

**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:	CanioGAN residence who have chosen to be tagged to this health facility other patients as well as their dependents.

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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	GO TO THE INFORMATION DESK	BHW / PHA INTERVIEW ALL RELEVANT MEDICAL INFORMATION TO THE PATIENTS	0	5 minutes	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.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	GO TO THE NURSE OR MIDWIFE ON DUTY	INPUT VITAL SIGNS AND SUBJECTIVE AND OBJECTIVE FINDINGS	0	2-3 minutes	NURSES – 1. AVILES, ROWENA A. 2. BONIFACIO, ROVINNE T. MIDWIFE – 1. THELMA M. BUENAOBRA
3	REFER TO THE PHYSICIAN ON DUTY	EXAMINE PATIENT, INPUT DIAGNOSIS ISSUE PRESCRIPTION, LABORATORY REQUESTS AND SCHEDULE FOLLOW-UP	0	10 – 12 minutes	PHYSICIAN ON DUTY – 1. MARICHU P. YBIERNAS, MD
4	PROCEED TO MEDICINE DISPENSING	> DISPENSE MEDICINE BY THE PHYSICIAN PRESCRIBED AND REPEAT INSTRUCTION FOR THE MEDICINES GIVEN	0	3 minutes	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		

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: MONDAY – FRIDAY (8:00 – 5:00PM)

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		

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Dental Aide/ Dental Assistant / PHA 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	
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

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	FEEDBACK AVAILABLE AT INFORMATION DESK AND THE PATIENTS DROPS IN OUR DROPBOX IN THE CENTER
How feedback is processed	Dropbox opened monthly and the positive or negative comment are processed by the physician in charge and brought up to the group in monthly meeting
How to file a complaint	The patient will submit an complaint to UGNAYAN OFFICE the ugnayan office gives feedback to Pasig City Health Department thru the office of the City Health Officer
How complaints are processed	The Pasig City Health Department thru the office of the City Health Officer will call the attention of involve health employee
Contact Information	88158948 canioganhealthcenter@gmail.com