

CITIZEN'S CHARTER
Kapasigan Health Center

Health Services

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

Office or Division:	City Health Office/ Kapasigan Health Center
Classification:	Health Center (District 1)
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Pasigueños residing in Barangay Kapasigan and all nearby barangay with referral.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Cards: PhilHealth ID, Senior's ID, PWD ID, Voter's ID	PhilHealth Office, Senior Citizen Office, PWD office, Comelec
2. Referral Slip given by Hospital and other Clinic.	Referring MDs (Government and Public Hospital and Clinic)
3. Below 18 years old must be accompanied by parents and guardian	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to avail services: a) Approach staff and inform them what service you need. b) Get a number c) Queuing	a) Arrange patient line in order	N/A	1 min	Raihana Limbo(BHW)
		b) Obtain patients name family number and their ids	N/A	1 min	Zenaida Herrera(BHW)
		c) Lead the patients to the waiting area and let him wait for his number to be called.	N/A	1 min	Mary Rose Santos(BHW)
2	Wait for your number to be called	a) Retrieval of existing health record. Obtained patient's needed information/ filling up of medical records for new patients)	N/A	1 min	Maria Teresa Bruan(PHA)/ Verna Caldonga(PHA)/ Victoria Sandoval(BHW)
		b) Anthropometric Measurements/ Vital Signs	N/A	1 min	Rowena Reynoso(PHA) Mary Jane Andrada(PHA) Jennibeth Espiritu(BHW)/

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		c) Screen, Assess and get chief complaints of patients with history of illness	N/A	1 min	Rosalinda Aguilera(BHW) Ma. Nanette Vidallo, RM
3	Availment of medical services such as; a) Consultation b) Prenatal/ Post-natal c) Family Planning d) Immunization e) Nutrition f) NTP g) INCD	a) Assess Patients b) Perform Physical Examination c) Prescribing needed Medicines d) Advice patients for follow up or refer patients if needed e) Request for further examination – gene xpert, enrolment TB program once deemed positive. (Tutok Gamutan) f) Request for laboratory exam needed by patients	N/A N/A N/A N/A N/A	1 min 1 min 1 min 1 min 1 min	Ma Teresa Lactaen, MD Ma Teresa Lactaen, MD Ma Teresa Lactaen, MD Ma Teresa Lactaen, MD Ma Teresa Lactaen, MD Ma Teresa Lactaen, MD
4	Availment of available medicine	a) Dispensing of prescribed medicines needed/ giving proper instruction regarding prescribed medicines. b) Immunization – Vaccine given needed by 1) Infant/Children 2) Senior Citizens 3) PWD c) Prenatal/Postnatal – given FESO4/ Calcium Supplement – Vaccines for Tetanus toxoid d) Nutrition – Vitamin A (100,000 – 6-11months / 200,000 – 12 – 59 months) e) Family Planning – Dispensing of family planning commodities (DMPA, PILLS, CONDOM) f) NTP – Tutok Gamutan (IDOTS) daily g) INCD – Dispensing of HPN and DM medications	N/A N/A N/A N/A N/A N/A	2 mins 1 min 1 min 2 mins 2 mins 2 mins 2 mins	Gloria Tompong, RM Ma. Nanette Vidallo, RM Gloria Tompong, RM Ma. Nanette Vidallo, RM Maria Teresa Bepinoso(BNS) Ma. Nanette Vidallo, RM Gloria Tompong, RM Gloria Tompong, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Recording	a) Recording and updating all patients seen daily	N/A	2 mins	Geralyn Delos Reyes(PHA)
6	Encoding	b) Encoding patients seen in EMR and MUPLOMT	N/A	5 mins	Crissalyn Nacionales (Encoder)
TOTAL:			N/A	30-35 minutes	Physician/ Midwife/ Encoder/ BNS/ PHA/BHW

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Through telephone hotline, online (email) or suggestion boxes.
How feedback is processed	<ul style="list-style-type: none"> Acknowledge each comments and suggestions. Identify the specific areas of improvement and waste to make it change. Meeting with all the staffs to discuss issues and concerns. Assessed and respond immediately. Conclude with positive action.
How to file a complaint	<ul style="list-style-type: none"> Make an incident report of the complaints. Send IR to Department Head. Through telephone hotline, online (email)
How complaints are processed	<ul style="list-style-type: none"> 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.
Contact Information	Pasig City Health Office: (02)8643-1111 loc 391 Email: pasigcityhealth@gmail.com

CITIZENS' CHARTER KAPASIGAN 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 (8:00 – 5:00PM)

Office or Division:	DENTAL SECTION
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: 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)	Referring dentist (government or private dentist)
3. If below 18 years old, must be accompanied by parent or guardian	N/A

HEALTH CENTER BASED

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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		Patient/Client
2	Approach the Dental Aide/ PHA on duty	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, etc.) and record it in the individual treatment record (ITR) 5. Perform proper	NONE	10 minutes	Lourdes Dimaguila (BHW/ Dental Assistant)/ PHA on Duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		triaging for covid-19 6.Refer the patient to the Dentist			
3	Encoding for Electronic Medical Record (EMR)	1. Encoding of patient record in the EMR System	NONE	10-15 minutes	Crissalyn Nacionales (Encoder)
4	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Provide oral examination/consultation 2. Check the history of the patient 3. Provide necessary dental treatment needed by the patient. 4. Encoding of dental procedures done and prescriptions given in EMR	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dr. Edgar C. Alba (Health Center Dentist)
TOTAL:				10 minutes to 1 hour 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