

CITIZEN CHARTER
ORANBO HEALTH CENTER



1. Medical Consultation, Immunization, Family Planning, Maternal Care, TB Dots, Dental

These services are open from Monday to Friday, 8:00AM to 5:00PM (except for Holidays and program schedule)

Office or Division:	City Health Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Patient's Record	Health Center Triage Area
2. a. Integrated NCD Risk Assessment Form for patients aged 20 years old and above b. HEEADSSS Health Assessment Form for patients aged 9 – 19 years old	Health Center Triage Area
3. World Health Organization Disability Assessment Tool 2.0 Form for patients with disability/ies	Health Center Triage Area

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure a patient's number from front desk and fill out the patient's information card	1. Provide patient's number and advise to wait in queue 2. Ask patient to write his/her name, birthday and address on information card. 2.a. New Patient – prepare Patient's Record, INCD Risk Assessment Form or HEEADSSS Health Assessment Form and WHODAS 2.0 Form if applicable 2.b. Old/Follow-Up Patient – Pull out patient's record	NONE	1 – 2 minutes	Lovely Rose Bantog, Janet De Gracia, Cristina Lomboy and Ninya Tala (PHA) and BHW

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Wait for your number to be called for vital signs	Get and record patient's vital signs in Patient's Record. Hand over the forms needed to fill out and wait back in queue	NONE	1 -2 minutes	Lovely Rose Bantog, Janet De Gracia, Cristina Lomboy and Ninya Tala (PHA) and BHW
3	Wait for your name to be called for consultation. Once name is called, proceed to doctor's table.	Interview patient for history taking and assessment (fill out INCD/HEEADSS and WHODAS 2.0, if applicable)	NONE	5 – 8 minutes	Leah Flores (Nurse) Ofelia Esquillo (Midwife)
4	Listen carefully to physician's advice and instructions	Explains patient's diagnosis, provides instructions, prescription, laboratory requests and advised schedule of follow-up.	NONE	15 – 30 minutes (depending on case)	Ma. Rowena D. Concepcion (Physician)
5	Receive medicine, facility's service and sign in Utilization Form	<p>1. Medicine/s available in center will be dispensed by nurse or midwife. Remind patient on instruction how to take medicine and schedule of follow-up.</p> <p>2. Sign in utilization form</p> <p>3. a. Immunization (every Wednesday)– Administration of vaccine and instructions regarding next visit and post care are given</p> <p>b. Family Planning – Administration of injectables or dispensing of pills and condom. Instructions are given.</p> <p>c. NTP – Dispensing of TB medications. Dosing instructions and schedule of follow-ups are given.</p> <p>d. Maternal Care (every Wednesday) – Dispensing of vitamins (Calcium Carbonate to Pregnant women and</p>	NONE	<p>1. 3 – 5 minutes</p> <p>2. 1 minute</p> <p>3. a. 5 – 8 minutes</p> <p>b. 5 – 10 minutes for new users, 2 – 3 minutes for current users</p> <p>c. 8 – 15 minutes for enrollment and HIV screening, 2 – 3 minutes for enrolled patients</p> <p>d. 5 – 10 minutes for new pregnant, 3 – 5 minutes for</p>	<p>1. Leah Flores (Nurse) Ofelia Esquillo (Midwife)</p> <p>2. Lovely Rose Bantog, Janet De Gracia, Cristina Lomboy and Ninya Tala (PHA)</p> <p>3. a. Leah Flores (Nurse)</p> <p>b. Ofelia Esquillo (Midwife)</p> <p>c. Leah Flores (Nurse) Ofelia Esquillo (Midwife)</p> <p>d. Ofelia Esquillo (Midwife)</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Ferrous Sulfate with Iron to Post-Partum Patients).		follow up check -ups	
6	Proceed to referred hospital or facility/ies for laboratory procedures (if applicable)	<ol style="list-style-type: none"> 1. Referral slip is given to patient for cases when laboratory procedure is required or to hospital of choice for further management. 2. Instructions to come back with results are given 	NONE	2 – 5 minutes	Leah Flores (Nurse) Ofelia Esquillo (Midwife)
TOTAL: 6			NONE		

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through telephone hotline, online (FB page) or suggestion/feedback box.
How feedback is processed	Feedbacks are assessed and then forwarded to person/s concerned to be addressed properly.
How to file a complaint	Through telephone hotline, online (email or FB page) or complaint box.
How complaints are processed	Health center staff investigate the complaint/s received. Health center staff will derive solution after assessment of the complaint/s. This will be disseminated to the rest of the health team to ensure that the situation/concern will not be precedent.
Contact Information	Brgy. Oranbo Hotline: (02) 8631-0254 FB Page: Oranbo H.C (www.facebook.com/profile.php?id=100078219872787)

CITIZEN CHARTER ORANBO HC 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 (health center based dental services)
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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)	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		Patient
2	Approach the Dental Aide/ Dental Assistant / PHA	Dental Aide/ Dental Assistant/ PHA shall: 1. Perform proper triaging for covid-19 2. Admit the patient for consultation and dental treatment 3. Check the necessary documents required 4. Let the patient fill up necessary	NONE	10 minutes	Lovely Rose Bantog, Janet De Gracia, Cristina Lomboy and Ninya Tala (PHA)

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		forms and individual treatment record (ITR), covid-19 questionnaires 5. Refer the patient to the Dentist.			
3	Encoding for Electronic Medical Record	Encoding of patient record in the EMR System.	NONE	10-15 minutes	Christy Grinio (Encoder) Leah Flores (Nurse)
4	Approach the Dentist in charge in the said health center	The dentist in charge shall: 2. Provide oral examination/consultation 3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient. 5. Prescribe medicines.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dr. Joseph P. Magpali (Dentist)
5	Recording of the treatment/s done in the EMR	The dentist shall encode all dental procedures and treatments done, medications prescribed and given to the patient in the EMR.	NONE	10-15 minutes	Dr. Joseph P. Magpali (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