

**CITIZEN CHARTER
CANIOGAN HEALTH CENTER**

MEDICAL CONSULTATION, PRENATAL, CHILD IMMUNIZATION, FAMILY PLANNING, & NATIONAL TUBERCULOSIS PROGRAM

The PhilHealth Consulta Service is the primary care service of PhilHealth which aims to provide

Office or Division:	CANIOGAN HEALTH CENTER ,
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Mga residente ng Caniogan na mapiling matag sa pasilidad ng kalusugan ng iba pang mga pasyente pati na rin ang kanilang mga dependent.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Envelope Number 2. PhilHealth ID or Member Data Record (MDR) for enlistment and registration	1. Para sa Health center family number. 2. PhilHealth Local Health Insurance Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	PUMUNTA SA INFORMATION DESK	BHW / PHA INTERVIEWWHIN LAHAT NG KAUGNAYAN NA IMPORMASYONG MEDIKAL SA MGA PASYENTE	0	5 MINUTO	PHA – 1. BALAZON JULIANA, E. 2. BONILLO, MARCELINA V. 3. CABANAG, SHYLENE 4. DELECTOR, MARY JANE A. 5. ENRIQUEZ, SALVACION T. 6. GATCHALIAN, NOLITA I. 7. LAGUNA, MA. SUSANA G. 8. OCTERA, CHERALENE C. 9. REYNANCIA, JOY S. 10. ROSADA, LILIA J. 11. SANTOS, JULIA C.
2	PUMUNTA SA NURSE OR MIDWIFE	PARA ILAGAY ANG MGA VITAL SIGNS AT	0	2-3 MINUTO	NURSES – 1. AVILES,

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ON DUTY	KUNG ANONG KARAMDAMAN NG PASYENTE			ROWENA A. 2. BONIFACIO, ROVINNE T. MIDWIFE – 1. THELMA M. BUENAOBRA
3	IREREPER SA NAKA DUTY NA DOCTOR	EXAMINE PATIENT, INPUT DIAGNOSIS ISSUE PRESCRIPTION, LABORATORY REQUESTS AND SCHEDULE FOLLOW-UP	0	10 – 12 MINUTO	PHYSICIAN ON DUTY – 1. MARICHU P. YBIERNAS, MD
4	MAG PUNTA SA MEDICINE DISPENSING	IDIDISPENCE ANG NIRESETA NG DOCTOR AT UULITIN ANG INSTUCTION PARA SA BINIGAY NA GAMOT	0	3 MINUTO	NURSE WITH ASSISTANCE OF PHA 1. ROWENA A. AVILES, RN 2. ROVINNE T. BONIFACIO PHA – 1. CHERALENE C. OCTERA 2. MARCELINA V. BONILLO
TOTAL:			0		

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	MERONG FEEDBACK FORM SA INFORMATION DESK PARA SA MGA PASYENTE PARA SAGUTAN PAGATAPOS SAGUTAN AY ILAGAY SA DROPBOX.
How feedback is processed	BUWANAN BINUBUKSAN ANG DROPBOX AT ANG POSITIBO O NEGATIBONG KOMENTO AY PINOPROSESO NG DOKTOR NA NAMAMAHALA AT ITOY PINAGPUPULONGAN KADA BUWAN.
How to file a complaint	ANG PASYENTE AY MAGSUSUMITE NG REKLAMO SA UGNAYAN OFFICE, ANG UGNAYAN OFFICE AY MAG BIBIGAY NG FEEDBACK SA PASIG CITY HEALTH DEPARTMENT SA PAMAMAGITAN NG OPISINA NG CITY HEALTH OFFICER
How complaints are processed	ANG KAGAWARAN NG KALUSUGAN NG LUNGSOD NG PASIG SA PAMAMAGITAN NG CITY HEALTH OFFICER NG LUNGSOD AY TATAWAG NG ATENSYON NG MAY KINALAMAN SA EMPLEYADONG PANGKALUSUGAN.
Contact Information	88158948 canioganhealthcenter@gmail.com

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.
- B. Fees to be collected per dental treatment availed at the dental office at Pasig City hall are listed below.

SCHEDULE NG SERBISYO:

- Lunes hanggang Biyernes (8:00 AM – 5:00 PM)

Office or Division:	DENTAL SECTION- CANIOGAN HC
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños (health center based dental services)

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)

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		
2	Approach the Dental Aide/ Dental Assistant / PHA	Dental Aide/ Dental Assistant/ PHA shall: 1. Admit the patient for	NONE	10 minutes	Dental Aide/ Dental Assistant / PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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			Ma. Susana G. Laguna / Shylene Cabanag
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.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist Clarrisa T. Balles, DMD
TOTAL:				10 minutes to 1 hours depending on the difficulty of the dental treatment provided	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM
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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

GABAY SA MAMAMAYAN CANIOGAN HEALTH CENTER

SERBISYONG DENTAL

Programa ng Pasig Dental Health namakatulongupangmabawasanangporsyento ng taongnagkakaroon ngproblemasapagkabulok ng ngipin atmagingsamgasakitsagilagid at bibigsaatingbansa. Layunin din namatulunganangmgataongwalangkakayahangmatustusanangsuliraning dental at magkaroonangtaga-Pasig ng alternatibongserbisyokung limitadoangmgaserbisyongmaibibigay ng mgaBarangay Health Centers.

MGA SERBISYONG BINIBIGAY:

* Konsultasyon
Payongpangdental

* Pagsusuri ng ngipin at bibig

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* Linis ng ngipin at bibig ng mgabuntis
ng pluraydsangipin ng mgabata

* Bunot ng ngipin

* Paglagay

* Sabayangpagsisipilyosamgapampublikongeskwelahan

DIVISION	DENTAL OFFICE/ DENTAL HEALTH OFFICE
Klasipikasyon	Simple
Uri ng Transaksyon	G2C- Government to Citizens
Sino angmaaringmakakuha ng serbisyo?	Pasiguenos (saHealth Center ng bawat barangay)
MGA KAKAILANGANIN	SAAN MAAARING KUNIN?
1. Kards ng pagkakakilanlan- Voter's ID Senior's ID Philhealth ID	COMELEC Senior Citizen's Office Philhealth Office
2. Referral galingsaLisensyadongDentista (kung kinakailangan)	DentistangNagrefer

A. PAGPAPAKONSULTA SA HEALTH CENTER

B I g .	PROSES NG PAGPAPAKONSUL TA	TUGON NG BARANGAY HEALTH CENTER	BAYA D SA PAGP ROSE SO	ORAS NG PAGPROSES NG	MGA INAA SAHA NG TUTU GON
1	Angmgapasyente ay nararapattumungo sa Health Center kung saangBarangay silananinirahan. a. Kinakailangangmag dala ng alinmansasumusun odna ID para sapagkakakilanlan: Voter's ID Seniors Citizen's ID Philhealth ID b.Referral Slip		WALA		

	Galingsalisensyado ng Dentista ng gobyerno o sapribadong Klinikang (kung kinakailangan)				
2	Makipag-ugnayansa Dental Aide o sa Dental Assistant/ PHA ukolsadahilannang pagpunta sa Health Center .	<p>Ang Dental Aide o Dental Assistant /PHA ay gagawinang mga sumusunod:</p> <ol style="list-style-type: none"> 1. Asikasuhinang pasyente para sapagsasaayos ng konsultasyon at karampatang solusyon sa inilapit na sakit. 2. Tingnanang mga dokumentong dala ng pasyente. 3. Paggabay sa pasyente sa pagpapasa ng Individual Treatment Records at iba pang form kasamang personal na impormasyon ukol sa COVID 19 . 4. Kuninang Vital Signs ng pasyente (BP, etc.) at itala ito sa Individual Treatment Record (ITR). 5. Pagbigay ng hudyat kung nararapat nang tanggapin 	WALA	10 minuto	PHA Ma. Susan G. Laguna, Shylene Cabanag

		dentistaangpasyente.			
3	IsanggunisaDentistaangpasyente sa Health Center	AngDentistaangpasyente sa Health Center ay isasagawaangsumusunod: 1.Pagbibigay ng nararapatnamedikalna atugonsapasyentelalo na kung may sintomas ng COVID 19. 2. Pagbibigay ng konsultasyon/pagsusuri ng ngipin. 3. Pagbasasamedical nakasaysayan ng pasyente. 4. Pagbibigay ng karampatangpaggamotsasuliraning dental ng pasyente	WALA	10 minutohanggang 1 orasdependesapagtugonsasuliraning dental ng pasyente	Dentista Clarris a t. balles
KABUUAN				10 minutohanggang 1 orasdependesabigatnakailanganisagawapagtugonsasuliraning dental.	

PUNA AT REKLAMO

PUNA AT REKLAMO	
Paanomagpadala ng puna?	Sa pamamagitan ng pagpapadala ng mensahesatelepono o email address ng klinika. , maaarinsamga suggestion box.
Paanopinoprocesoangnagingpuna?	Angmgapuna, suhestiyon o opinyonnanatanggapna personal naidinulogsaklinika, ipinabaotsapamamagitan ng tawagsatelepono ay pinag-aaralan at agarangbinibigyan ng tugon.

	Angmgapunangipinadaansa Email o pasulat ay pinag-aaralan at agarangbinibigyan ng tugonkung saanipinadalaangpuna.
Paanomagsumite ng reklamo?	Sa pamamagitan ng pagpapadala ng mensahesatelepono o email address ng klinika. , maaaririnsamga suggestion box.
Paanopinoprocesoangmganagingreklamo	Kung angreklamo aytungkolsasuliraning dental naisinagawaanggamutansaklinika ,angdenti stangnagsagawa ngpaggagamotanghaharapsareklamo. Ngunit kung angidinulognareklamo ay may koneksyonsaiba pang problemamalibansasuliraningdental ,angrek lamo ay iaakyatsasusunodna may mataasnakatungkulan para pag-aralan at magsagawa ng karampatangsolusyon.