

## CITIZEN CHARTER Buting Health Center

### HEALTH SERVICE

Buting Health Center is a health facility providing access to quality health care and addressing the health needs of our constituents.

<b>Office or Division:</b>	City Health Department/Buting Health Center
<b>Classification:</b>	Health Center
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Pasigueños residing in barangay Buting and all nearby barangays included in the health cluster

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification cards; (Voters id, Senior's id, Philhealth id)	➤ Comelec/Senior citizen's office/Philhealth office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The patient will go to their respective health center and show either voter's id, senior's id or philhealth id	n/a	n/a	n/a	n/a
2	1. Approach staff and tell what services you need  2. Get a number queue	➤ Arrange patient's line in order	n/a	2 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
		➤ Obtain patient's name and family number	n/a	2 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
		➤ Identify patient's needed services	n/a	1 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
		➤ Lead the patient to the waiting area and let him wait for his/her number to be called	n/a	1 minute	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
3	1.Wait for your number to be called according to services needed	➤ Obtain patient's needed personal information	n/a	5 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro <b>(Encoder)</b> John Paulo B. Estacio
		➤ Perform history taking	n/a	5 minutes	<b>(Midwife)</b> Marvie D.C Tuquib Mildred B. Manzano <b>(Nurse)</b> Francis R. Pineda
		➤ Obtain vital signs	n/a	5 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
4	1.Availment of medical services such as ➤ Medical Consultation ➤ Prenatal Check up (PNCU) ➤ Immunization (NIP) ➤ Family Planning (FP) ➤ Tuberculosis (NTP) ➤ Non Communicable Disease (NCD'S) ➤ And others	➤ Medical Consultation	n/a	5-10 minutes	<b>(Doctor)</b> Maria Socorro G. Pilapil, M.D
		➤ Perform Physical examination	n/a	5-10 minutes	<b>(Doctor)</b> Maria Socorro G. Pilapil, M.D
		➤ Prescribe needed medicines	n/a	5-10 minutes	<b>(Doctor)</b> Maria Socorro G. Pilapil, M.D
		➤ Perform counselling	n/a	5-10 minutes	<b>(Doctor)</b> Maria Socorro G. Pilapil, M.D
		➤ Advise patient when to follow up and Refer if needed	n/a	5-10 minutes	<b>(Doctor)</b> Maria Socorro G. Pilapil, M.D

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			n/a		
5	1.Availment of available free medicines	➤ Dispensing of available medicines	n/a	3-5 minutes	<b>(Midwife)</b> Marvie D.C Tuquib Mildred B. Manzano <b>(Nurse)</b> Francis R. Pineda
		➤ Giving of proper instructions regarding prescribed medicines	n/a	3-5 minutes	<b>(Midwife)</b> Marvie D.C Tuquib Mildred B. Manzano <b>(Nurse)</b> Francis R. Pineda
TOTAL:			n/a	32 minutes	10

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	➤ Send feedback by answering feedback form and placing it inside a suggestion box
How feedback is processed	<ul style="list-style-type: none"> <li>➤ Open suggestion box daily</li> <li>➤ Acknowledge each comments and suggestion</li> <li>➤ Identify specific areas of improvement and ways to make changes</li> <li>➤ Conclude with a positive action</li> </ul>
How to file a complaint	➤ Entertain patient's complain and refer them to Ugnayan sa Pasig
How complaints are processed	➤ Respond to written memo within 72 Hours
Contact Information	<ul style="list-style-type: none"> <li>➤ Contact number of Buting Barangay hall :(641-1440)</li> <li>➤ Email Address of Buting Health Center :<a href="mailto:butinghc@yahoo.com">butinghc@yahoo.com</a></li> <li>➤ Address of Buting Health Center: #2 G. Coching St. Buting, Pasig City</li> </ul>

## CITIZEN CHARTER Buting Health Center

### DENTAL SERVICE

Buting Health Center is a health facility providing access to quality health care and addressing the Dental health needs of our constituents.

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

<b>Office or Division:</b>	City Health Department / Buting Health Center DENTAL DIVISION
<b>Classification:</b>	Health Center
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Pasigueños residing in Barangay Buting and all nearby barangays included in the health cluster

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification cards;(Voters id, Senior's id, Philhealth id)	➤ Comelec / Senior Citizen's Office / Philhealth office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The patient will go to				

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	their respective Health Center and show either voter's id, senior's id or Philhealth id				
2	1.Approach staff and tell what services you need  2.Get a number queue	➤ Arrange patient's line in order	n/a	2 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
		➤ Obtain patient's name and family number	n/a	2 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
		➤ Identify patient's needed services	n/a	1 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
		➤ Lead the patient to the waiting area and let him wait for his/her number to be called	n/a	1 minute	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
3	1.Wait for your number to be called according to services needed	➤ Obtain patient's needed personal information	n/a	5 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro <b>(Encoder)</b> John Paulo B. Estacio
		➤ Perform history taking	n/a	5 minutes	<b>(Midwife)</b> Marvie D.C

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Tuquib Mildred B. Manzano <b>(Nurse)</b> Francis R. Pineda
		➤ Obtain vital signs	n/a	5 minutes	<b>(PHA)</b> Annabelle G. Castillo Josephine S. Lising Teresita A. Malate Mari-ann A. Marbella Merlita C. San Pedro
4	1.Availment of dental services such as:	➤ Dental Consultation	n/a	5-10 minutes	Maria Leonora G. Macaspac,DMD
	➤ Dental Consultation				
	➤ Prenatal Dental Check up	➤ Dental check-up and dental charting	n/a	5-10 minutes	Maria Leonora G. Macaspac,DMD
	➤ Topical fluoride varnish application to infants with teeth and children	➤ Prescribe needed medicines	n/a	5-10 minutes	Maria Leonora G. Macaspac,DMD
		➤ Dental education and counselling	n/a	5-10 minutes	Maria Leonora G. Macaspac,DMD
	➤ Oral prophylaxis for pregnant mothers	➤ Advise patient when to follow up and Refer if needed	n/a	5-10 minutes	Maria Leonora G. Macaspac,DMD
	➤ Scaling and Gum treatment for senior citizen			15-30 minutes	Maria Leonora G. Macaspac,DMD
	➤ Tooth extraction			15-30 minutes	Maria Leonora G. Macaspac,DMD
				15-30 minutes	Maria Leonora G. Macaspac,DMD
	➤ And others		n/a	5-10 minutes	Maria Leonora G. Macaspac,DMD
5	1.Availment of available free medicines	➤ Dispensing of available medicines	n/a	3-5 minutes	<b>(Midwife)</b> Marvie D.C Tuquib Mildred B. Manzano <b>(Nurse)</b> Francis R. Pineda
		➤ Giving of proper instructions regarding prescribed medicines	n/a	3-5 minutes	<b>(Midwife)</b> Marvie D.C Tuquib Mildred B. Manzano <b>(Nurse)</b> Francis R. Pineda

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			n/a	43 minutes	10
TOTAL:					

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"><li>➤ Send feedback by answering feedback form and placing it inside a suggestion box</li></ul>
How feedback is processed	<ul style="list-style-type: none"><li>➤ Open suggestion box daily</li><li>➤ Acknowledge each comments and suggestion</li><li>➤ Identify specific areas of improvement and ways to make changes</li><li>➤ Conclude with a positive action</li></ul>
How to file a complaint	<ul style="list-style-type: none"><li>➤ Entertain patient's complain and refer them to Ugnayan sa Pasig</li></ul>
How complaints are processed	<ul style="list-style-type: none"><li>➤ Respond to written memo within 72 Hours</li></ul>
Contact Information	<ul style="list-style-type: none"><li>➤ Contact number of Buting Barangay hall :(641-1440)</li><li>➤ Email Address of Buting Health Center :<a href="mailto:butinghc@yahoo.com">butinghc@yahoo.com</a></li><li>➤ Address of Buting Health Center: #2 G. Coching St. Buting, Pasig City</li></ul>