



CITIZEN CHARTER

PINAGBUHATAN PUERICULTURE CENTER

I. Medical Consultation

-The primary goal of this program is to offered medical assessment and management of non-communicable and communicable diseases to the residents of Pinagbuhatan under the catchment area of Pinagbuhatan Puericulture Center free of charge. Medical Consultation schedule is every day from Monday to Friday at 8:00am to 5:00pm.

Office or Division:	PINAGBUHATAN PUERICULTURE CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Barangay Pinagbuhatan Residents and nearby Barangay with referral from other Health Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards	Government Agencies
Philhealth ID or MDR	Government Agencies

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
2	For Old patients: - Present patient's record number For new patients: - Fill up the Patient Demographic Form Pediatrics: Provide information needed for Admission Adolescent 10 to 19	Retrieve patient's record -Provide patient's record number and Patient demographic Form - Provide information needed for Admission -Interview patient and accomplish INCD forms.	FREE	3-5minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>years old: Provide information needed for Admission and HEADDSS Tool</p> <p>Aged 20 years old above: Provide information needed for INCD assessment</p> <p>Dental Patients -Provide information needed for Dental Services (Medical and Dental history)</p>				
3.	Provide answers to personal -demographic data -medical history and other pertinent health information	<p>Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.</p> <p>For Senior Citizen- Provide Primary Eye Care Assessment</p>	FREE	2-3minutes	<p>Nurse:</p> <ul style="list-style-type: none"> - Vianney Anne A. Docil - Gemmalyn V. Laman <p>Midwife:</p> <ul style="list-style-type: none"> - Lalaine D. Sugetarios - Neriza B. Daza <p>Pasig Health Aides</p> <ul style="list-style-type: none"> - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
4.	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	3-5 minutes	<p>Encoder:</p> <ul style="list-style-type: none"> - Erica Rose J. Umali
5.	Have a seat and wait to be called	<p>Observe proper queuing of patients</p> <p>-Encode Patient chief complaint and other pertinent Data.</p>	FREE	5-10minutes	<p>Nurse:</p> <ul style="list-style-type: none"> - Vianney Anne A. Docil - Gemmalyn V. Laman <p>Midwife:</p> <ul style="list-style-type: none"> - Lalaine D. Sugetarios - Neriza B. Daza <p>Pasig Health Aides</p> <ul style="list-style-type: none"> - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
6.	Proceed to consultation	Review medical history, physical examination, assessment, issue prescription and provide	FREE	5-10minutes	<p>Physician</p> <p>Imelda S. Villaroman, MD</p>

		health teachings.			
7.	Wait for dispensing of medicines and other instructions.	Dispense medicines and give proper home meds instruction.	FREE	2-3minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza
TOTAL>>>>>			FREE	20-30 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Report complaint through Ugnayan sa Pasig facebook page Contact info: ugnayan@pasigcity.gov.ph ;
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	The Complaints Officer receive the complaints on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 8-643-0000 (Cityhall)

CITIZEN CHARTER

PINAGBUHATAN PUERICULTURE CENTER

Primary Health Care Services

National Immunization Program

- The primary goal of this program is to minimize morbidity and death among children from the most prevalent vaccine-preventable diseases (VPDs), which include tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis, and measles.

Office or Division:	PINAGBUHATAN PUERICULTURE CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All infants and children within the given target age, pregnant women and senior citizens needing vaccination.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Vaccination Record ➤ Any government valid identification cards ➤ Philhealth/MDR 	<p>For infant-vaccination record/ medical record from the birthing place given</p> <p>For infants transferring from other facility- the previous health service provider</p> <p>For Senior Citizen (with previous vaccine given) vaccination record given from the previous provider</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>For Old patients: - Present patient's record number and vaccination record</p> <p>For new patients: - Fill up the Patient Demographic Form</p>	<p>Retrieve patient's record</p> <p>-Provide patient's record number and Patient demographic Form</p> <p>- Provide information needed for Admission</p> <p>-Interview patient and accomplish INCD forms</p>	FREE	3-5 MINUTES	<p>Pasig Health Aides</p> <ul style="list-style-type: none"> - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
2	Provide answers to	1. Interview the patient/	FREE	2-5 MINUTES	Nurse:

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	personal -demographic data -medical history and other pertinent health information	guardian about the vaccine history 2. Checks the completeness of pertinent data needed 3. Accurate measurement of height, weight, temperature and blood pressure			- Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
3	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	2-3 minutes	Encoder: - Erica Rose J. Umali
4	Vaccination Proper	1. Patient assessment. If patient is eligible for vaccination proceed with the needed vaccine. If not, refer to Physician for further medical management. 2. Explaining to patient/ patient's guardian the vaccine that will be given and providing information of after care. 3. Giving the vaccine needed 4. Issuance of vaccination Card	FREE	5-10 minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza Physician: - Imelda S. Villaroman, MD
5	Dispensing of medicine	Dispense medicines and give proper home meds instruction.	FREE	1-2 minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza
TOTAL:				15-20 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Report complaint through Ugnayan sa Pasig facebook page Contact info: ugnayan@pasigcity.gov.ph :
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	The Complaints Officer receive the complaints on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 8-643-0000 (Cityhall)



CITIZEN CHARTER

PINAGBUHATAN PUERICULTURE CENTER

Primary Health Care Services

National Tuberculosis Program

- The National Tuberculosis Control Program (NTP) aims to reduce tuberculosis mortality and incidence in the country, as well as to reduce catastrophic expenditures and deliver patient-responsive health services.

Office or Division:	PINAGBUHATAN PUERICULTURE CENTER
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All TB cases and referred TB cases needing consultation/ assessment/ evaluation and treatment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. National Tuberculosis Program ➤ Latest laboratory result a) DSSM, Sputum GeneXpert examination b.) CBC, Urinalysis, FBS, Creatinine, Lipid Profile c.) Latest X-ray result with film d.) Referral from other health facility (if applicable) ➤ Any government valid identification cards ➤ Philhealth/MDR	Hospital/ Accredited Laboratory Facility Referring facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For Old patients: - Present patient's record number and vaccination record For new patients: - Fill up the Patient Demographic Form	Retrieve patient's record -Provide patient's record number and Patient demographic Form - Provide information needed for Admission -Interview patient and accomplish INCD forms	FREE	3-5 MINUTES	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Admit Patient and classify all TB Symptomatics for triage	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.	FREE	2-5 MINUTES	<p>Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman</p> <p>Midwife: - Lalaine D. Sugetarios - Neriza B. Daza</p> <p>Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes</p>
3	<p>Proceeds to waiting area until name is called</p> <p>Present record /referral/endorsement for evaluation of treatment</p>	<p>1.Instructs patient to proceed to waiting area</p> <p>2.Interviews patient, checks for completeness of requirements</p>	FREE	5-10 MINUTES	<p>Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman</p> <p>Midwife: - Lalaine D. Sugetarios - Neriza B. Daza</p>
4.	Proceeds to consultation room for assessment of the Rural Health Physician	Review medical history, physical examination, assessment, issue prescription and provide health teachings.	FREE	5-10 minutes	Physician: - Imelda S. Villaroman, MD
5	<p>Proceed to NTP Health Staff for initiation of treatment or other instructions</p> <p>Fill out TBDC Form for clinical diagnosed TB case</p>	<p>1. Issuance of form</p> <p>2.Checks completeness of pertinent data</p> <p>3. Instruct Patient for Sputum / specimen collection</p> <p>4.Perform PICT and RBS/FBS on patient and further health teachings</p> <p>5.Dispense of NTP medicines</p> <p>6.Giving the patient Treatment record copy</p> <p>7.Educate the patient on potential adverse effects and what to do if they occur.</p>	FREE	15-20 minutes	<p>Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman</p> <p>Midwife: - Lalaine D. Sugetarios - Neriza B. Daza</p>
TOTAL:				30-50 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Report complaint through Ugnayan sa Pasig facebook page Contact info: ugnayan@pasigcity.gov.ph ;
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	The Complaints Officer receive the complaints on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 8-643-0000 (Cityhall)



CITIZEN CHARTER

PINAGBUHATAN PUERICULTURE CENTER

Primary Health Care Services

FAMILY PLANNING PROGRAM

- The National Family Planning Program aims to ensure that every Filipino has a universal access to correct information, medically safe, legal, non abortifacient effective and culturally acceptable modern family Planning methods. It focused on reducing unintended pregnancy by increasing use of birth control and family planning services, It's also role is to support a woman and her partner in choosing the method of Family Planning that best suits them and to support them in solving any problems that may arise with the selected method.

Office or Division:	PINAGBUHATAN PUERICULTURE CENTER
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All Barangay Pinagbuhatan Residents and nearby Barangay with referral from other Health Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Any government valid identification cards ➤ Philhealth/MDR 	Government Agencies

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
2	For Old patients: - Present patient's record number For new patients: - Fill up the Patient Demographic Form Adolescent 10 to 19 years old: Provide information needed for Admission and HEADDSS Tool Aged 20 years old above:	Retrieve patient's record -Provide patient's record number and Patient demographic Form - Provide information needed for Admission -Interview patient and accomplish INCD forms.	FREE	3-10minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Provide information needed for INCD assessment				
3.	Provide answers to personal -demographic data -medical history and other pertinent health information	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.	FREE	2-3minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza Pasig Health Aides
4.	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	3-5 minutes	Encoder: - Erica Rose J. Umali
5.	Have a seat and wait to be called	Observe proper queuing of patients	FREE	5-10minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza Pasig Health Aides
6.	Proceed to Family Planning Counselling	-Greet the client -Ask the clients about themselves -Tell them all about Family Planning Methods -Help them to choose a method -Explain how to use a method -Appoint a return visit for follow up	FREE	20-30minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza
TOTAL			FREE		30-45 minutes

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Report complaint through Ugnayan sa Pasig facebook page Contact info: ugnayan@pasigcity.gov.ph :
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CITIZEN CHARTER

PINAGBUHATAN PUERICULTURE CENTER



PRE-NATAL AND POST NATAL CARE CONSULTATION

-The primary goal of this program is to prevent complications during pregnancy and after the baby arrives is receiving quality pre natal and post natal care. The steps entailed in maintaining the health of mother and baby before and after delivery include care services and support tailored to each woman's individual needs.

Office or Division:	PINAGBUHTAN PUERICULTURE CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Pregnant and Post Partum women residing at Barangay Pinagbuhatan and nearby Barangay.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards (Philhealth ID or MDR)	Government Agencies
Mother's Pregnant Record Book	Hospital/ Accredited Laboratory Facility
Laboratory request from other Facility	Referring facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
2	For Old patients: - Present patient's record number For new patients: - Fill up the Patient Demographic Form Adolescent 10 to 19 years old: Provide information needed for Admission and HEADDSS Tool	Retrieve patient's record -Provide patient's record number and Patient demographic Form - Provide information needed for Admission -Interview patient and accomplish INCD forms.	FREE	3-10minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Aged 20 years old above: Provide information needed for INCD assessment				
3.	Provide answers to personal -demographic data -medical history and other pertinent health information	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form.	FREE	2-3minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
4.	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	3-5 minutes	Encoder: - Erica Rose J. Umali
5.	Have a seat and wait to be called	Observe proper queuing of patients	FREE	5-10minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza
6.	Proceed to Pre-natal Care/Post natal care	Review medical history, physical examination, assessment (FHT and FH), Tetanus Vaccine , laboratory referrals and provide health teachings. If with Laboratory Findings seems to be abnormal, refer to Physician for further medical management	FREE	10-15minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Lalaine D. Sugetarios - Neriza B. Daza Physican: - Imelda S. Villaroman, MD
7.	Proceed to Nutrition Room	Provide Health Teaching regarding Pre-natal/Post Partum Nutrition. Provide Ferrous Sulfate and others nutritional care for Pre-natal Patient and Vitamin A Supplement for post partum patient	FREE	5-10minutes	Nutritionist/Dietician: - Alvin Limbauan BNS: - Concepcion M. Valenzuela

TOTAL	FREE	30-40minutes
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box.</p> <p style="text-align: right;">and/or</p> <p>Contact info:</p>
How feedback is processed	<p>Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.</p>
How to file a complaint	<p>Report complaint through Ugnayan sa Pasig facebook page</p> <p>Contact info: ugnayan@pasigcity.gov.ph:</p>
How complaints are processed	<p>Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.</p>
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CITIZEN CHARTER

PINAGBUHATAN PUERICULTURE CENTER



Dispensing of Maintenance Medicine

- Providing Maintenance Medicine to all citizen of Barangay Pinagbuhatan together with their medicine Prescription within the availability of the medicine provided by the City hall and the Barangay.

Office or Division:	PINAGBUHATAN PUERICULTURE CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Barangay Pinagbuhatan Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards (Philhealth ID or MDR)	Government Agencies
Medicine Prescription from attending Physician Small notebook	Attending Physician Patient expense

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
2	For Old patients: - Present patient's record number For new patients: - Fill up the Patient Demographic Form Aged 20 years old above: Provide information needed for INCD assessment	Retrieve patient's record -Provide patient's record number and Patient demographic Form - Provide information needed for Admission -Interview patient and accomplish INCD forms.	FREE	3-10minutes	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
3.	Provide answers to personal -demographic data -medical history and	Perform anthropometric measurements, vital signs assessments and record	FREE	2-3minutes	Nurse: - Vianney Anne A. Docil

	other pertinent health information	personal and pertinent information in individual patient's chart/form.			<ul style="list-style-type: none"> - Gemmalyn V. Laman <p>Midwife:</p> <ul style="list-style-type: none"> - Lalaine D. Sugetarios - Neriza B. Daza <p>Pasig Health Aides</p> <ul style="list-style-type: none"> - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
4.	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	2-3minutes	Encoder: - Erica Rose J. Umali
5.	Have a seat and wait to be called	Observe proper queuing of patients	FREE	2-3minutes	<p>Nurse:</p> <ul style="list-style-type: none"> - Vianney Anne A. Docil - Gemmalyn V. Laman <p>Midwife:</p> <ul style="list-style-type: none"> - Lalaine D. Sugetarios - Neriza B. Daza
6.	Wait for dispensing of medicines and other instructions. Present your Prescription.	<p>Dispense medicines as indicated in the record and prescription and give proper home meds instruction.</p> <p>Encode the medicine given in Muplomt. If no record, register patient.</p>	FREE	3-5minutes	<p>Nurse:</p> <ul style="list-style-type: none"> - Vianney Anne A. Docil - Gemmalyn V. Laman <p>Midwife:</p> <ul style="list-style-type: none"> - Lalaine D. Sugetarios - Neriza B. Daza <p>Encoder:</p> <ul style="list-style-type: none"> - Erica Rose J. Umali

TOTAL	FREE	15-25minutes
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
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CITIZEN CHARTER

PINAGBUHATAN PUERICULTURE CENTER



Animal Bite Management

- Providing proper effective and efficient management to all residents of Barangay Pinagbuhatan to eventual reduction if not elimination of human rabies.

Office or Division:	PINAGBUHATAN PUERICULTURE CENTER
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All Barangay Pinagbuhatan Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards (Philhealth ID or MDR)	Government Agencies
Previous vaccination record of Animal Bite Management	Given to patients from previous ABTC/ABC provider

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Admission area.	Ask client for services needed.	FREE	1 minute	Pasig Health Aides - Milagros Almencion - Carla Benbinuto - Evelyn Catstro - Imelda Denieva - Carmelita Dequit - Mylene Ebol - Regina Mana-ay - Lourdes Quinones - Adelaida Reyes
2	For new and old patients	Interview, assessment and orientation of procedure and management.	FREE	1-2 minutes	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman Midwife: - Neriza B. Daza
3..	Vaccination proper	1. Giving vaccine. 2. Issuance of vaccination record	FREE	1 minute	Nurse: - Vianney Anne A. Docil - Gemmalyn V. Laman
4.	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	2-3 minutes	Encoder: - Erica Rose J. Umali

TOTAL	FREE	2-5 minutes
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box.
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Report complaint through Ugnayan sa Pasig facebook page Contact info: ugnayan@pasigcity.gov.ph :
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	The Complaints Officer receive the complaints on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 8-643-0000 (Cityhall)

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)

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	PHA in charge shall: 1. Check or know what is the patient's purpose or concern	NONE	10 minutes	PHA in charge: Bathan, Normelita Bautista,

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Referral slip coming from a licensed government/ private dentist (if needed)	2. Obtain the patient's record. Provide Individual Treatment Record for new patients			Leticia Bautista, Ludivina Eva, Borja Caling, 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	PHA in charge 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),	NONE	10 minutes	PHA in charge: Bathan, Normelita Bautista, Leticia Bautista, Ludivina Eva, Borja Caling, Monchita Cangas, Teresita Detera, Ma. Vilma

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Covid-19 questionnaires</p> <p>4. Take the vital 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>De Guzman, Elizabeth Estrellado, 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> <p>1. Perform proper triaging for covid-19</p> <p>2. Provide oral examination/consultation</p> <p>3. Check the history of the patient</p> <p>4. Provide necessary dental treatment needed by the patient</p> <p>5. Prescribe medication, if necessary</p> <p>6. Encodes all the details of the patient</p>	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
		including diagnosis, vital signs, 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

