

CITIZEN CHARTER

SUMILANG HEALTH CENTER

MEDICAL CONSULTATION (E-Konsulta)

The medical consultation is a face to face interaction between the patient and the healthcare provider who could be a doctor, a nurse, midwife or allied health professional. This service caters to the primary health needs of our constituents. It includes consultation, diagnosis and giving of appropriate medical treatment and services.

Office or Division:	PASIG CITY HEALTH DEPARTMENT
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	GENERAL PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Patient Number/Details	Patients/clients
2. Individual Treatment Record/EMR 3. Laboratory request 4. Prescription	Sumilang Health Center

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the Health Center information Counter/ Triage Area.	Encoding of patient's details using EMR	none	5 minutes	Maryjane Matining
2	Go to admitting section	Admit patient for Check up Ask clients/patients on purpose of consultation	none	2 minutes	Irecyn Laguardor Kristina Rose Santiago PHAs
3	Approach the Health Center Nurse/ Midwife	Get vital signs to be recorded in EMR and refer the patient to the barangay Health Physician.	none	5 minutes	Irecyn Laguardor Kristina Rose Santiago
4	Approach the Barangay Health Physician	Examination of patient The barangay Health physician	none	5 – 10 minutes	Jonathan Calimag

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1. Take history and proper physical examination, request for some laboratory exams if needed 2. Make the proper disease diagnosis 3. Administer proper management 4. Prescribe and dispense necessary available meds 5. Advice and discharge patient			
	5. May Go Home				

PERSONNEL/STAFF

1. Jonathan M. Calimag - RHP
2. Kristina N. Santiago - RN
3. Irecyn C. Laguador - RN
4. Mary Jane Matining - Encoder
5. Yolanda P. Barrion - PHA
6. Dante V. Calayan - PHA
7. Cristina E. De Guzman - PHA
8. Fideliz R. Flores - PHA
9. Gerald O. Gabriel - PHA
10. Patricia Q. Reyes - PHA
11. Vivian P. Samson - PHA
12. Maricel C. Villegas - PHA

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback for service is included in each patient consult.
How feedback is processed	Feedbacks are brought to the attention of the head of facility for proper action
How to file a complaint	Written and Email complaints can be addressed to the Pasig city Health Department thru the Office of the City Health Officer
How complaints are processed	Complaints are reviewed and investigated for merit by the Grievance Committee and appropriate action are recommended/endorsed as necessary.
Contact Information	8642-7754, 8643-1111 loc 1511, pasigcityhealth@gmail.com