

**CITIZEN CHARTER  
KALAWAAN HEALTH CENTER**

**MEDICAL CONSULTATION**

-Free medical consultation and disease management.

**EXPANDED PROGRAM ON IMMUNIZATION**

-Provides recommended routine immunization to infant/child. This aims to protect the children against vaccine preventable diseases (VPD's). Expanded program on immunization provides safe and effective against VPD's for, newborns, infants, older children, pregnant as well as Senior Citizens

**FAMILY PLANNING**

-The program provides access to correct information, safe, legal, non-abortifacient, effective and culturally acceptable family planning methods.

**MAINTENANCE MEDICINE**

- Provides Free Maintenance medicine, Antibiotics and other medicines procured by the DOH and LGU to help ease the burden of out of pocket medical costs, especially among the poor. Assessment, screening and management using the Philippine Package of Essential NCD (non-communicable disease) Intervention protocol. promote a healthy lifestyle to control blood pressure and sugar levels and prevent further complications.

**TB i-DOTS**

-Provides Assistance and Facilitates Medication, Monitoring and Documentation of TB patients (Adult / Child), as well as their family members for early detection and to prevent the spread of the Disease.

**PRE-NATAL CHECK UP**

-The program is committed to quality maternal and newborn health services with integrity and accountability using proven and innovative approaches also, establishing core knowledge base and support systems that facilitate the delivery of quality maternal and newborn health services. Maternal Death Reporting, Monitoring, Evaluation, Research, and Dissemination of information regarding safe motherhood. Provides essential Medicines such as Ferrous sulfate, folic acid, calcium, vitamin A and tetanus Diphtheria injection to pregnant women.

<b>Office or Division:</b>	<b>PASIG CITY HEALTH DEPARTMENT</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	ALL RESIDENTS OF BRGY. KALAWAAN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PHILHEALTH NUMBER	PHILHEALTH OFFICE
VACCINATION CARD (If available)	
UPDATED PRESCRIPTION (from private clinic/s)	
VALID ID	
FOR <b>MINORS</b> patient must be accompanied by immediate family of legal age.	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>For New Patient:</b> Proceeds to the admission table and fill out the EMR (Electronic Medical Record) registration slip	Provides the patient/client with EMR (Electronic Medical Record) registration slip and will provide new family number.	None	10 mins.	<b>PHAs:</b> <ol style="list-style-type: none"> <li>Ma. Lourdes S. Manchos</li> <li>Redita I. Bermudo</li> <li>Emma C. Rayos Del Sol</li> <li>Lourdes S. Roman</li> <li>Linda H. Vargas</li> <li>Ma. Theresa B. Parado</li> <li>Renato D. Operio</li> </ol>
1.a	<b>For Old Patient:</b> Proceed to admission table and present the family number assigned.	Gets the family number and retrieves the patient chart. Also updates the data of old patients.	None	5-10 mins	<b>PHAs:</b> <ol style="list-style-type: none"> <li>Ma. Lourdes S. Manchos</li> <li>Redita I. Bermudo</li> <li>Emma C. Rayos Del Sol</li> <li>Lourdes S. Roman</li> <li>Linda H. Vargas</li> <li>Ma. Theresa B. Parado</li> <li>Renato D. Operio</li> </ol>
2	Patients proceeds to admission table 2 and presents the filled up EMR slip to the PHA.	Takes and records vital signs. Guides assesses and categorizes the patient/client.	None	5-10 mins.	<b>PHAs:</b> <ol style="list-style-type: none"> <li>Ma. Lourdes S. Manchos</li> <li>Redita I. Bermudo</li> <li>Emma C. Rayos Del Sol</li> <li>Lourdes S. Roman</li> <li>Linda H. Vargas</li> <li>Ma. Theresa B.</li> </ol>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Rest at the waiting area and wait for your name to be called.				Parado 7. Renato D. Operio
3	Patients proceed to the table <b>no. 3</b> and presents the EMR slip and patient chart to the Encoder.	Takes the information gathered from the patient's chart and encode the data in the EMR and conducts risk assessments to the patient/client	None	5-10 mins.	ENCODER Cristina G. Sanchez
4	<b>For Medical Consultation.</b>  Proceeds to <b>table 4</b> Presents the patient's chart to the nurse	Further assess and takes and ensure the chief complaint of the patient to encode at the EMR.  Nurse/midwife interviews patient records history of present illness and other pertinent past medical and family history as well as immunization history, nurse will also provide initial diagnosis and suggested management for approval by the rural health physician.	None	10 mins.	NURSES/MIDWIFE  Angelique B. Cuevas/Jovelyn Y. Adobas/ Cherry DC Villanuevas
4.a	<b>For Maintenance Medicine</b>  Proceeds to the pharmacy	Takes the patient chart and prescription (for private consultation) and gives the maintenance medicine	None	5-10 mins.	NURSE/MIDWIFE Angelique B. Cuevas/Jovelyn Y. Adobas/ Cherry DC. Villanueva
4.b	<b>For Child Immunization</b>  Proceeds to <b>Table 5</b> presents the Baby book	Checks the Baby Book and gives the vaccine accurate or need of the child.  Assigns/Schedule the next visit for vaccine needed.	None	5-10 mins.	NURSE/MIDWIFE Angelique B. Cuevas/Jovelyn Y. Adobas/ Cherry DC. Villanueva
4.c	<b>For Family Planning</b>	For <b>new patient</b> fill up the Form 1. Assess the client and	None	5-10 mins.	NURSE/MIDWIFE Angelique B. Cuevas/Jovelyn Y.



#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		done.  -giving prenatal vitamins and injections such as TD.			
5	For <b>Medical Consultation</b>  Proceed to actual doctor consultation	Face to face consultation with doctor on duty. RHP will see and examine patient. Provide final diagnosis and treatment.	None	10-15 mins.	PHYSICIAN: Dr. Jericca E. Rebutillo
6	Patients proceeds to Pharmacy	Nurse or midwife dispensed medications prescribed by RHP and advises patients of doctor's orders.	None	5-10 mins.	NURSE/MIDWIFE Angelique B. Cuevas/Jovelyn Y. Adobas/ Cherry DC. Villanueva
TOTAL:				15-60 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Via suggestion box
How feedback is processed	
How to file a complaint	Proceed to Head of Unit
How complaints are processed	
Contact Information	{landline, mobile number of facility}

**CITIZEN CHARTER  
KALAWAAN HEALTH CENTER**

**DENTAL SERVICE**

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 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 for pregnant mothers, fluoride varnish application for infants and students in public schools and Day Care Centers with tooth brushing drills.

FEES: No fees are to be collected in availing the above dental health services.

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

<b>Office or Division:</b>	DENTAL
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All RESIDENTS of BARANGAY KALAWAAN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any VALID ID (with address)	
2. PHILHEALTH ID/Number	Philhealth office
3. VACCINATION CARD (If available)	
4. For MINORS: Must be accompanied by an adult immediate family member or authorized guardian with proper identification	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	REGISTRATION: give your name and show any valid ID	PHA will get your Family Record (for old patient), will give family record number (for new patient)	-	5-10 minutes	PHA (on duty)
2	VITAL SIGNS	PHA shall a. get your vital signs such as Blood Pressure, Heart Rate, Pulse Rate, Height, Weight, Temperature b. Queue the patient for EMR (Electronic Medical Record)		5-10 minutes	PHA (on duty)
3	EMR/ENCODING	The encoder shall register the patient in EMR and conduct necessary health screening	-	5-10 minutes	Encoder (TINA SANCHEZ)
4	DENTAL RECORD	Dental Aide shall: 1. Admit the patient for consultation and treatment 2. Check the necessary documents required 3. Let the patient fill up necessary forms and ITR (Individual Treatment Record) 4. Queue the patient for	-	10 minutes	Dental Aide (RACQUEL MARTIN)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		DENTAL SERVICE			
5	Proceed to DENTAL ROOM	The Dentist in charge shall do Screening, Chief complaint/Dental and Medical History Taking, Oral Examination and Dental Treatment/s needed by the patient. Prescribe necessary medicines	-	15 - 30 mins	Dentist  (DR. CRISTINA P. MADRIDEJOS)
6	PHARMACY	The person in charge shall provide the available medicines prescribed to the patient	-	5 – 10 mins	Medical Staff in charge
TOTAL:				10 – 60 MINS depending on the difficulty of dental treatment	