

**CITIZEN CHARTER
CITY HEALTH DEPARTMENT**

HEALTH SERVICES

Brief Description of the service: Pinagbuatan Health Center is a Health Facility providing access is quality Health care and addressing the health needs of our consultations:

Office or Division:	CITY HEALTH DEPARTMENT PINAGBUHATAN HEALTH CENTER
Classification:	HEALTH CENTER
Type of Transaction:	G2G – Government to Government
Who may avail:	All Pasigueño residing in Brgy. Pinagbuhatan and all nearby Barangays included in the Health Cluster.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. IDENTIFICATION a. Philhealth ID b. Senior ID c. PWD ID	a. Philhealth office b. Senior office c. PWD office
2. BELOW 18 YEARS OLD MUST BE ACCOMPY BY PARENTS OR GUARDIAN	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	a. Approach staff and tell what service you need. b. Get a number queue	1. Arrange patients line in order 2. Obtain patient name and family number. 3. Identify patients needed services. 4. Lead the patient to the waiting area 5. Let him/her wait for his number to be called.	N/A N/A N/A N/A N/A	2 MINS 2 MINS 1-2 MINS 1 MIN 30SEC-1 MIN	PHA Bathan, Normelita Bautista, Leticia Bautista, Ludivina Eva, Borja Cangas, Teresita Caling, Monchita Detera, Ma. Vilma De Guzman, Elizabeth Estrellado, Luzviminda Ferrer, Jocelyn Jariol, Democrita Lopez, Lorna Mejia, Maricris Padilla, Evelyn Rey, Corazon Ulep, Luzviminda Villarosa, Jessie Viray, Rowena

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	a. Wait for your number to be called according to services needed	1. Obtain patients needed personnel information.	N/A	5 MINS	Angelica C. Mangahas/encoder
		2. Vital signs monitoring	N/A	5 MINS	PHA Bathan, Normelita Bautista, Leticia Bautista, Ludivina Eva, Borja Cangas, Teresita Caling, Monchita Detera, Ma. Vilma De Guzman, Elizabeth Estrellado, Luzviminda Ferrer, Jocelyn Jariol, Democrita Lopez, Lorna Mejia, Maricris Padilla, Evelyn Rey, Corazon Ulep, Luzviminda Villarosa, Jessie Viray, Rowena
		3. Perform history taking	N/A	5 MINS	STAFF Emeriza D. Arandia, RN Rowena S. Duyanon, RM Mary ann J. Edoria, RM
3.	a. Availment of medical services such as a medical consultation b. Pre-natal check-up c. Immunization d. Family planning e. National Tuberculosis program f. Non-Communicable Diseased	1. Medical consultation	N/A	5-10 MINS	Petronila C. Arquero, MD
		2. Perform PE	N/A	5-10 MINS	Petronila C. Arquero, MD
		3. Prescribe needed medicine	N/A	5 MINS	Petronila C. Arquero, MD
		4. Perform counselling	N/A	5 MINS	Petronila C. Arquero, MD
		5. Advised patients for follow up & refer if needed.	N/A	5 MINS	Petronila C. Arquero, MD
4	a. Availment of available free medicines	1. Dispensing of available medicines.	N/A	3-5 MINS	STAFF Emeriza D. Arandia, RN Rowena S. Duyanon, RM Mary ann J. Edoria, RM
		2. Giving of proper instructions regarding prescribed	N/A	5-10 MINS	STAFF Emeriza D. Arandia, RN Rowena S. Duyanon, RM Mary ann J. Edoria, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		medicines			
TOTAL:				73 MINS / 1HR 13 MINS	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Send feedback by answering feedback form & placing it in a suggestion prox.
How feedback is processed	<ul style="list-style-type: none"> Open suggestion box daily Acknowledge each comments and suggestion. Identify specific areas of improvement and ways to make changes
How to file a complaint	<ul style="list-style-type: none"> Conclude with positive action. Entertain patients complain and refer them to ugnayan sa pasig
How complaints are processed	<ul style="list-style-type: none"> Respond to written memo within 72 hours.
Contact Information	<ul style="list-style-type: none"> Contact no. of HC: 09424711068 Email add of HC: doh7667.pinagbuhatan@gmail.com Address of HC: Damayan Urbano Velasco Ave. Pinagbuhatan Pasig.

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 , TUESDAY & THURSDAY (8:00 – 5:00PM)

Office or Division:	PINAGBUHATAN HEALTH CENTER - DENTAL SECTION
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Citizens of Pasig with in the Catchment area of Pinagbuhatan Health Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resident of Pinagbuhatan, Pasig City	Current address of patient
2. Identification cards: Voter's ID Senior Citizen's ID Philhealth ID, if available	COMELEC Senior citizen's office Philhealth office
3. Family Number	Given upon Registration
4. Referral slip coming from a licensed dentist (if needed)	Referring dentist (government or private dentist)
5. If below 18 years old, must be accompanied by parent or legal 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 with the following documents: a. Identification cards: Voter's ID Senior Citizen's ID Philhealth ID b. Referral slip coming from a licensed government/ private dentist (if needed)	PHA in charge shall: 1. Check or know what is the patient's purpose or concern 2. Obtain the patient's record. Provide Individual Treatment	NONE	10 minutes	PHA in charge: Bathan, Normelita Bautista, Leticia Bautista, Ludivina Eva, Borja Caling,

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Record for new patients			Monchita Cangas, Teresita Detera, Ma. Vilma De Guzman, Elizabeth Estrellado, Luzviminda Ferrer, Jocelyn Jariol, Democrita Lopez, Lorna Mejia, Maricris Padilla, Evelyn Rey, Corazon Ulep, Luzviminda Villarosa, Jessie Viray, Rowena
2	Approach the PHA in charge	<p>PHA in charge 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 	NONE	10 minutes	<p>PHA in charge:</p> <p>Bathan, Normelita Bautista, Leticia Bautista, Ludivina Eva, Borja Caling, Monchita Cangas, Teresita Detera, Ma. Vilma De Guzman, Elizabeth Estrellado,</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>signs of the patient (BP, etc.) and record it in the individual treatment record (ITR)</p> <p>5. Refer the patient to the Dentist</p>			<p>Luzviminda Ferrer, Jocelyn Jariol, Democrita Lopez, Lorna Mejia, Maricris Padilla, Evelyn Rey, Corazon Ulep, Luzviminda Villarosa, Jessie Viray, Rowena</p>
3.	Proceed to Encoding. Present Philhealth, ID if available	Encodes/records patient's profile in Electronic Medical Record (EMR)	NONE	10 minutes	Angelica Cruz
4.	Approach the Dentist in charge	<p>The dentist in charge shall:</p> <ol style="list-style-type: none"> 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 medication, if necessary 6. Encodes all the details of the patient including diagnosis, vital signs, 	NONE	10 minutes to 1 hour depending on the dental treatment provided	Camille Rubiales, DMD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		treatments and medications prescribed Electronic Medical Record (EMR)			
5..	Proceed to the Pharmacy and ask for free medicine, if available	The nurse in charge will dispense the medication prescribed by the dentist.	NONE	10 minutes	Emeriza Arandia, RN
TOTAL:				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

