

**Citizen Charter
2023**

**BAMB
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(NEW)**

CITIZEN'S CHARTER

1.MEDICAL CONSULTATION

This service aims to address the medical needs of Pasig residents, by providing free consultation, affordable laboratory and diagnostics tests, and provision of free medicines.

Office or Division:	BAMBANG HEALTH CENTER (NEW)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Citizens of Pasig in the area of Brgy. Bambang

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Identification cards such as Brgy Certificate of residence, Senior Citizen's ID, School ID 	<ul style="list-style-type: none"> • Barangay office/ Senior citizen's office/ School
<ul style="list-style-type: none"> • Family Number or Envelop number 	<ul style="list-style-type: none"> • Bambang Health Center New
<ul style="list-style-type: none"> • Prescription or Referral slip coming from a licensed physician (if needed) 	<ul style="list-style-type: none"> • Referring physician (government or private)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration	<ul style="list-style-type: none"> * Enlist names and other important details of patient in logbook * Obtain patient's vital signs such as BP, HR, RR, temperature, Anthropometric data such as height and weight * Obtain daily BP monitoring record 	None	5 Minutes	Pasig Health Aides
2	Admission 2a. for Old patients, Present Family number	<ul style="list-style-type: none"> * Retrieve Family number 	None	2 Minutes	Pasig Health

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2b. For New Patients	* Provide new patient/family number			Aides
3	3.a Electronic Medical Record (EMR) Encoding 3.b MuPLomt system Encoding	3.a Encode demographic information, contact number, philhealth number, medical history of patient 3.b Accomplish risk assessment forms, encode dispensed medications quarterly, and assess current disease status	None	3 Minutes	Monique Irish P. Mojica/ Aidren Micah O. Concepcion (Encoders)
4	Medical consultation	Obtain chief complaint, history of present illness, past medical history, family history, personal and social history, and performing of physical examination Laboratory request and diagnostic tests recommendation Prescribe appropriate medications and additional non-pharmacological treatment Provide Medical certificate if necessary Refer to hospital institution or Specialists if necessary Advise when to follow up	None	15 Minutes	Marinelle N. Panes, MD
5	Dispensing of medications	Dispense and instruct patient proper intake and duration of prescribed medicines	None	5 Minutes	Amador Gonzales, RN/ Narlyn G. Menez, RN/ Herminia Fernandez, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				30 Minutes	
	TOTAL:				

2. 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: TUESDAY & THURSDAY (8:00 – 5:00PM)

Office or Division:	DENTAL SECTION
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Citizens of Pasig with in the Catchment area of Bambang 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	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	N/A

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 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)	Dental Aide/ Dental Assistant/ PHA shall: 1. Obtain the patient's record, provide Individual Treatment Record for new patients	NONE		
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. Refer the patient to the Dentist	NONE	10 minutes	Pasig Health Aide/s (PHA)
3.	Profiling of patient thru Electronic Medical Record (EMR)	The encoder in charge shall: 1. Encodes/records patient's profile thru Electronic Medical Record (EMR)	NONE	10 minutes	Monique Irish P. Mojica/ Aidren Micah Concepcion (Encoder)
4.	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	Ben Hur P. Hernandez, DMD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5..	Ask for medicine	The nurse in charge shall: 1. Provide medicine based on the prescription given	NONE	5 minutes	Narlynn Menez,RN/ Amador Gonzales,RN
TOTAL:				10 minutes to 1 hour depending on the difficulty of the dental treatment provided	

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

3. AVAILMENT OF NATIONAL IMMUNIZATION PROGRAM (NIP) SERVICES

This service primarily provides vaccination of infants and children which aims to reduce the morbidity and mortality among children against the most common vaccine-preventable diseases (VPDs) which includes tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis and measles. NIP schedule is every Wednesday of the week from 8am – 12pm.

Office or Division:	BAMBANG HEALTH CENTER (NEW)
Classification:	

	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Out-patient Clients (0-59 mos old)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Delivery Record such as (date and time of delivery, birth weight and height) 	<ul style="list-style-type: none"> • At the health facility of delivery
<ul style="list-style-type: none"> • Vaccine Record such as (Hepatitis B vaccine and BCG) 	<ul style="list-style-type: none"> • At the health facility of delivery
<ul style="list-style-type: none"> • Family Number or Envelop number in Bambang Health Center New (if there's any) 	<ul style="list-style-type: none"> • For new patients only, request for new one at Bambang Health Center New upon admission

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Registration of Patient	- List patient on Patient's daily logbook and ask for family no.	None	2 minutes	Pasig Health Aid (PHA)
2.	a. Admission of New Client b. Admission of Old client	2. a.1 Interview of parents or guardian regarding delivery information 2. a.2 Obtain Vital sign and anthropometric data of infants / children to be vaccinated 2.b.1 Checking of vaccine to be given and follow up schedule date 2.b.2 Obtain Vital sign and anthropometric data of infants / children to be vaccinated	None	10 minutes	Pasig Health Aid (PHA)

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.	Encoding of Patient at Electronic Medical Record (EMR)	Patient's chart is submitted for encoding.	None	3 minutes	Monique Irish Mojica / Aidren Concepcion Encoder
4.	Immunization of Infant / Child	Initiates vaccine immunization.	None	3 minutes	Amador Manuel P. Gonzales, RN / Narlyn G. Menez, RN (Nurse)
5	Deferred Infant / Child	- Referral to Rural Health Physician (RHP) - Re-scheduling of infant / children vaccine.	None	5 minutes	Marinelle N. Panes, MD (Rural Health Physician)
6.	Receive Instruction / health teachings and follow up's	Gives final instruction on injection site care, medications and follow up schedule.	None	2 minutes	Amador Manuel P. Gonzales, RN / Narlyn G. Menez, RN (Nurse)
TOTAL:				25 minutes	

4. AVAILMENT OF NATIONAL TUBERCULOSIS PROGRAM (NTP) SERVICES

This service is primarily to identify presumptive TB patients, diagnosing of physician and nurses for clinical evaluation and initiation of treatment. Maintain and update NTP treatment cards. NTP schedule is from Monday – Friday at 1-5pm.

Office or Division:	BAMBANG HEALTH CENTER (NEW)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Out-patient Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Chest X-ray result 	<ul style="list-style-type: none"> Request given by Rural Health Physician (RHP) / private MD.
<ul style="list-style-type: none"> Genexpert Result 	<ul style="list-style-type: none"> Request given by Rural Health Physician (RHP) / private MD. If done at Bambang Health Center (New), retrieve result from NTP Nurse.
<ul style="list-style-type: none"> Referral letter/slip from other health facility 	<ul style="list-style-type: none"> If Diagnosed from other health facility such as other hospital, private clinics etc.
<ul style="list-style-type: none"> Family Number or Envelop number in Bambang Health Center New (if there's any) 	<ul style="list-style-type: none"> For new patients only, request for new one at Bambang Health Center New upon admission

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Registration of Patient	- List patient on Patient's daily logbook and ask for family no.	None	2 minutes	Pasig Health Aid (PHA)
2.	a. Admission of New Client b. Admission of Old client	2.a.1 Assign new record/family number to patient. 2a.2 Get patient's anthropometric data, vital signs and record personal and pertinent information in individual patient's chart/form 2b.1 Get patient's vital signs and record personal and pertinent information in individual patient's chart/form	None	10 minutes	Pasig Health Aid (PHA)
3.	Encoding of Patient at Electronic Medical Record (EMR)	Patient's chart is submitted for encoding.	None	3 minutes	Monique Irish Mojica / Aidren Concepcion Encoder
4.	Enrollment of NTP	- Interview and record	None	10 minutes	Amador Manuel

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	patient	pertinent information by filling up NTP treatment card - Advise and Explain the duration of treatment			P. Gonzales, RN / Narlyn G. Menez, RN (Nurse)
5	HIV test	- Advise and Explain the procedure and importance of HIV test before treatment/ - Fill up HIV form A by interviewing patient. - Initiate HIV test and discuss result with the patient.	None	15 minutes	Amador Manuel P. Gonzales, RN / Narlyn G. Menez, RN (Nurse)
6.	Receive Medicine, Health teachings and follow up schedule.	- give final instruction on the dosage and frequency of meds, duration of treatment, what to watch out for during treatment and date and time for meds refill. - Advise and Explain the sputum follow up schedule.	None	10 minutes	Amador Manuel P. Gonzales, RN / Narlyn G. Menez, RN (Nurse)
7.	ITIS encoding	Encoding of patients NTP record/details at DOH ITIS system.	None	10 minutes	Amador Manuel P. Gonzales, RN / Narlyn G. Menez, RN (Nurse)
TOTAL:				1 hour	

5. AVAILMENT OF FAMILY PLANNING (FP) SERVICES

This service aims to ensure every citizen of Bambang has a universal access to correct information, medically safe, legal, non-abortifacient, effective and culturally acceptable modern family planning methods. FP schedule is from Monday – Friday at 1-5pm.

Office or Division:	BAMBANG HEALTH CENTER NEW
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All women of reproductive age (10-49 years old)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Family Number And Index Card	Given by FP Midwife or from other facility.
Consent Form (for minors)	Parents of patient

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration	Interview of patients regarding their Information and Family Number		2 minutes	Pasig Health Aide
2	Vital Signs	Obtain Vital Signs of Patient And Record Them Accordingly		5 minutes	Pasig Health Aide / Herminia Fernandez, Rm
3	Admission/ EMR Encoding	Collecting of Information About the Patient/ the Patient Chart is Submitted for Encoding	None	5 minutes	Pasig Health Aide/ Encoders Monique And Aidren Concepcion
4	a. FP Counselling of New patient b. FP Counselling of Old patient	4a Discuss the different FP methods, Pros and Cons, duration and interval of each method. 4b Advise continuation of present FP method unless there is occurrence of side	None	10 minutes	Herminia M. Fernandez, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		effect/s thereby possible change of method			
4	Referral to RHP If Needed For Check Up	Informing RHP If there is significant side effect/s which needs prompt Medical Management and possible change in FP method.	None	10 minutes	Dr. Marinelle N. Panes
5	Dispensing Of Family Planning Medicine	To Give the Proper Dose and Frequency and Inform Patient of the Next Appointed Date	None	3minutes	Herminia F. Fernandez, RM
TOTAL:				35 minutes	

6. AVAILMENT OF PRENATAL SERVICES

Antenatal Care (ANC) is an essential mandatory preventive care service freely given to pregnant women by the Philippine government. It is recommended that every pregnant woman have at least 4 prenatal care visits during her pregnancy, 1 visit during 1st and 2nd trimester and 2 visits during 3rd trimester to catch potential concerns early and reduces the risk of pregnancy and birth complications. Prenatal schedule is every Friday of the week at 8am – 12pm.

Office or Division:	BAMBANG HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All pregnant women

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prenatal Book	Bambang Health Center / Private MD
Laboratory and Diagnostic Results (If there's any)	Laboratories and Diagnostic Test Results done from other health facilities.
Consent Form (for minors)	Parents of patient

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration	Interview of Patients Regarding Their Information And Family Number		2 minutes	Pasig Health Aide (PHA)
2	Vital Signs	Obtain Anthropometric data and Vital Signs Of Patient And Record Them Accordingly		5 minutes	Pasig Health Aide (PHA)
3	Admission/ Encoding	Recording of Information about the Patient/ The Patient Chart Is Submitted For Encoding	None	5 minutes	Pasig Health Aide/ Encoders Monique and Aidren
4	Prenatal Check up	<ul style="list-style-type: none"> - Obtaining obstetric history, fundic height, and fetal heart rate - Provide/Discuss laboratory and ultrasound request/results - Prenatal counselling and health teachings - Injection of TD vaccines if indicated - Prescribing of multivitamins, ferrous sulfate and calcium tablets - Referral to Hospital institutions for High-risk patients. 	None	25 minutes	Dra. Marinelle N. Panes / Herminia M. Fernandez, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- Discussion of Follow up check up			
5	Dispensing of Medications	Dispensing of meds	None	3 minutes	Herminia M. Fernandez, RM / Jane Teodoro (BNS)
TOTAL:				30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through 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 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. But if it concerns are not resolved 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: bambanghealthcenter13@gmail.com