

CITIZEN CHARTER 2023 SAGAD HEALTH CENTER

I. MEDICAL CONSULTATION

Medical Consultation – medical assessment and management of non-communicable and communicable diseases. It is offered to all Barangay Sagad residents, free of charge. Medical Consultation schedule is every Monday to Friday at 8:00 am to 5:00 pm at Sagad Health Center.

Office or Division:	SAGAD HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Constituents of Pasig

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. Patient under 18 years of age must be accompanied by a parent/guardian	

#	CLIENT STEPS	OFFICE ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The patient who needs to avail medical services must have the following documents: a. Identification card (any of the following): voter's ID, senior citizen's ID or Philhealth ID b. Referral slip coming from a licensed government/ private dentist (if needed)			2-5 minutes	Pasig Health Aide
2	Approach Pasig Health Aide For Old Patients: - Present patient's	The PHA shall: 1. Admit the new/ old patient for consultation. 2. Check the necessary documents required	Free	2-10 minutes	Pasig Health Aide

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>record number</p> <p>For New Patients:</p> <ul style="list-style-type: none"> - Request for patient's record number <p>Pediatrics:</p> <ul style="list-style-type: none"> - Provide information needed for Admission - Patient under 18 years of age must be accompanied by a parent/guardian - Adolescent 10 to 19 years old. Provide information needed for Admission and HEADDSS Tool <p>Aged 20 years old above: Provide information needed for INCD</p> <p>Dental Patient's</p> <ul style="list-style-type: none"> - Provide information needed for Dental services 	<p>3. Let the patient fill out the necessary forms and individual treatment record (ITR), Covid-19 questionnaires</p> <p>4. Take the vital signs of the patient (BP, etc.) and record it in the individual treatment record (ITR)</p>	Free	10-20 minutes	Dentist: Dr. Rommel Garen, DMD
3	Encoding of new/old patient using Electronic Medical Records	The encoder shall encode patient's information. Verification of Demographic Data, Contact Number, Philhealth Number and Medical History.	Free	3-5 minutes	Medical Encoder: Karen A. Apuyan

#	CLIENT STEPS	OFFICE ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Triaging Patient must be seated and wait to be called	History taking by nurse Observe proper queuing of patients	Free	5-10 minutes	Nurse: Rica Marie Aguirre, RN
5	Proceed to the doctor's-in-charge	The Doctor's-in-charge shall: 1. Provide medical examination/consultation 2. Ask history of present illness. 3. Review of medical history. 4. Provide necessary medical treatment needed by the patient.	Free	10-20 minutes	Physician: Rowena B. Santiago, MD
6	Wait for dispensing medicines and other instructions.	Dispense medicines and give proper home meds instruction.	Free	2-3 minutes	Nurse: Rica Marie Aguirre, RN
TOTAL :			Free	20-40 minutes transaction	

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 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 investigating of complaints require individuals with specific expertise and are managed according to the specific procedures defined by the person-in-charge, depending on the complaint. If complaints are medical in nature, the doctor's-in-charge will attend to the patient. But if it involves other medical procedures, it will be referred to a higher authority for assessment and for probable solutions.
Contact Information	Pasig City Health Office: (02) 8643-1111 loc 391 Email: pasigcityhealth@gmail.com

CITIZEN'S 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. This also increases 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, gum treatment, tooth extraction, relief of pain, scaling and polishing for pregnant mothers, fluoride varnish treatment for infants, fluoride application for students in public elementary schools and daycare centers with daily tooth brushing drills.

FEES:

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

SCHEDULE: MONDAY – FRIDAY (8:00 – 5:00PM)

Office or Division:	Sagad Health Center (Dental)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Constituents of Pasig <i>Mamamayan ng Pasig</i>

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. Patient under 18 years of age must be accompanied by a parent/guardian	
3. Referrals must have a referral slip 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 who needs to avail dental services must have the following documents: a. Identification card (any of the following): voter's ID, senior citizen's ID or Philhealth ID b. Referral slip from a licensed government/ private dentist (if needed)		NONE	3 minutes	Maribel Pozon Marietta Sula Veronica Cabug-os Rosalinda Dinglasan Corazon Mulano
2	Approach a PHA and state the reason for consultation	The PHA shall: 1. Admit the new/old patient for consultation and dental treatment 2. Check the necessary documents required 3. Let the patient fill out the necessary forms and individual treatment record (ITR), Covid-19 questionnaires 4. Take the vital signs: temperature, BP, PR/HR, RR, etc. and record it in the ITR 5. Refer the patient to the dentist	NONE	10 minutes	Maribel Pozon Marietta Sula Veronica Cabug-os Rosalinda Dinglasan Corazon Mulano
3	Encoding patient's information in the EMR	The encoder shall encode patient's information in the EMR	None	2 minutes	Karen A. Apuyan
4	Proceed to the dentist-in-charge	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. 5. Encode patient's dental record in the EMR	NONE	10 minutes to 1 hour depending on the dental treatment provided	Rommel P. Garen, DMD
TOTAL:				25 minutes to 2 hours depending on the difficulty of	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				the dental treatment provided	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through telephone hotline, email or complaint/suggestion boxes
How feedback is processed	Feedbacks received verbally through face-to-face or telephone conversations are assessed and responded immediately. Non-verbal, online or written feedbacks will be assessed and then forwarded to the persons concerned.
How to file a complaint	Through telephone hotline, email or complaint/suggestion boxes
How complaints are processed	The complaints will be managed by individuals with specific expertise, 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 a higher authority for assessment and probable solutions.
Contact Information	Pasig City Health Office: (02) 8643-1111 loc 391 Email: pasigcityhealth@gmail.com