

**CITIZEN CHARTER  
MAYBUNGA HEALTH CENTER**

<b>Office or Division:</b>	<b>MAYBUNGA HEALTH CENTER</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Residents of Barangay Maybunga based on catchment area (Mga Nakatira sa barangay ng Maybunga base sa lugar na nasasakupan )

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Patient' Family Number (Pampamilyang Numero )	Maybunga Health Center
Medical Prescriptions (Reseta )	Maybunga Health Center Physician
Philhealth Number (Numero ng Philhealth)	Philhealth office
Immunization Record	Maybunga Health Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Talaan ng Pagbabakuna)	
Pre-Natal /Post-Natal Record (Talaan ng mga Buntis at Bagong Panganak)	Maybunga Health Center
T.B. Treatment Card (Talaan ng Paggagamot ng Tuberkulosis)	Maybunga Health Center

## 1.MEDICAL CONSULTATION

### (Pagpapakonsulta/Pagpapagamot

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the triage ,tell what services he/she want to avail and get number  (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients  (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente	None (Wala)	2-5 minutes  (2 –5 minuto )	<b><u>Pasig Health Aides</u></b>  -Nieves O.Garcia -Rosalinda A Nuñez Ma. Luz M.Perez Ma. Luisa B. Santos Reizzle Keith B. Hernandez Christina Rose V.Cruz

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					MadelynM. Almonte
2	<p>Wait to be called for the Triage (initial assessment) ,Anthropometric measurement &amp; Vital Signs</p> <p>(Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang , taas at Vital Signs</p>	<p>Anthropometric measurement (Pagsukat ng Timbang at Taas)</p> <p>Vital signs taking (Pagkuha ng Vital signs )</p> <p>Chief Complaint Taking (Pagkuha ng Punong Reklamo/Nararamdaman )</p>	None (Wala)	2 – 5 minutes (2 –5 minuto)	<p><b><u>Pasig Health Aides</u></b></p> <p>-Nieves O.Garcia</p> <p>-Rosalinda A Nuñez</p> <p>Ma. Luz M.Perez</p> <p>Ma. Luisa B. Santos</p> <p>Reizzle Keith B. Hernandez</p> <p>Christina Rose V.Cruz</p> <p>MadelynM. Almonte</p> <p><b><u>Nurse</u></b></p> <p>Lelma G. Viray</p> <p>Emil Henry D. Molina</p> <p>Kathleen Austria</p> <p><b><u>Midwife</u></b></p> <p>Lorna Tabermejo</p> <p><b><u>Barangay Nutrition Scholar</u></b></p> <p>Josephine M. Sebastian</p>
3	<p>Wait names to be called for consultation</p> <p>(Hintayin ang pangalan</p>	<p>Queing for consultation (Pagpila para sa konsultasyon)</p>	None (Wala)	<p>Modifiable-Depends on patients load</p> <p>(Nagbabago-Depende sa</p>	<p><b><u>Pasig Health Aides</u></b></p> <p>-Nieves O.Garcia</p> <p>-Rosalinda A Nuñez</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	na matawag para sa pagpapakonsulta)			dami ng pasyente)	Ma. Luz M.Perez Ma. Luisa B. Santos Reizzle Keith B. Hernandez Christina Rose V.Cruz MadelynM. Almonte
4	Consultation (Konsultasyon)	Medical Check up (Pagpapatingin at Pagpapagamot)	None (Wala)	Modifiable-Depends on patient needs  (Nagbabago-Depende sa pangangailangan ng pasyente)	<b>Health Center Physician</b>  Socrates M. Manuel M.D.
5	Dispensing of Medicines (Pagkuha ng gamot)	Referral to Nurse/Midwife for Medicine Dispensing and advice  (Pagpapapunta sa Nurse/Midwife para sa pagbibigay ng gamut at pagbibigay ng payo)	None (Wala)	5 – 10 minutes-Depends on the number of medicines prescribed  (5 – 10 minuto) – Depende sa bilang ng gamut na nareseta	<b>Nurse</b>  Lelma G. Viray Emil Henry D. Molina Kathleen Austria  or <b>Midwife</b>  Lorna Tabermejo

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

## 2. IMMUNIZATION

### (PAGBABAKUNA )

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the triage ,tell what services he/she want to avail and get number  (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients  (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente	None (Wala)	2-5 minutes (2 –5 minuto )	Pasig Health Aides
2	Wait to be called for	Anthropometric	None	2 – 5 minutes	Pasig Health Aides

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the Triage (initial assessment) ,Anthropo metric measurement &amp; Vital Signs</p> <p>(Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang , taas at Vital Signs</p>	<p>measurement (Pagsukat ng Timbang at Taas)</p> <p>Vital signs taking (Pagkuha ng Vital signs )</p>	(Wala)	(2 –5 minuto)	Nurse / Midwife Barangay Nutrition Scholar
3	<p>Wait names to be called for vaccination</p> <p>(Hintayin ang pangalan na matawag para sa pagpapabakuna)</p>	<p>Queing for vaccination</p> <p>(Pagpila para pagpapabakuna)</p>	None (Wala)	<p>Modifiable-Depends on patients load</p> <p>(Nagbabago-Depende sa dami ng pasyente)</p>	Pasig Health Aides
4	<p>Vaccination</p> <p>(Pagbabakuna)</p>	<p>Vaccination of infant / children less than 2 years old</p> <p>(Pagbabakuna sa mga sanggol at bata wala pa sa edad 2)</p>	None (Wala)	<p>2 – 5 minutes</p> <p>(2 –5 minuto)</p>	Nurse /Midwife
TOTAL:					

### 3. MATERNAL CARE

#### (PANGANGALAGA SA BUNTIS AT BAGONG PANGANAK)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the triage ,tell what services he/she want to avail and get number  (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients  (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente	None (Wala)	2-5 minutes  (2 –5 minuto )	Pasig Health Aides
2	Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs	Anthropometric measurement (Pagsukat ng Timbang at Taas)  Vital signs taking (Pagkuha ng Vital signs )	None (Wala)	2 – 5 minutes  (2 –5 minuto)	Pasig Health Aides  Nurse / Midwife  Barangay Nutrition Scholar

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang , taas at Vital Signs				
3	Wait names to be called for consultation  (Hintayin ang pangalan na matawag para sa pagpapakonsulta)	Queing for Prenatal/PostNatal Consultation  (Pagpila para sa konsultasyon ng mga Buntis / Bagong Panganak)	None (Wala)	Modifiable-Depends on patients load  (Nagbabago-Depende sa dami ng pasyente)	Pasig Health Aides
4	Consultation  (Konsultasyon)	Prenatal /Postnatal consultation  (Konsultasyon ng mga buntis/bagong panganak)	None (Wala)	15-30 minutes	Nurse  Midwife
5	Dispensing of Medicines  (Pagbibigay ng gamot)	Dispensing Of vitamins and advice for pregnant and newly delivered mothers  (Pagbibigay ng bitamina at payo sa mga buntis at bagong panganak)	None (Wala)	2 - 5 minutes  (2 - 5 minuto)	Nurse  Midwife



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

#### 4. NEWBORN CARE

##### (PANGANGALAGA SA BAGONG SILANG NA SANGGOL)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the triage ,tell what services he/she want to avail and get number  (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	Retrieval of existing personal health records /Filling up of medical records for new patients  (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente	None (Wala)	2-5 minutes  (2 –5 minuto )	Pasig Health Aides
2	Wait to be called for the Triage (initial	Anthropometric measurement (Pagsukat	None (Wala)	2 – 5 minutes	Pasig Health Aides

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	assessment) ,Anthropometric measurement & Vital Signs  (Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang , taas at Vital Signs	ng Timbang at Taas)  Vital signs taking (Pagkuha ng Vital signs )		(2 –5 minuto)	Nurse / Midwife  Barangay Nutrition Scholar
3	Wait names to be called for consultation  (Hintayin ang pangalan na matawag para sa pagpapakonsulta)	Queing for Newborn Care Consultation  (Pagpila para sa konsultasyon ng Bagong silang na sanggol)	None (Wala)	Modifiable-Depends on patients load  (Nagbabago-Depende sa dami ng pasyente)	Pasig Health Aides
4	Consultation  (Konsultasyon)	Newborn Care consultation  (Konsultasyon ng mga bagong silang na sanggol)	None (Wala)	15-20 minutes	Nurse  Midwife
TOTAL:					

## 5. FAMILY PLANNING

### (PAGPAPLANO NG PAMILYA)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Go to the triage ,tell what services he/she want to avail and get number</p> <p>(Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero</p>	<p>Retrieval of existing personal health records /Filling up of medical records for new patients</p> <p>(Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente</p>	None (Wala)	2-5 minutes (2 –5 minuto )	Pasig Health Aides
2	<p>Wait to be called for the Triage (initial assessment) ,Anthropo metric measurement &amp; Vital Signs</p> <p>(Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang ,taas at Vital Signs</p>	<p>Anthropometric measurement (Pagsukat ng Timbang at Taas)</p> <p>Vital signs taking (Pagkuha ng Vital signs )</p>	None (Wala)	2 – 5 minutes (2 –5 minuto)	Pasig Health Aides Nurse / Midwife
3	<p>Wait names to be called for Family Planning consultation</p> <p>(Hintayin ang pangalan na matawag para sa pagpapakonsulta sa</p>	<p>Queing for Family Planning Consultation</p> <p>(Pagpila para sa konsultasyon ng pagpapalano ng pamilya)</p>	None (Wala)	Modifiable-Depends on patients load  (Nagbabago-Depende sa dami ng pasyente)	Pasig Health Aides

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Family Planning)				
4	Consultation (Konsultasyon)	Family Planning consultation  (Konsultasyon para sa pagpapalano ng pamilya)	None (Wala)	15-20 minutes (15 -20 minuto)	Nurse Midwife
5	Dispensing of Medicines or other methods.  (Pagbibigay ng gamot o ibang paraan )	Dispensing of Family Planning medicines or other methods  (Pagbibigay ng gamot o ibang paraan gamit sa pagpapalano ng pamilya)	None (Wala)	5 – 10 minutes depends on methods used  (5 - 10 minuto) depende sa paraan na gagamitin	Nurse Midwife
TOTAL:					

## 6. TUBERCULOSIS CONTROL PROGRAM

### (PROGRAMA SA PAG-SUGPO NG TUBERKULOSIS)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the triage ,tell what services he/she want to avail and get	Retrieval of existing personal health records /Filling up of	None (Wala)	2-5 minutes (2 –5 minuto )	Pasig Health Aides

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	number  (Lumapit sa mga nanunuri ,sabihin ang nais na serbisyo at kumuha ng numero	medical records for new patients  (Pagkuha ng personal na talaan ng pangkalusugan /Pagpuno ng talaang pangkalusugan sa mga bagong pasyente			
2	Wait to be called for the Triage (initial assessment) ,Anthropometric measurement & Vital Signs  (Hintaying matawag para sa inisyal na pagsusuri , pagkuha ng timbang ,taas at Vital Signs	Anthropometric measurement (Pagsukat ng Timbang at Taas)  Vital signs taking (Pagkuha ng Vital signs )  Chief Complaint Taking (Pagkuha ng Punong Reklamo/Nararamdaman )	None (Wala)	2 – 5 minutes  (2 –5 minuto)	Pasig Health Aides  Nurse / Midwife
3	Wait names to be called for check up  (Hintayin ang pangalan na matawag para sa pagpapagamot)	Queing for check up  (Pagpila para sa pagpapagamot)	None (Wala)	5-10	Pasig Health Aides
4	Consultation and Review  (Konsultasyon at Pagsusuri)	Medical Check up and review of symptoms and results of diagnostic exams -sputum	None (Wala)	Modifiable-Depends on patient needs  (Nagbabago-Depende sa pangangailangan ng	Health Center Physician

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		exam ,chest x ray (Paggagamot at pagsusuri sa mga resulta ng eksaminasyon sa plema ,Gene Xpert at X-ray sa Baga)		pasyente )	
5	Enrollment (Pagtatala)	Enrollment in TB Program once confirmed and positive based on Physician decision  (Pagtatala sa Programa ng Tuberkulosis pag nakumpirma at positibo base sa desisyon ng Manggagamot	None (Wala)	5 – 10 minutes-Depends on the number of medicines prescribed  (5 – 10 minuto) – Depend sa bilang ng gamut na nareseta	Nurse  Midwife
6	Giving of Medicines (Pagpapa inom ng gamut)	Giving of Medicines based on Integrated Directly Observed Treatment Short Course (I DOTS)  (Pag papainom ng gamut base sa TUTOK GAMUTAN )	None (Wala)	Within 6 months (Sa Loob ng 6 na Buwan)	Nurse  Midwife
7	Sputum Examinations (Pagsusuri ng plema)	Repeat Sputum Examinations done based on category of TB	None (Wala)	5 -10 minutes (5 – 10 minuto)	Nurse  Midwife

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Treatment (Pag eksaminasyon ulit ng plema base sa kategorya ng paggamot sa Tuberkulosis)			
8	Issuance of Certificate (Pag iisyu ng Sertipikasyon)	Issuance of Certificate for Treatment Completed/Cured  (Pag isyu ng Setipikasyon sa mga natapos sa gamutan/gumaling sa sakit na tuberculosis)	None (Wala)	5 -10 minutes (5 – 10 minuto)	Health Center Physician
TOTAL:					

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	May send feedback to e mail- <a href="mailto:maybungahc@gmail.com">maybungahc@gmail.com</a> (magpadala ng puna sa email <a href="mailto:maybungahc@gmail.com">-maybungahc@gmail.com</a> )
How feedback is processed	Every Friday ,the person in charge of health center open the email ,records all feedback submitted (Kada Biyernes ang taong namumuno sa health center ay bubuksan ang email, itatala ang mga puna na isinumite. Feedback requiring answers are then relayed to the citizen to their email (Ang mga puna na kailangan ng kasagutan ay ipinapadala sa tao sa kanyang e mail
How to file a complaint	May send complaint to e mail – <a href="mailto:maybungahc@gmail.com">maybungahc@gmail.com</a> Make sure to provide the following information: 1. Name of Person being complained 2. Incident 3. Evidence 4. Name of Complainant and telephone (Magpadala ng reklamo sa e mail <a href="mailto:maybungahc@gmail.com">-maybungahc@gmail.com</a> Siguruhin na ibigay ang mga sumusunod na detalye: 1. Pangalan ng Tao na nirereklamo 2. Pangyayari 3. Ebidensiya 4. Pangalan ng nagrereklamo at telepono
How complaints are processed	The Person in Charge of Health Center opens the e mail on a daily basis and evaluates each complaint. Upon evaluation,the person in charge shall start the investigation and forward the complaint to the person being complained for explanation. The Person in Charge will create a report after the investigation and shall submit it to the Head of Agency for appropriate action The Person in charge will give feedback to the client. (Ang Taong Namumuno sa Health Center ay bubuksan ang e mail araw-araw at susuriin ang bawat reklamo.



	<p>Sa pagsusuri ang Taong Namumuno ay mag umpisang mag imbestiga at isusulong ang reklamo sa taong nirereklamo para sa pagpapaliwanag</p> <p>Ang Taong namumuno ay gagawa ng ulat pagkatapos ang imbestigasyon at isusumite sa Pinuno ng Ahensya ang nararapat na aksyon.</p> <p>Ang Taong namumuno ay magbibigay ng katugunan sa kliyente.</p>
Contact Information	Email - <a href="mailto:maybungahc@gmail.com">maybungahc@gmail.com</a>

## CITIZEN CHARTER 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)**

<b>Office or Division:</b>	DENTAL SECTION MAYBUNGA HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños within the catchment area of Maybunga Health Center

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Identification cards: voter's ID/ senior's ID/ Philhealth ID, Family number	COMELEC/ Senior citizen's office/ Philhealth office, health center
2. Referral slip coming from a licensed dentist (if needed)	Referring dentist (government or private dentist)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Minor Patient 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 following documents: a. Identification cards: either voter's ID, Senior Citizen's ID, Philhealth ID Family Number b. Referral slip coming from a licensed government/ private dentist (if needed)		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	NONE	10 minutes	-Hanley Siat Dental Aide  -PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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			
3.	Encoding for Electronic Medical Record	Encoding of patient record in the EMR System	NONE	10-15 minutes	Dr. Annabelle A. De Castro
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. Prescribe medicines	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dr. Annabelle A. De Castro Dentist

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.	Dispensing of Medicine	Dental Aide in charge of dispensing and utilization of medicine	NONE	5 minutes	Hanley Siat – Dental Aide
6.	Recording of the treatment/s done in the EMR	The dentist shall encode all dental procedures and treatments done, medications prescribed and advice given to the patient in the EMR	NONE	10-15 minutes	Dr. Annabelle A. de castro
TOTAL:				10 minutes to 1 hours 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