



CITIZEN'S CHARTER
PALATIW HEALTH CENTER OLD

Primary Health Care Services

MEDICAL CONSULTATION

Office or Division:	PALATIW HEALTH CENTER OLD
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Patients of all ages.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Government offices
Phil Health Number (optional)	Phil Health office
Family Number Individual Treatment Records Risk Assessment Forms Pre-Natal Records Family Planning Records Immunization Chart/Records Referral Forms Medicine Dispensing Records TB Medication Card/ Dispensing Records Medical Certificates/ Referral Forms WHODAS Forms ADEPT Forms / Records	Health Facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Admission. Retrieval of existing personal health records/Filling up of medical records for new patients	Issuance and filling out of forms	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
2.	Anthropometric measurements	Accurate measurement of height and weight	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
3.	Vital Signs taking	Accurate measurement of Blood pressure, pulse rate, respiratory rate,	NONE	3-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		temperature and glucose testing			IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
4.	Queuing of patients for assessment	Recording of chief complaints and laboratory results if any for follow up consultations	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
5.	Queuing for Medical Consultation	Evaluation and management of diagnosed illness	NONE	5-10 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
6.	Special Referral if warranted	Provision of medical certificates and/or Referral to higher facility if warranted	NONE	3-5 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
7.	Referral to Nurses for medicine dispensing and advice	Advised and dispensing of prescribed medicines	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
TOTAL:			NONE	21-35 MINUTES	PALATIW HEALTH CENTER OLD STAFF

NATIONAL IMMUNIZATION PROGRAM

The primary goal of this program is to minimize morbidity and death among children from the most prevalent vaccine-preventable diseases (VPDs), which include tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis, and measles.

Office or Division:	PALATIW HEALTH CENTER OLD
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All infants and children within the given target age, pregnant women and senior citizens needing vaccination.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any Identification cards of parents/guardian	Government offices
Phil Health number (optional)	Phil Health offices
Immunization record	For infants - vaccine record from the birthing place (if given BCG and Hepa B at birth) For infants transferring from other facility - previous health service provider
Family Number Individual treatment records Immunization Forms/Records	Health Facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Admission. Retrieval of existing personal health records/Filling out of medical records for new patients	Issuance and filling out of forms	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
2.	Anthropometric measurements	Accurate measurement of height and weight	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
3.	Vital Signs taking	Accurate measurement of pulse rate, respiratory rate and temperature	NONE	3-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
4.	Queuing for Vaccination	Provision of health education thru Mother's class	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
5.	Vaccination of Eligible patients	Immunization of vaccines to the patients, health education to parents and guardians for possible side effects	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
6.	Dispensing of medicines for fever and/or pain	Advised and dispensing of prescribed medicines	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
TOTAL:			NONE	16-25 MINUTES	PALATIW HEALTH CENTER OLD STAFF

NATIONAL TUBERCULOSIS PROGRAM

The National Tuberculosis Control Program (NTP) aims to reduce tuberculosis mortality and incidence in the country, as well as to reduce catastrophic expenditures and deliver patient-responsive health services.

Office or Division:	PALATIW HEALTH CENTER OLD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All TB cases and referred TB cases needing consultation/ assessment/ evaluation and treatment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification cards	Government offices
Phil Health number (optional)	Phil Health offices
Family Number Individual treatment records Risk Assessment Forms DS-TB Treatment Cards	Health Facility
1. National Tuberculosis Program ➤ Latest laboratory results a) DSSM, Xpert MTB Rif Test b.) CBC, Urinalysis, FBS, Creatinine, Lipid Profile c.) Latest Chest X-ray result with film d.) Referral from other health facility (if applicable)	Hospital/ Accredited Laboratory Facility Referring facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Admission. Retrieval of existing personal health records/Filling out of medical records for new patients	Issuance and filling out of forms	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
2.	Anthropometric measures and vital signs taking	Accurate measurement of height, weight, temperature, blood pressure, pulse rate, respiratory rate and glucose testing (if applicable)	NONE	3-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
3.	Checking of requirements	Interviews patient, checks for completeness of requirements	NONE	2-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
4.	Fill out TBDC Form for clinical diagnosed TB case	1. Issuance of form 2. Checks completeness of pertinent data	NONE	2-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
5.	Proceeds to waiting area until name is called	Instructs patient to proceed to waiting area	NONE	5-10 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.	Proceeds to consultation room for assessment of the Rural Health Physician	Conducts initial assessment, administer prescribed medication	NONE	2-5 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
7.	HIV screening and FBS/RBS screening (if unknown status)	1. Conduct PICT 2. Conduct Screening 3. Relaying of screening result to patient	NONE	2-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
8.	Dispensing of medicine	1. Dispense of NTP medicines 2. Giving the patient Treatment record copy 3. Educate the patient on potential adverse effects and what to do if they occur. 4. Informing the patients of the date of follow up	NONE	2-5 minutes	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
9.	Specialty Referral if warranted	1. Assessment and evaluation of special cases. 2. Referral to higher facility if warranted	NONE	3-5 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
TOTAL:			NONE	16-45 MINUTES	PALATIW HEALTH CENTER OLD STAFF

NATIONAL SAFE MOTHERHOOD PROGRAM

The National Safe Motherhood Program primarily focuses on the health and welfare of women throughout and after the pregnancy. To be able to improve the survival, health and well-being of mothers and unborn child through a package of services all through the course of, before and after pregnancy.

Office or Division:	PALATIW HEALTH CENTER OLD
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All Pregnant and Post-Partum Women

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Government offices
Phil Health number (optional)	Phil Health offices
Laboratory results (if available)	Referring facility
Discharge slip (for Post-Partum Women)	Delivery Hospitals/Facility
Family Number Individual treatment records Risk Assessment Forms	Health Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prenatal Forms/Records Post-Partum Forms/Records	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Admission. Retrieval of existing personal health records/Filling out of medical records for new patients	1. Issuance and filling out of forms. 2. Provision of Mother & Baby book	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
2.	Anthropometric measurement and Vital signs taking	Accurate measurement of height, weight, temperature, blood pressure, pulse rate, respiratory rate and glucose testing (if applicable)	NONE	2-3 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
3.	Queuing for Prenatal Consultation	Provision of health education thru Mother's Class	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
4.	PREGNANT WOMEN Comprehensive Prenatal Check up	1. Assessment of the Patient, checking of AOG 2. Provision of information on Safe Pregnancy and assessment on High Risk Pregnancy 3. Referral of Prenatal Laboratory Workout 4. Checking of Fundic Ht. and Fetal Heart Tone 5. Provision of Supplements such as Iron w/ Folic Acid, Calcium Supplementation 6. Provision of Tetanus Toxoid Vaccination 7. Specialty referral (if warranted)	NONE	5-10 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
	POST-PARTUM WOMEN	1. Assessment of mother post delivery 2. Provision of supplement Iron with Folic Acid 3. Health education for exclusive breastfeeding, child immunization and	NONE	5-10 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		family planning services			
5.	Follow Up Check Up	Scheduling of follow up check-up for Pregnant and/or Post-Partum women	NONE	2-3 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
6.	Medical Consultation	1. Evaluation and management of Pregnant women with remarkable laboratory results	NONE	5-7 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
7.	Specialty Referral if warranted	1. Assessment and evaluation of special cases. 2. Referral to higher facility if warranted	NONE	3-5 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
TOTAL:			NONE	12-23 MINUTES	PALATIW HEALTH CENTER OLD STAFF

INTEGRATED NON-COMMUNICABLE DISEASES PROGRAM

Aims to promote the Use of Phil PEN Protocol to diagnose and manage non communicable diseases.

Office or Division:	PALATIW HEALTH CENTER OLD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Patients 20 y/o and above and diagnosed with Non-communicable diseases

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Government offices
Phil Health Number (optional)	Phil Health office
Family Number Individual treatment records Risk Assessment Forms Medication Sheet for Maintenance	Health Facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Admission. Retrieval of existing personal health records/Filling up of medical records for new patients	Issuance and filling out of forms	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
2.	Anthropometric	Accurate measurement	NONE	2-5	Pasig Health Aides:

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	measurements	of height and weight		MINUTES	MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
3.	Vital Signs taking	Accurate measurement of Blood pressure, pulse rate, respiratory rate, temperature and glucose testing	NONE	3-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
4.	Queuing of patients for assessment	Recording of chief complaints and laboratory results if any for follow up consultations	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
5.	Queuing for Medical Consultation	Evaluation and management of diagnosed illness	NONE	5-10 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
6.	Referral to Nurses for medicine dispensing and advice	Advised and dispensing of prescribed medicines for maintenance medications	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
7.	Follow Up Monitoring	Scheduling of monthly monitoring, provision of maintenance meds and follow up check-up with blood workouts at least once every 3 months	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
8.	Specialty Referral if warranted	1. Assessment and evaluation of special cases. 2. Referral to higher facility if warranted	NONE	3-5 MINUTES	Rural Health Physician: MARK GIL B. MATIAS, MD
TOTAL:			NONE	18-23 MINUTES	PALATIW HEALTH CENTER OLD STAFF

FAMILY PLANNING PROGRAM

To help couples/individuals achieve their desired family size within the context of responsible parenthood and improve their reproductive health.

Office or Division:	PALATIW HEALTH CENTER OLD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Women of Reproductive ages

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Government offices
Phil Health Number (optional)	Phil Health office
Family Number Individual treatment records Risk Assessment Forms Family Planning Forms/Records	Health Facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Admission. Retrieval of existing personal health records/Filling out of medical records for new patients	Issuance and filling out of forms	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
2.	Anthropometric measurements	Accurate measurement of height and weight	NONE	2-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
3.	Vital Signs taking	Accurate measurement of pulse rate, respiratory rate and temperature	NONE	3-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
4.	Queuing for Family Planning Services	Instruct Patient to wait on the waiting area	NONE	3-5 MINUTES	Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
5.	Provision of Family Planning Methods	Counselling and provision of available Family Planning methods	NONE	3-5 MINUTES	Health Center Nurses: THELMA N. ARRIETA, RN AIZEL A. UNLAYAO, RN
6.	Medical consultation and Specialty Referral if	1. Assessment and evaluation of special	NONE	3-5 MINUTES	Rural Health Physician: MARK GIL B. MATIAS,

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	warranted	cases. 2. Referral to higher facility if warranted			MD
TOTAL:			NONE	16-30 MINUTES	PALATIW HEALTH CENTER OLD STAFF

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.

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

Office or Division:	PALATIW HEALTH CENTER OLD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños (health center based dental services)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification cards – any government issued ID	Government offices
2. Phil health ID	Phil health 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: either voter's ID, Senior Citizen's ID, Philhealth ID b. Referral slip coming from a licensed government/ private dentist (if needed)	The assigned PHA for admission of patients will get their Family Envelop from the Record section.	NONE		PASIG HEALTH AIDES: Ma. Fe Chavez Dominica Bautista Imelda Castro Erlinda Escuton Katrina Angeli Rustria

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Health Center Dentist: DR. JOSEPHINE Y. EVANGELISTA Pasig Health Aides: MA. FE CHAVEZ DOMINICA BAUTISTA IMELDA CASTRO ERLINDA ESCUTON KATRINA ANGELI RUSTRIA
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 3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist: DR. JOSEPHINE Y. EVANGELISTA
TOTAL:			NONE	10 minutes to 2 hours depending on the difficulty of the dental treatment provided	PALATIW HEALTH CENTER OLD STAFF

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box and/or Contact info: 8643-0000

<p>How feedback is processed</p>	<p>Every Friday, the assigned staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
<p>How to file a complaint</p>	<p>Report complaint through Ugnayan sa Pasig Facebook page</p> <p>Contact info: ugnayan@pasigcity.gov.ph:</p>
<p>How complaints are processed</p>	<p>The Complaints Officer receive the complaints on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8643-0000</p>
<p>Contact Information</p>	<p>Palatiw Health Center Old M. H. Del Pilar St. Brgy. Palatiw, Pasig Facility Landphone not available Facility Mobile number not available</p>