

**CITIZEN CHARTER
MAYBUNGA FLOODWAY HEALTH CENTER**

NAME OF SERVICE

General Consultation, NTP, NIP, Family Planning, Prenatal Consultation

SERVICE INFORMATION: General consultation, NTP, and Family Planning services are available Mondays-Fridays from 8am to 5pm except holidays. NIP is available every Wednesday from 8am to 12pm. Prenatal consultation is every Friday 8am to 12pm.

Office or Division:	City Health Department - Maybunga Floodway Health Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Maybunga Floodway Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Long brown envelope with plastic cover for new patients	- convenience stores/bookstores/school supply stores
2. PhilHealth ID of patient/parents if minor	- PhilHealth Office
3. Baby book	- Hospital/Lying-in clinic/Health Center
4. Prenatal laboratory records	- Hospital/Lying-in clinic/Health Center
5. Chest x-ray result and/or referral letter	- Hospital/Private MD/CHD Medical Officer

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission: Approach triage and inform them of the patient's intent to consult. For old patients, give your family number. For new patients, give your envelope and you will be assigned your family number after admission.	Triage will do initial assessment by asking for patients' chief complaint. They will then retrieve old patients' records and assign family number for new patients.	None	5-10 minutes	PHA
2	Vital Signs	Once the patient is admitted, their vital signs (BP, PR, RR, Temp, O2Sat), height and weight will be checked and	None	3-5 minutes	PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		recorded.			
3	Risk Assessment, RBS, Cholesterol checking (for patients 20 years old and above), Visual acuity test	Patients will be asked a series of questions using the Risk Assessment form. RBS and Cholesterol will be checked by drawing blood through pricking the patient's finger. Senior citizen patients will have their visual acuity checked.	None	10 minutes	PHA and Nurse
4	Queuing for consultation	Health Center staff will give the patient's records to the encoder who will encode patient's details in the EMR and will then queue the patient for consultation	None	10-15 minutes	PHA, Nurse and Encoder
5	Consultation	<ul style="list-style-type: none"> - General consultation: history taking, physical examination, diagnosis; pharmacologic and non-pharmacologic management. Laboratory request, medical certificate, referral, and prescription will be given if necessary. - NIP: birth and delivery history taking - FP: obstetric history taking, counseling - NTP and PICT: consultation/counseling - Prenatal: obstetric and menstrual history taking, laboratory results interpreted, request will be given if necessary 	None	10-15 minutes	<p>Dr. Marjorie Ordinario</p> <p>Dr. Cherry Henson</p> <p>Midwife: Marietta Lavado</p> <p>Nurses:</p> <p>Cesaria Antonia Julian</p> <p>Mark Kenneth Gaela</p> <p>Erika Daganio</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	Medication dispensing	<ul style="list-style-type: none"> - Medications will be dispensed if available according to prescribed dosage and instructions - Immunization - Dispensing of OCPs and condoms, insertion of Implanon, injection of DMPA - Dispensing of TB meds 	None (except for medications not available in our health center)	5-10 minutes	Midwife: Marietta Lavado Nurses: Cesaria Antonia Julian Mark Kenneth Gaela Erika Daganio
TOTAL: 6			0	38-50 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through email, verbally through health center staff, or suggestion box
How feedback is processed	Feedback received verbally will be assessed and responded immediately. Online feedback will be assessed and forwarded to concerned personnel.
How to file a complaint	Through email, verbally through health center staff, or suggestion box
How complaints are processed	Complaints received verbally will be assessed and responded immediately. Online complaints will be assessed and forwarded to concerned personnel.
Contact Information	maybungafloodwayhc@gmail.com

CITIZEN CHARTER MAYBUNGA FLOODWAY 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)

Office or Division:	DENTAL SECTION
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños within the catchment area of Maybunga Floodway Health Center

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)
3. 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	The assigned PHA for admission of patients will either get their Family envelop from the Record	NONE	10 minutes	PASIG HEALTH AIDE or PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>following documents:</p> <p>a. Identification cards: either voter's ID, Senior Citizen's ID, Philhealth ID</p> <p>b. Referral slip coming from a licensed government/ private dentist (if needed)</p> <p>c. for patients below 18 years old, they should be accompanied by a parent or guardian.</p>	<p>section or if they are a new patient, they have to provide a brown envelop for their family.</p>			<p>Florenda Aguirre Luz Marina Albores Grace Caguimbal Maribeth Canceran Mary Grace Ledesma Rosita Luto Marissa Malubay Marissa Munar Celeste Romero</p>
2	Approach the Dental Aide/ Dental Assistant / PHA	<p>Dental Aide/ Dental Assistant/ PHA shall:</p> <ol style="list-style-type: none"> 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	<p>PHA Florenda Aguirre Luz Marina Albores Grace Caguimbal Maribeth Canceran Mary Grace Ledesma Rosita Luto Marissa Malubay Marissa Munar Celeste Romero</p>
3	PHA approach Health Center Encoder or Dentist in charge	<p>The Health Center Encoder or Dentist in charge will provide the necessary details on the EMR (Electronic Medical Record) for the queuing of patients.</p>	NONE	10 minutes	<p>Encoder: Edmundo Berin Dentist: Dr. Michelle Sebastian</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 5. Provide medical prescription with home care instructions as needed. 6. Give the prescription to the Nurse for dispensary of the necessary medications.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dentist: Dr. Michelle Sebastian Nurses: Cesaria Antonia Julian Mark Kenneth Gaela Erika Daganio
5		EMR encoding of the services rendered for the day.	NONE	5-10 minutes	Health Center Dentist
TOTAL:			NONE	10 minutes to 1 hour 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