

**CITIZEN CHARTER
{NAPICO HEALTH CENTER}**

PRIMARY HEALTH CARE

HEALTH PROMOTIONS, ADVISORY, MANAGEMENT AND COUNSELING SERVICES AND EDUCATIONAL PROGRAMMES TO DRIVE LIFESTYLE CHANGES FOR THE PREVENTION OF CHRONIC DISEASES.

SERVICES INCLUDES:

- NATIONAL TUBERCULOSIS PROGRAM
- NATIONAL IMMUNIZATION PROGRAM
- FAMILY PLANNING PROGRAM
- MATERNAL AND CHILD HEALTH PROGRAM
- ADOLESCENT HEALTH AND DEVELOPMENT PROGRAM
- NON-COMMUNICABLE DISEASE PREVENTION AND CONTROL SERVICES
- NUTRITION PROGRAM
- AEDES- BORNE VIRAL DISEASES PREVENTION AND CONTROL PROGRAM
- DENTAL HEALTH PROGRAM
- SMOKING CESSATION PROGRAM
- PRIMARY EYE CARE PROGRAM

Office or Division:	Napico Health Center
Classification:	Simple Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Citizen of Napico

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Citizen of Napico Philhealth	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration	Patient's profiling (EMR), records retrieval, screening	none	3 minutes	PHA and encoder

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Anthropometrics	Vital signs, Ht. and Wt.	none	2 minutes	PHA
3	Triaging	Isolation of symptomatic and asymptomatic patient	none	2 minutes	PHA
4	Admission	Data gathering, (documentation-chief complaints)	none	5 minutes	Midwife, Nurse, PHA
5	Doctor's consultation	History taking, physical Examination, physical assessment, care plan	none	10 minutes	Physician
6	Medication and home instructions	Dispensing of medicines and health teachings, home care plan.	none	3 minutes	Nurse/ Midwife
TOTAL:				25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback form Suggestion box
How feedback is processed	Thru proper communication
How to file a complaint	Verbal and Written communication
How complaints are processed	Thru online communication Verbal and written communication
Contact Information	Napicohc18@gmail.com napicohealthcenter@gmail.com

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NAPICO HEALTH CENTER**

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:	Citizens of Pasig within Napico

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, patient must be accompanied by parent or guardian	

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 (if needed)		NONE		PHA
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. Register patient	NONE	10 minutes	Dental Aide/ Dental Assistant / PHA -Susan Rivas OR Maria Victoria Repane Remot Encoder

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		information for EMR (Electronic Medical Record) 6.Refer the patient to the Dentist			-Shan Vincent C. Fernandez / Helen Rose Celocia
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. 5. Record the patient consultation in EMR and end the patient consultation (end visit)	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist Dr. Fe F. Corpuz
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