature Taking</p>	NA	3 mins	Pasig Health Aide / Dental Aide – Sonia Melanie Nuñez

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Weight etc.				
4	Admission Address Chief Complaint/s and other pertinent health details, Answer truthfully questions of the Health Staff	Assessment of Health Status eg: Chief Complaint, History Taking, Health Interviews, Immunization Records, Medications taken	NA	3 mins	Sonia Nunez (Dental Aide)
5	Dentist Consultation Wait for your Name to be called for Dentist's consultation	The dentist in charge shall: 2. Provide oral examination/ consultation 3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient. 5. Prescribe medicines.	NA	10mins - 1 Hour	Dr. Ana Rochelle S. Abayari (Dentist)
6	Medicine Dispensing and Home care instruction Wait for Name to be called for Take Home Medicine and other instruction	Dispensing of medicines with intake instructions, referrals, prescription, health teaching and home care plan	NA	3 mins	Nurse / Midwife Mareon Villegas - Nurse Nymia Picones - Midwife
7	EMR encoding Recording of the treatment/s done in the EMR	The dentist shall encode all dental procedures and treatments done, medications prescribed and given to the patient in the EMR.	N/A	10-15 minutes	Dr. Ana Rochelle S. Abayari (Dentist)
TOTAL:				32 minutes to 1 hour depending on the difficulty of the dental treatment provided	

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