



**CITIZEN CHARTER**  
**BAGONG ILOG HEALTH CENTER**



**A. CONSULTATION**

Free check-up from 8am to 5pm during Monday, Tuesday, and Thursday and afternoon during Wednesday and Friday.

<b>Office or Division:</b>	BAGONG ILOG HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens
<b>Who May Avail:</b>	All ages

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Philhealth ID (If Available)	Philhealth Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the records section or approach any healthcare staff	Ask the family record number	None	2 minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
2	Go to the admission section	Obtain demographic data and Vital Signs (Temperature, Weight, Height, Blood Pressure, etc.)  Encode necessary data thru EMR (Electronic Medical Records)	None	10minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal  Rolan Lazaro Mary Joy Cristal Edralyn Avila
3	Wait for your name to be called	Submit the Patient's record to the doctor	None	1 minute	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro

					Jasmin Mangune Edna Partolan Eleonor Punzal
4	Go to the Consultation room/NTP room	Doctor will check the patient	None	10 to 15minutes	Glendon M. Sumayao, MD
5	Go to the Dispensing Window and submit your Patient's record	Nurse/Midwife will dispense available medications and give necessary instructions	None	5 minutes	Edralyn Avila/Mary Joy Cristal/Meridiosa Pangco

## B. CHILD IMMUNIZATION/VACCINATION

Free Child Vaccination during Wednesday Morning. Vaccines available are BCG, Hepa B, Pentavalent, Pneumococcal, Oral Polio, Inactivated Polio and Measles Mumps Rubella.

<b>Office or Division:</b>	BAGONG ILOG HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens
<b>Who May Avail:</b>	Children ages 0-12months

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Philhealth ID (If Available)	Philhealth Office
2. Child's Hospital Record	Hospital/Lying In Where the Child is delivered

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the records section or approach any healthcare staff  Give Child's Immunization Record (Old Patient)  Give Child's Hospital Record (New Patient)	Ask the family record number  Obtain the Child's Immunization Record or Hospital Record	None	2 minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
2	Go to the admission section	Obtain demographic data and Vital Signs (Temperature, Weight, Height, etc.)  Encode necessary data thru EMR (Electronic	None	10minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal  Rolan Lazaro/ Mary Joy Cristal/Edralyn

		Medical Records)			Avila
3	Wait for your name to be called	Submit the Patient's record Nurse/Midwife	None	1 minute	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
4	Go to the Vaccination Area	Have your child vaccinated	None	10 to 15minutes	Edralyn Avila Mary Joy Cristal Farrah Vicente
5	Wait for post vaccination instructions and medication	Nurse/Midwife will dispense available medication and give necessary instructions	None	5 minutes	Edralyn Avila/Mary Joy Cristal/Farrah Vicente

### C. NATIONAL TUBERCULOSIS PROGRAM/TB-DOTS

Provision of free medication for patients diagnosed with Tuberculosis both pulmonary and extra pulmonary

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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens
<b>Who May Avail:</b>	All ages

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Philhealth ID (If Available)	Philhealth Office
2. X-ray Result, Sputum Result (If available)	Where patient desired

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the records section or approach any healthcare staff	Ask the family record number	None	2 minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
2	Go to the admission section	Obtain demographic data and Vital Signs (Temperature, Weight, Height, Blood Pressure, etc.)	None	10minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus

		Encode necessary data thru EMR (Electronic Medical Records)			Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal  Rolan Lazaro/ Mary Joy Cristal/Edralyn Avila
3	Wait for your name to be called	Submit the Patient's record to the doctor	None	1 minute	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
4	Go to the NTP room  Give X-ray Result or Sputum Examination Result if available	Doctor will check the patient	None	10 to 15minutes	Glendon M. Sumayao, MD
5	Go to the Dispensing Window and submit your Patient's record	Nurse/Midwife will dispense necessary NTP medications and give necessary instructions	None	10 minutes	Edralyn Avila/Mary Joy Cristal

#### D. PRENATAL CHECK-UP

Provision of free Prenatal Services for pregnant women every Friday morning

<b>Office or Division:</b>	BAGONG ILOG HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens
<b>Who May Avail:</b>	Pregnant Women

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Philhealth ID (If Available)	Philhealth Office
2. Baby Book (If available)	Clinic/Hospital

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the records section or approach any healthcare staff	Ask the family record number	None	2 minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz

					Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
2	Go to the admission section	Obtain demographic data and Vital Signs (Temperature, Weight, Height, Blood Pressure, etc.)  Encode necessary data thru EMR (Electronic Medical Records)	None	10minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal  Rolan Lazaro/ Mary Joy Cristal/Edralyn Avila
3	Wait for your name to be called	Submit the Patient's record to midwife	None	1 minute	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
4	Go to the Dispensing window	Midwife will check the patient	None	10 to 15minutes	Edralyn Avila /Meridiosa Pangco
5	Go to the Consultation room	Doctor will check the patient	None	10 minutes	Glendon M. Sumayao, MD
5	Go to the Dispensing Window and submit your Patient's record	Midwife or nurse will dispense available medications and give necessary instructions	None	5 minutes	Edralyn Avila/Meridiosa Pangco/Mary Joy Cristal

#### E. FAMILY PLANNING

Provision of family planning services which a patient desired

<b>Office or Division:</b>	BAGONG ILOG HEALTH CENTER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens
<b>Who May Avail:</b>	Women/Men who wish to avail family planning

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Philhealth ID (If Available)	Philhealth Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the records section or approach any healthcare staff	Ask the family record number	None	2 minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
2	Go to the admission section	Obtain demographic data and Vital Signs (Temperature, Weight, Height, Blood Pressure, etc.)  Encode necessary data thru EMR (Electronic Medical Records)	None	10minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal  Rolan Lazaro/ Mary Joy Cristal/Edralyn Avila
3	Wait for your name to be called	Submit the Patient's record to the Midwife	None	1 minute	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
4	Go to the Dispensing Room, avail the family planning and wait for necessary instructions	Midwife will render the family planning the patient desired	None	10 to 15minutes	Edralyn Avila Meridiosa Pangco

**F. DENTAL CHECK-UP**

Free dental checkup for patients with dental related concerns

**SCHEDULE: MONDAY, TUESDAY, WEDNESDAY & FRIDAY (8:00 – 5:00PM)**

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<b>Who May Avail:</b>	All ages

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Philhealth ID (If Available)	Philhealth Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the records section or approach any healthcare staff	Ask the family record number	None	2 minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal
2	Go to the admission section	Obtain demographic data and Vital Signs (Temperature, Weight, Height, Blood Pressure, etc.)  Encode necessary data thru EMR (Electronic Medical Records)	None	10minutes	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal  Rolan Lazaro Mary Joy Cristal Edralyn Avila
3	Wait for your name to be called	Submit the Patient's record to the Dental Section	None	1 minute	Felisa Carpizo Cherry Cortiñas Jennifer Cruz Jessica Cruz Rosalinda de Jesus Rosalinda Endegado Jeramie Hermida Lailani Lazaro Jasmin Mangune Edna Partolan Eleonor Punzal

4	Go to the Dental Section (2 <sup>nd</sup> Floor)	Dental will check the patient	None	10 to 15minutes	Maria Elena Frias,DMD
5	Go to the Dispensing Window and submit your Patient's record	Nurse or Midwife will dispense available medications and give necessary instructions	None	5 minutes	Edralyn Avila/Meridiosa Pangco/ Mary Joy Cristal

### Feedbacks and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through drop box
How feedback is processed	Daily checking of drop box
How to file a complaint	Through drop box
How complaints are processed	Daily checking of drop box
Contact Information	None