

**CITIZEN'S CHARTER**  
**Bagong Katipunan Health Center**

**Health Services**

Bagong Katipunan Health Center is a health facility providing access to quality health care and addressing the health needs of our constituents.

<b>Office or Division:</b>	City Health Office/ Bagong Katipunan Health Center
<b>Classification:</b>	Health Center (District 1)
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Pasigueños residing in Barangay Bagong Katipunan and all nearby barangay with referral.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Identification Cards: PhilHealth ID, Senior's ID, PWD ID, Voter's ID	PhilHealth Office, Senior Citizen Office, PWD office, Comelec
2. Referral Slip given by Hospital and other Clinic.	Referring MDs (Government and Public Hospital and Clinic)
3. Below 18 years old must be accompanied by parents and guardian	N/A

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	How to avail services: a) Approach staff and inform them what service you need. b) Get a number c) Queuing	a) Arrange patient line in order	N/A	1 min	Pelagia Geronimo(PHA)
		b) Obtain patients name family number and their ids	N/A	1 min	Crisandra Solis(PHA)
		c) Lead the patients to the waiting area and let him wait for his number to be called.	N/A	1 min	Mary Grace Silverio(PHA)
2	Wait for your number to be called	a) Retrieval of existing health record. Obtained patient's needed information/ filling up of medical records for new patients)	N/A	1 min	Marycile Baina(PHA)
		b) Anthropometric Measurements/ Vital			Medy

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Signs	N/A	1 min	Asuncion(PHA)
		c) Screen, Assess and get chief complaints of patients with history of illness	N/A	1 min	Ruby Clavecillas, RM
3	Availment of medical services such as; a) Consultation b) Prenatal/ Post-natal c) Family Planning d) Immunization e) Nutrition f) NTP g) INCD	a) Assess Patients	N/A	1 min	Ma Teresa Lactaoen, MD
		b) Perform Physical Examination	N/A	1 min	Ma Teresa Lactaoen, MD
		c) Prescribing needed Medicines	N/A	1 min	Ma Teresa Lactaoen, MD
		d) Advice patients for follow up or refer patients if needed	N/A	1 min	Ma Teresa Lactaoen, MD
		e) Request for further examination – gene xpert, enrolment TB program once deemed positive. (Tutok Gamutan)	N/A	1 min	Ma Teresa Lactaoen, MD
		f) Request for laboratory exam needed by patients	N/A	1 min	Ma Teresa Lactaoen, MD
4	Availment of available medicine	a) Dispensing of prescribed medicines needed/ giving proper instruction regarding prescribed medicines.	N/A	2 mins	Ruby Clavecillas, RM
		b) Immunization – Vaccine given needed by 1) Infant/Children 2) Senior Citizens 3) PWD	N/A	1 min	Ruby Clavecillas, RM
		c) Prenatal/Postnatal – given FESO4/ Calcium Supplement – Vaccines for Tetanus toxoid	N/A	2 mins	Ruby Clavecillas, RM
		d) Nutrition – Vitamin A (100,000 – 6-11months / 200,000 – 12 – 59 months)	N/A	2 mins	Ma. Corina Asuncion(BNS)
		e) Family Planning – Dispensing of family planning commodities (DMPA, PILLS, CONDOM)	N/A	2 mins	Ruby Clavecillas, RM
		f) NTP – Tutok Gamutan (IDOTS) daily	N/A	2 mins	Ruby Clavecillas, RM
		g) INCD – Dispensing of HPN and DM medications	N/A	2 mins	Ruby Clavecillas, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Recording	a) Recording and updating all patients seen daily	N/A	2 mins	Carolina Basilio (Encoder)
6	Encoding	b) Encoding patients seen in EMR and MUPLOMT	N/A	5 mins	Carolina Basilio (Encoder)
TOTAL:			N/A	30-35 minutes	Physician/ Midwife/ Encoder/ BNS/ PHA/BHW

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Through telephone hotline, online (email) or suggestion boxes.</li> </ul>
How feedback is processed	<ul style="list-style-type: none"> <li>Acknowledge each comments and suggestions.</li> <li>Identify the specific areas of improvement and waste to make it change.</li> <li>Meeting with all the staffs to discuss issues and concerns. Assessed and respond immediately. Conclude with positive action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>Make an incident report of the complaints.</li> <li>Send IR to Department Head.</li> <li>Through telephone hotline, online (email)</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>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.</li> </ul>
Contact Information	Pasig City Health Office: (02)8643-1111 loc 391 Email: pasigcityhealth@gmail.com

### CITIZENS' CHARTER BAGONG KATIPUNAN 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:**

No fees are to be collected in availing dental health services in health centers.

**SCHEDULE: THURSDAY (8:00 – 5:00PM)**

<b>Office or Division:</b>	DENTAL SECTION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	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)

**HEALTH CENTER BASED**

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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,		NONE		Patient/Client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Philhealth ID b. Referral slip coming from a licensed government/ private dentist (if needed)				
2	Approach the Dental Aide/ PHA on duty	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. Perform proper triaging for covid-19 6. Refer the patient to the Dentist	NONE	10 minutes	Raiza Jill Garcia (Dental Aide)/ PHA on duty
3	Encoding for Electronic Medical Record (EMR)	1. Encoding of patient record in the EMR System	NONE	10-15 minutes	Carolina P. Basilio (Encoder)
4	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Provide oral examination/ consultation 2. Check the history of the patient 3. Provide necessary dental treatment needed by the patient. 4. Encoding of dental procedures done and prescriptions given in EMR	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dr. Ziela Elita Angelica C. Locquiao (Health Center Dentist)
TOTAL:				10 minutes to 1 hour depending on the difficulty of the dental treatment provided	

## Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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