



CITIZEN'S CHARTER
Ismar Health Center

Providing General Consultation, Immunization Services, Family Planning, Pre-Natal Check-ups, TB DOTS/Enrollment.

These services are available from Monday to Friday, 8 am to 5 pm (except Holidays and Depending on the schedule of each program mentioned above).

Office or Division:	Medical Division – Ismar Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual treatment records Non-Communicable Disease Forms 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	Reception Area PHA's Ismar Health Center Midwives Ismar Health Center Physician

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the reception area of the Health Center for registration and record pull out	A. New Patient: - Register new patients at the reception and interviewed by PHA B. OLD/Follow-up Patients: - Check the client records and retrieve from the records shelves	None	5-10 minutes	- PHA's
2	Proceed to the waiting area for interview.	Taking of chief complaint and Vital Signs collection	None	5-10 minutes	- PHA's
3	Information collection - History of Present Illness - Past Personal Medical History	History taking and other relevant information	None	5-10 minutes	- Ms. Luzviminda Rebenito - Mrs. Arcangel Bautista - Dr. Joseph

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- Family history				Dela Cruz
4	Proceed to the consultation area	History evaluation and Physical Examination. Administer Prescriptions and other non-pharmacologic interventions.	None	5-10 minutes	- Ms. Luzviminda Rebenito - Mrs. Arcangel Bautista - Dr. Joseph Dela Cruz
5	Proceed to the medicine dispensary area.	General Consultation: - Dispensing of medicines and schedule of dosage schedule Immunization: - Vaccination and schedule of vaccinations advised Family Planning: - Dispensing of pills - Administration of Injectables and schedule of next visit advised Tuberculosis: - Medication dispensing and dosing schedule advised	NONE (As long as prescribed medications are available at the center) they can have it free of charge.	5-10 minutes	- Ms. Luzviminda Rebenito - Mrs. Arcangel Bautista - Dr. Joseph Dela Cruz
6	Referral to facilities for laboratory tests	Referral of patients to other hospitals with corresponding request/referral forms from the health center Physician.	None	5-10 minutes	- Ms. Luzviminda Rebenito - Mrs. Arcangel Bautista - Dr. Joseph Dela Cruz
TOTAL: 6			None		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	After the services, feedback notes/ letters can be dropped off in the suggestion box.
How feedback is processed	Feedback notes can be evaluated weekly and addressed accordingly.
How to file a complaint	Come up to any Health Center Staff and elaborate the specific problem.
How complaints are processed	The Physician and Staff will discuss/ evaluate and resolve patient's concern accordingly.
Contact Information	0935 423 9806 0977 628 4976 Ismar Health Center (For Emergency Purposes)

**CITIZEN CHARTER
ISMAR 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:

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

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

Office or Division:	DENTAL SECTION
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños within the catchment area of Ismar Health Center ,Kalawaan ,Pasig City

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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) 3. If below 18 years old must be accompanied by parent or guardian	Referring dentist (government or private dentist)

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)		NONE		
2	Approach the PHA / Barangay Health Worker	PHA /BHW/EMR Encoder 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, etc.) and record it in the individual treatment record (ITR) 5.Encoding of patient information then send the patient to the dentist in charge	NONE	10 minutes	PHA/ Barangay Health Worker/ EMR encoder
3	Approach the Dentist in charge in the said	The dentist in charge shall:	NONE	10 minutes to 1 hour	Dr. Fernando B. Cruz-Dentistt

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	health center	1. Check Patient name queued from the encoder 2. Check the medical history of the patient for any complication that may arise from the dental procedure. 3. Provide oral examination/ consultation 4. Provide necessary dental treatment needed by the patient.		depending on the dental treatment provided	
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