

**Palatiw Health Center - New
Citizen's Charter**

Services	Steps in Availing	Requirements	Person-In-Charge	Time Duration
I. Medical Consultation	1. Registration of Health Records -Retrieval of record for old patients and Filling up of medical records for new patients.	Family Number and PhilHealth Number	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	3-5 minutes
	2. Anthropometric measurement (Height and Weight)	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	2-3 minutes

	3. Vital Signs taking	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	2-3 minutes
	4. Referral to Nurse for taking Medical history, signs and symptoms and charting.	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	Depending on the influx of patients
	5. Queuing for	Laboratory and Diagnostic Results – if available.	Aljane Naiga, RN / Mariguel Victorino,RN	2-3 minutes

	<p>consultation</p> <p>6. Medical consultation</p> <p>7. Referral to Nurse for medicine dispensing and advice</p>	<p>Medical Records Prescription Referral -if needed</p>	<p>Dr. Chona Lolarga</p> <p>Aljane Naiga, RN / Mariguel Victorino,RN</p>	<p>2-3 minutes</p>
<p>II. Immunization</p>	<p>1. Registration of Health Records</p> <p>-Retrieval of record for old patients and Filling up of medical records for new patients.</p>	<p>Family Number/ PhilHealth Number/Baby Book Newborn Screening result - if available</p>	<p>PHA</p> <p>SUSAN RITA</p> <p>THELMA SAYO</p> <p>RICHIE ALMUEDA</p>	<p>3-5 minutes</p>

			FE ESTACIO	
	2. Anthropometric measurement (Height and Weight)	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	2-3 minutes
	3. Vital Signs taking	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	2-3 minutes
	4. Queuing for	None	PHA SUSAN RITA THELMA SAYO	1-2 minutes

	<p>vaccination</p> <p>5. Vaccination and Health Teaching</p> <p>6. Dispensing of medicines for fever and pain.</p>	<p>None</p> <p>None</p>	<p>RICHIE ALMUEDA</p> <p>FE ESTACIO</p> <p>Aljane Naiga, RN / Mariguel Victorino,RN</p> <p>Aljane Naiga, RN / Mariguel Victorino,RN</p>	<p>10-15 minutes</p> <p>2-3 minutes</p>
III. Maternal Care	<p>1. Registration of Health Records</p> <p>-Retrieval of records for old patients and Filling up of medical</p>	<p>Family Number/ PhilHealth Number</p> <p>Mother's Book</p>	<p>PHA</p> <p>SUSAN RITA</p> <p>THELMA SAYO</p>	<p>3-5 minutes</p>

	records for new patients.		RICHIE ALMUEDA FE ESTACIO	
	2. Anthropometric measurement (Height and Weight)	None	PHA SUSAN RITA THELMA SAYO	2-3 minutes
	3. Vital Signs taking	None	RICHIE ALMUEDA FE ESTACIO PHA SUSAN RITA THELMA SAYO	2-3 minutes
	4. Queuing for Pre-Natal and Post-Natal	None	RICHIE ALMUEDA FE ESTACIO PHA SUSAN RITA	1-2 minutes

	consultation		THELMA SAYO RICHIE ALMUEDA FE ESTACIO	
	5. Prenatal/postnatal consultation	Laboratory and Diagnostic Results -if available	Aljane Naiga, RN / Mariguel Victorino,RN	15-20 minutes
	6. Referral to Physician for Medical consultation if needed.		Dr. Chona Lolarga	2-3 minutes
	7. Dispensing of medicines/ vitamins/Anti-tetanus shot for		Aljane Naiga, RN / Mariguel Victorino,RN	2-3 minutes

	<p>pregnant patients. -Providing needed vitamins and health Teaching for post-partum patients.</p>			
IV. Family Planning	<p>1. Registration of Health Records</p> <p>-Retrieval of record for old patients and Filling up of medical records for new patients.</p>	<p>Family Number/ PhilHealth Number</p>	<p>PHA</p> <p>SUSAN RITA</p> <p>THELMA SAYO</p> <p>RICHIE ALMUEDA</p> <p>FE ESTACIO</p>	<p>3-5 minutes</p>
	<p>2. Anthropometric measurement (Height and Weight)</p>	<p>None</p>	<p>PHA</p> <p>SUSAN RITA</p> <p>THELMA SAYO</p> <p>RICHIE ALMUEDA</p> <p>FE ESTACIO</p>	<p>2-3 minutes</p>

	3. Vital Signs taking	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	2-3 minutes
	4. Queuing for Family Planning consultation	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	1-2 minutes
	5. Family Planning consultation	History of previous family planning methods used	Aljane Naiga, RN / Mariguel Victorino,RN	5-10 minutes
		None	Aljane Naiga, RN / Mariguel Victorino,RN	2-3 minutes

	6. Dispensing of family planning commodities			
V. National Tuberculosis Program	1. Registration of Health Records -Retrieval of record for old patients and Filling up of medical records for new patients.	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	3-5 minutes
	2. Anthropometric measurement (Height and Weight)	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	2-3 minutes

	3. Vital Signs taking	None	PHA SUSAN RITA THELMA SAYO RICHIE ALMUEDA FE ESTACIO	2-3 minutes
	4. Referral to Nurse for taking Medical history, signs and symptoms and charting. Review of laboratory and diagnostic tests done by the patient.	Recent Laboratory and Diagnostic results - if available Previous laboratory and radiologic results	Aljane Naiga, RN / Mariguel Victorino,RN	2-3 minutes
	5. Medical consultation.	Sputum and other diagnostic results History and physical	Dr. Chona Lolarga	2-3 minutes

	<p>Request for further examinations - chest X-ray, GeneXpert</p>	<p>examination findings</p> <p>Sputum and other diagnostic results</p> <p>History and physical examination findings</p>	<p>Aljane Naiga, RN / Mariguel Victorino, RN</p>	<p>30-45 minutes</p>
	<p>6. Enrolment in TB Program once confirmed positive. (Start Treatment)</p>	<p>Treatment Partner</p>	<p>Aljane Naiga, RN / Mariguel Victorino, RN</p>	<p>6 months</p>
	<p>7. Integrated Directly Observed Treatment Short Course (iDOTS)</p>	<p>Three sputum samples</p>		<p>5-10 minutes</p>
	<p>8. Repeat sputum</p>			<p>5-10 minutes</p>

	examination on the certain months depending on the category	Negative sputum exam on the end of treatment		
	9. Issuance of certification for completed/successful treatment			

**CITIZEN 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 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:

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

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

Office or Division:	PALATIW HEALTH CENTER (OLD & NEW)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Pasigueños (health center based dental services)
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification cards –any government issued ID	Government offices
2. Philhealth ID	Philhealth office
3. Family Number	Given upon registration
4. If below 18 years old, must be accompanied by parent or guardian	N/A

A. HEALTH CENTER BASED

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1. The patient will go to their respective health center where they belong with the following documents: a. Identification cards:	The assigned PHA for admission of patients will get their Family Envelop from the Record section.	NONE		PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	either voter's ID, Senior Citizen's ID, Philhealth ID b. Referral slip coming from a licensed government/ private dentist (if needed)				
2	Approach the Dental Aide/ Dental Assistant / PHA	Dental Aide/ Dental Assistant/ PHA shall: 1. Admit the patient for consultation and dental treatment 2. Check the necessary documents required 3. Let the patient fill up necessary forms and individual treatment record (ITR), covid-19 questionnaires 4. Take the vital signs of the patient (BP,RR, TEMP,ETC) for recording. 5.Refer the patient to the Dentist	NONE	10 minutes	Dental Assistant / PHA
3	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Perform proper triaging for covid-19 2. Provide oral examination/ consultation	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist::DR. JOSEPHINE Y. EVANGELISTA

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient.			
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

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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</p>	NONE	10 minutes	Dental Assistant / PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>necessary forms and individual treatment record (ITR), covid-19 questionnaires</p> <p>4. Take the vital signs of the patient (BP,RR, TEMP,ETC) for recording.</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> <p>1. Perform proper triaging for covid-19</p> <p>2. Provide oral examination/ consultation</p> <p>3. Check the history of the patient</p> <p>4. Provide necessary dental treatment needed by the patient.</p>	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist::DR. JOSEPHINE Y. EVANGELISTA

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	TOTAL:				

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