

**CITIZEN CHARTER 2023**  
**UGONG HEALTH CENTER**

**I. Medical Consultation**

Medical Consultation -medical assessment and management of non-communicable and communicable diseases. It is offered to all Barangay Ugong Residents, free of charge. Medical Consultation schedule is every Monday, Tuesday, Thursday at 8:00am to 12noon at Ugong Health Center.

<b>Office or Division:</b>	<b>Ugong Health Center</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens
<b>Who may avail:</b>	Brgy. Ugong Constituents

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Any government valid identification cards	Government agencies

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Approach reception area.	Ask client for services needed.	FREE	1-2minutes	Pasig Health Aides
2	<p>For Old patients: - Present patient's record number</p> <p>For new patients: -Request for patient's record number - Pediatrics: Provide information needed for Admission -Adolescent 10 to 19 years old: Provide information needed for Admission and HEADDSS Tool  -Aged 20 years old above: Provide information needed for INCD</p> <p>Dental Patients -Provide information needed for Dental Services (Medical and Dental history )</p>	<p>Retrieve patient's record</p> <p>-Provide patient's record number</p> <p>- Provide information needed for Admission</p> <p>-Interview patient and accomplish INCD forms.</p>	FREE	2-10 minutes	Pasig Health Aides

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Provide answers to personal -demographic data -medical history and other pertinent health information	Perform anthropometric measurements, vital signs assessments and record personal and pertinent information in individual patient's chart/form	FREE	3-5 minutes	Nurse: Ma. Christina B. Andeo, RN Midwife: Benilda C. Aguiran, RM  Pasig Health Aides
4	Encoding using Electronic Medical Records (EMR)	Verification of Demographic Data, Contact Number, Philhealth Number and Medical History	FREE	3-5 minutes	Medical Encoder: -Gerben P. Nido
5	Have a seat and wait to be called	Observe proper queuing of patients	FREE	5-10 minutes	Nurse: Ma. Christina B. Andeo, RN Midwife: Benilda C. Aguiran, RM  Pasig Health Aides
6	Proceed to consultation.	Review medical history, physical examination, assessment, issue prescription and provide health teachings.	FREE	10 -20 minutes	Physician: Joseph Raymond Ulep, MD
7	Wait for dispensing of medicines and other instructions.	Dispense medicines and give proper home meds instruction.	FREE	2-3 minutes	Nurse: Ma. Christina B. Andeo, RN Midwife: Benilda C. Aguiran, RM
TOTAL:			FREE	20-40 minutes/ transaction	

## Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop boxes located at Table 1 of Ugong Health Center
How feedback is processed	Feedback is gathered and processed by respective Units in the City Health Department. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form and submit to the City Health Department, 5 <sup>th</sup> floor, Pasig City Hall.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/ forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	For more information, assistance and complaint/s, you may call us at 84510028 local 1404. You may also send email to <a href="mailto:ugong.healthcenter@gmail.com">ugong.healthcenter@gmail.com</a> .

## CITIZEN CHARTER UGONG HEALTH CENTER

### 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)**

<b>Office or Division:</b>	DENTAL SECTION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños, Ugong Health Center, Brgy. Ugong, Pasig City.

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CHECKLIST OF REQUIREMENTS	WHERE TO OBTAIN
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	
1	<p>1. The patient will go to their respective health center where they belong with the following documents:</p> <p>a. Identification cards: either voter's ID, Senior Citizen's ID, Philhealth ID</p> <p>b. Referral slip coming from a licensed government/ private dentist (if needed)</p>		NONE		
2	Approach the Dental Aide/ Dental Assistant / PHA	<p>Dental Aide/ Dental Assistant/ PHA shall:</p> <p>1. Admit the patient for consultation and dental treatment</p> <p>2. Check the necessary documents required</p> <p>3. Let the patient fill up necessary forms and</p>	NONE	10 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	
		<p>individual treatment record (ITR), covid-19 questionnaires for new patients let them bring long brown envelope for the filling of their individual dental record.</p> <p>4. Take the vital signs of the patient (BP, etc.) and record it in the individual treatment record (ITR)</p> <p>5. Refer the patient to the Dentist</p>			
3	Approach the Dentist in charge in the said health center	<p>The dentist in charge shall:</p> <ol style="list-style-type: none"> <li>1. Perform proper triaging for covid-19</li> <li>2. Provide oral examination/ consultation</li> <li>3. Check the history of the patient</li> <li>4. Provide necessary dental treatment needed by the patient.</li> </ol>	NONE	10 minutes to 1 hour depending on the dental treatment provided	
	Encoding in Electronic Medical Record (EMR)	<ol style="list-style-type: none"> <li>1. Get the PhilHealth No.</li> <li>2. Verify the correct details of the patient in Electronic Medical Records (EMR)</li> </ol>	NONE	3 to 5 minutes.	
	Prescribe the right medicines needed plus instructions.	<p>The Dentist of Ugong Health Center will do the following.</p> <ol style="list-style-type: none"> <li>1. Give the right medicine for pain and antibiotics if needed.</li> </ol>	NONE	3 to 5 minutes.	
TOTAL:				10 minutes to 2 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