

CITIZEN CHARTER
San Jose Health Center

Health Services

San Jose 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/ San Jose Health Center
Classification:	Health Center (District 1)
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Pasigueños residing in Barangay San Jose 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	1) Arrange patient line in order 2) Obtain patients name family	free	2 mins	Ederlita N. Barbin Francisca A. Barcelon Femy B. Isidro Catherine Grace DO

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	inform them what service you need. b) Get a number c) Queuing	number and their ids 3) Lead the patients to the waiting area and let him wait for his number to be called.			Rapaido
2	Wait for your number to be called	1) Retrieval of existing health record. Obtained patient's needed information/ filling up of medical records for new patients) 2) Assessed patients and get chief complaints and history of illness. 3) Anthropometric Measurements/ Vital Signs 4) Risk Assessment INCD 5) Assessment AHDP 6) Assessment WHO-DAS form	free	2 mins	Ederlita N. Barbin Francisca A. Barcelon Femy B. Isidro Catherine Grace DO Rapaido
3	Availment of medical services such as; a) Consultation b) Prenatal/ Post-natal c) Family Planning d) Immunization e) Nutrition f) NTP g) INCD	1) Assessed Patients 2) Perform Physical Examination 3) Prescribing needed medicines 4) Counselling 5) Advice patients for follow up or refer patients if needed 6) Request for further examination – gene xpert, enrolment TB program once deemed positive. (Tutok Gamutan) 7) Request for laboratory exam needed by patients	free	2mins	Myra Y. Endiafe,MD Elma C. Accad,RM Ma. Karra Mae S. Mallari,RN
4	Availment of available	a) Consultation – Dispensing of			Myra Y. Endiafe,MD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	medicine	<p>prescribed medicines needed/ giving proper instruction regarding prescribed medicines.</p> <p>b) Immunization – Vaccine given needed by</p> <ol style="list-style-type: none"> 1) Infant/ Children 2) Senior Citizens 3) PWD <p>c) Prenatal/ Postnatal – given FESO4/ Calcium Supplement – Vaccines for Tetanus toxoid</p> <p>d) Nutrition – Vitamin A (100,000 – 6-11months / 200,000 – 12 – 59 months)</p> <p>e) Family Planning – Dispensing of family planning commodities (DMPA, PILLS, CONDOM)</p> <p>f) NTP – Tutok Gamutan (IDOTS) daily</p> <p>g) INCD – Dispensing of HPN and DM medications</p>	free	2 mins	Elma C. Accad, RM Ma. Karra Mae S. Mallari, RN Elizabeth V. Cruz
5	<p>1. The patient will go to their respective health center where they belong with the following documents:</p> <p>a. Identification cards: either voter's ID, Senior Citizen's ID, Philhealth ID</p> <p>b. Referral slip coming from a licensed government/ private dentist (if needed)</p>		free		Patient

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 forms and individual treatment record (ITR), covid-19 questionnaires 5. Refer the patient to the Dentist.	free	10 minutes	Ederlita N. Barbin Francisca A. Barcelon Femy B. Isidro Catherine Grace DO Rapaido
	3. 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.	free	10 minutes to 1 hour depending on the dental treatment provided	Dr. Laurice Marie Arabella A. Magpali
	4. 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.	free	10-15 minutes	Dr. Laurice Marie Arabella A. Magpali
6.	Encoding for Electronic Medical Record	a) Encoding, Recording and updating all patients seen daily in the EMR System.	free	5mins	Andrea M. Vidallo
TOTAL:			free	10 minutes to 1 hour depending on the severity of the problem.	<ul style="list-style-type: none"> • Myra Y. Endiafe,MD • Dr. Laurice Marie Arabella A. Magpali,DMD • Elma C. Accad,RM • Ma.Karra Mae Mallari,RN • Elizabeth V. Cruz • Andrea M. Vidallo • Ederlita N. Barbin • Francisca A. Barcelon • Femy B. Isidro • Catherine Grace DO Rapaido

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> • At the end of consultation / visit , PHA will give feedback form to be filled up by the patient . the patient will indicate satisfaction or not satisfactory service. • Through telephone hotline, online (email) or suggestion boxes.
How feedback is processed	<ul style="list-style-type: none"> • Daily/Monthly review of the feedback and discussion on important matter to meet a better way or maintain good practice. • 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"> • At the end of consultation / visit , PHA will give complain form (if there is) to be filled up by the patient . the patient is free to comment or complain as they wish to. • 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"> • Daily / Monthly review of complaints . Addressing the complain (if there is) according to needs to be corrected. • 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	<p>Pasig City Health Office: (02)8643-1111 loc 391 Email: pasigcityhealth@gmail.com</p>