

CITIZEN CHARTER
KAPITOLYO HEALTH CENTER

MEDICAL CONSULTATION

MEDICAL CONSULTATION - Providing medical assessment and management of non-communicable and communicable diseases to all Barangay Kapitolyo residents. These services are free of charge. Medical Consultation schedule are Monday, Tuesday, Thursday and Friday at Kapitolyo Health Center.

Office or Division:	KAPITOLYO HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Barangay Kapitolyo residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government valid identification cards	Government Agencies

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach reception area	Ask the client on what kind of services needed.	FREE	2 minutes	PHA Marjorie Llagas Lalaine Mendoza Venus Morales Lilibeth San Juan

					BHW Mercy Alejo Rosalie Babarin Nilda Cailing Alenie Mantos Gene Paas Helen Villanueva
2	<p>For old patients who already have their medical records:</p> <ul style="list-style-type: none"> - Present patient's record number <p>For new/ first time patients who do not have their medical record:</p> <ul style="list-style-type: none"> - Request for patient's record number <p>FOR PEDIA PATIENT ages 0-9 years old: Provide information needed for admission.</p> <p>FOR ADOLESCENT ages 10-19 years old: Provide information needed for admission and HEADSS Tool.</p>	<p>Pull out patient's medical record based on patients record number</p> <p>Provide patient's record number for easy access of their medical record on the next visit.</p> <p>Secure medical chart form and interview the parent/guardian of the patient and accomplish the form.</p> <p>Secure medical chart form, HEADSS Tool and interview the patient and accomplish the forms. During HEADSS Tool interview, provide patient's privacy</p>	FREE	3- 10 minutes	PHA Marjorie Llagas Lalaline Mendoza Venus Morales Lilibeth San Juan
					BHW Mercy Alejo Rosalie Babarin Nilda Cailing Alenie Mantos Gene Paas Helen Villanueva

	FOR ADULT ages from 20 years old and above: Provide information needed for admission and INCD Risk Assessment.	Secure medical chart form, INCD Risk Assessment form, WHODAS. Interview the patient and accomplish the forms.			
3	Provide information regarding: <ul style="list-style-type: none"> - Demographic Data - Past Medical History - Other pertinent medical information 	Perform vital signs, anthropometric measurements, and record pertinent information in patient's medical record/chart.	FREE	3-5 minutes	<p>NURSE Joyce Anne Michelle E. Aguinaldo, RN</p> <p>MIDWIFE Cerila C. Vispo, RM Eufemia A. Mendoza, RM</p> <p>PHA Marjorie Llagas Lalaline Mendoza Venus Morales Lilibeth San Juan</p> <p>BHW Mercy Alejo Rosalie Babarin Nilda Cailing Alenie Mantos Gene Paas Helen Villanueva</p>
4	Encoding of gathered data using Electronic Medical Record (EMR)	Verification of all gathered data during admission Gathering also some additional information indicated/ needed on EMR	FREE	3-5 minutes	<p>ENCODER John Rey Q. Naldo</p>
5	Seat at the waiting area and wait for your name to be called	Observe proper line up of patients.	FREE	5-10 minutes	<p>PHA Marjorie Llagas Lalaline Mendoza Venus Morales Lilibeth San Juan</p>

					BHW Mercy Alejo Rosalie Babarin Nilda Cailing Alenie Mantos Gene Paas Helen Villanueva
6	Once patient's name has been called, proceed to consultation area.	Review medical records, physical examination and assessment, issue prescribed medications and provide health education	FREE	10-20 minutes	PHYSICIAN Jodelly-Ann P. Sumulong, MD
7	Wait for dispensing of prescribed medications and other health instructions	Dispense medicines and provide proper home medication instructions	FREE	2-3 minutes	NURSE Joyce Anne Michelle E. Aguinaldo, RN MIDWIFE Cerila C. Vispo, RM Eufemia A. Mendoza, RM
TOTAL:				20-40 minutes/transaction	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients are encouraged to accomplish/ provide feedback and drop them at the designated drop box located at Admission Table of Kapitolyo Health Center
How feedback is processed	Feedbacks are collated and processed at the respective unit of City Health Department. Action plan are documented and actions taken are monitored during the report of client's feedback.
How to file a complaint	Accomplish client's complaint form and submit directly to City Health Department location at 5 th floor Room 4, Pasig City Hall.
How complaints are processed	Complaint/s received whether verbal or written shall be forwarded to the concerned head of office/unit who shall act and provide feedback to the client regarding the action taken
Contact Information	For more information, assistance, queries or complaints, you can contact Kapitolyo health Center at 8631-43-97.