

Barangay San Nicolas Health Center Citizen's Charter

Services	Steps in Availing	Requirements	Person-In-Charge	Time Duration
I. Medical Consultation	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number None None	Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja	2-3 minutes 2-3 minutes
	2. Anthropometric measurement	None	Erlinda Bedana	2-3 minutes
	3. Vital Signs taking	Laboratory Results - Optional Medical Records Prescription	Rosemarie Nano	Variable - Dependent on patient load
	4. Queuing for consultation		Maria Teresa Panopio Charisma Limen	
	5. Medical consultation		Rosielyn Concepcion	2-3 minutes
	6. Referral to Nurse/Midwife for medicine dispensing and advice		Rosario Valencia Maria Laarni C. Bernales, MD Maria Laarni C. Bernales, MD	
II. Dental Consultation	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number None None	Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja	2-3 minutes 2-3 minutes
	2. Anthropometric measurement	None	Erlinda Bedana	2-3 minutes
	3. Vital Signs taking	Case to Case Basis; Dental X-ray -Optional (Panoramic/Periapical) Dental Records Prescription	Rosemarie Nano	Variable - Dependent on patient load
	4. Queuing for consultation		Maria Teresa Panopio Charisma Limen	
	5. Dental consultation		Rosielyn Concepcion	2-3 minutes
	6. Referral to		Rosario Valencia	

	Nurse/Midwife for medicine dispensing and advice		Lenie Agcongay, DMD Lenie Agcongay, DMD	
III. Dental Extraction	<p>1. Retrieval of existing personal health records/Filling up of medical records for new patients</p> <p>2. Anthropometric measurement</p> <p>3. Vital Signs taking</p> <p>4. Queuing for Dental Extraction</p> <p>5. Dental Extraction</p> <p>6. Dental Post-Care Instruction</p> <p>7. Referral to Nurse/Midwife for medicine dispensing and advice</p>	<p>Household Number/ PhilHealth Number</p> <p>None</p> <p>None</p> <p>None</p> <p>Case to Case Basis; Dental X-ray -Optional (Panoramic/Periapical)</p> <p>None</p> <p>Dental Records Prescription</p>	<p>Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja</p> <p>Erlinda Bedana Rosemarie Nano Maria Teresa Panopio Charisma Limen Rosielyn Concepcion Rosario Valencia</p> <p>Lenie Agcongay, DMD</p> <p>Lenie Agcongay, DMD</p> <p>Lenie Agcongay, DMD</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p> <p>Variable-Dependent on the case of the patient</p> <p>2-3 minutes</p> <p>2-3 minutes</p>
IV. Immunization	<p>1. Retrieval of existing personal health records/Filling up of medical records for new patients</p> <p>2. Anthropometric measurement</p> <p>3. Vital Signs taking</p>	<p>Household Number/ PhilHealth Number Newborn Screening result - optional</p> <p>None</p> <p>None</p> <p>None</p>	<p>Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja</p> <p>Erlinda Bedana Rosemarie Nano</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p>

	<p>4. Queuing for vaccination</p> <p>5. Vaccination of infants</p> <p>6. Dispensing of medicines for fever and pain</p>	<p>None</p> <p>None</p>	<p>Maria Teresa Panopio Charisma Limen Rosielyn Concepcion Rosario Valencia</p> <p>Joanne Lyn D. Casuyon, RN Jane Precieuse B. Ferrer, RN</p> <p>Jane Precieuse B. Ferrer, RN Joanne Lyn D. Casuyon, RN</p>	<p>3-5 minutes</p> <p>2-3 minutes</p>
V. Maternal Care	<p>1. Retrieval of existing personal health records/Filling up of medical records for new patients</p> <p>2. Anthropometric measurement</p> <p>3. Vital Signs taking</p> <p>4. Queuing for prenatal/postnatal consultation</p> <p>5. Prenatal/postnatal consultation</p> <p>6. Dispensing of vitamins for pregnant and newly-delivered mothers</p>	<p>Household Number/ PhilHealth Number</p> <p>None</p> <p>None</p> <p>None</p> <p>Laboratory Results</p> <p>None</p>	<p>Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja</p> <p>Erlinda Bedana Rosemarie Nano Maria Teresa Panopio Charisma Limen Rosielyn Concepcion Rosario Valencia</p> <p>Joanne Lyn D. Casuyon, RN Jane Precieuse B. Ferrer, RN</p> <p>Jane Precieuse B. Ferrer, RN</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p> <p>Variable – Dependent on patient load 15-20 minutes</p> <p>2-3 minutes</p>

			Joanne Lyn D. Casuyon, RN	
VI. Newborn Care	<ol style="list-style-type: none"> 1. Retrieval of existing personal health records/Filling up of medical records for new patients 2. Anthropometric measurement 3. Vital Signs taking 4. Queuing for newborn care consultation 5. Newborn Care Consultation 	<p>Household Number/ PhilHealth Number Newborn Screening result - optional</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja</p> <p>Erlinda Bedana Rosemarie Nano Maria Teresa Panopio Charisma Limen Rosielyn Concepcion Rosario Valencia</p> <p>Jane Precieuse B. Ferrer, RN Joanne Lyn D. Casuyon, RN</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p> <p>Variable - Dependent on patient load</p> <p>5-10 minutes</p>
VII. Family Planning	<ol style="list-style-type: none"> 1. Retrieval of existing personal health records/Filling up of medical records for new patients 2. Anthropometric measurement 3. Vital Signs taking 4. Queuing for family planning consultation 5. Family Planning Consultation 6. Dispensing of family planning commodities 	<p>Household Number/ PhilHealth Number</p> <p>None</p> <p>None</p> <p>None</p> <p>History of previous family planning methods used</p> <p>None</p>	<p>Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja</p> <p>Erlinda Bedana Rosemarie Nano Maria Teresa Panopio Charisma Limen Rosielyn Concepcion Rosario Valencia</p> <p>Jane Precieuse</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p> <p>Variable - Dependent on patient load</p> <p>5-10 minutes</p> <p>2-3 minutes</p>

			<p>B. Ferrer, RN Joanne Lyn D. Casuyon, RN</p> <p>Jane Precieuse B. Ferrer, RN Joanne Lyn D. Casuyon, RN</p>	
VIII. Tuberculosis Control Program	<p>1. Anthropometric measurement</p> <p>2. Vital Signs taking</p> <p>3. Review of history of presumptive symptoms and results of diagnostic exams – sputum exam, chest X-ray)</p> <p>4. Request for further examinations – sputum exam, chest X-ray, GeneXpert</p> <p>5. Enrolment in TB Program once deemed positive</p> <p>6. Integrated Directly Observed Treatment Short Course (iDOTS)</p> <p>7. Repeat sputum examination on the certain months depending on category</p> <p>8. Issuance of certification for completed/success</p>	<p>None</p> <p>None</p> <p>Laboratory and radiologic results</p> <p>Previous laboratory and radiologic results</p> <p>Sputum and other diagnostic results History and physical examination findings</p> <p>Sputum and other diagnostic results History and physical examination findings</p> <p>Three sputum samples</p> <p>Negative sputum exam on the end of treatment</p>	<p>Rosemarie Maulit Rojana Maybituin Ma. Joeneth Latoja</p> <p>Erlinda Bedana Rosemarie Nano Maria Teresa Panopio Charisma Limen Rosielyn Concepcion Rosario Valencia</p> <p>Maria Laarnic C. Bernales, MD</p> <p>Maria Laarnic C. Bernales, MD</p> <p>Jane Precieuse B. Ferrer, RN</p> <p>Jane Precieuse B. Ferrer, RN</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>5-10 minutes</p> <p>2-3 minutes</p> <p>5-10 minutes</p> <p>6 months</p> <p>5-10 minutes</p> <p>5-10 minutes</p>

	sful treatment		Jane Precieuse B. Ferrer, RN	
			Maria Laarnic C. Bernales, MD	