

CITIZEN CHARTER

Bg. Ilog PC

HEALTH SERVICES

Bagong Ilog Health Center 2 is a health facility providing access to quality health care & addressing the health needs of our constitutions.

Office or Division:	City Health Department – Bagong Ilog Puericulture Center/ Health Center 2
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Pasiguenos residing in Brgy. Bagong Ilog & all nearby barangays included in the health cluster

CHECKLIST OF REQUIREMENT	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 physician	Referring physician (government or private physician)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	A. Approach staff and tell what service you need B. Get a number queue	1. Arrange patient's line in order. 2. Obtain patient's name & family number. 3. Identify patient's need services. 4. Lead the patient to the waiting area & let him/her wait for his number to be called.	None None None None	1. 1 - 2 mins 2. 1 - 2mins 3. 1 - 3 mins 4. 1 - 2min	(PHA) Herminia Cruz Maricel Fabol Ma. Luz Lapuz Liwanag Salonga Rosalinda Santos Lucila Valiente
2	Wait for your number to be	1. Obtain patient's	None	1. 3 - 5 mins	Joven Atienza -

	called according to the services needed	<p>Needed personal information.</p> <p>2. Perform history taking</p> <p>3. Vital signs monitoring</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2. 3 - 5 mins</p> <p>3. 3 - 5 mins</p>	<p>Encoder / PHA</p> <p>Virtus Artemio S. Mora, RN</p> <p>Sheryl D. Bradley, RN</p> <p>Juanita I. Reyes, RM</p> <p>PHA</p>
3	<p>Availment of medical services such as:</p> <p>A) medical consultation</p> <p>B) pre-natal checkup</p> <p>C) Immunization</p> <p>D) Family Planning</p> <p>E) National Tuberculosis Program</p> <p>F) Non-communicable disease</p>	<p>1. Medical consultation</p> <p>2. Perform physical exam</p> <p>3. Prescribed needed medicine</p> <p>4. Perform counseling</p> <p>5. Advise patient for follow-up & refer if needed</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1. 3 - 5 mins</p> <p>2. 3 - 5 mins</p> <p>3. 3 - 5 mins</p> <p>4. 3 - 5 mins</p> <p>5. 3 - 5 mins</p>	<p>Leah Fairchild D. Lucas, MD</p> <p>Virtus Artemio S. Mora, RN</p> <p>Sheryl D. Bradley, RN</p> <p>Juanita I. Reyes, RM</p>
4	Availment of available free medicines	<p>1. Dispensing of available medicines</p> <p>2. Giving of proper instructions regarding prescribed medicines</p>	<p>None</p> <p>None</p>	<p>1. 3-5 mins</p> <p>2. 5-10 mins</p>	<p>Virtus Artemio S. Mora, RN</p> <p>Sheryl D. Bradley, RN</p> <p>Juanita I. Reyes, RM</p>
TOTAL:				36 - 64 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send Feedback by answering Feedback form & Placing it in a suggestion box
How feedback is processed	<ul style="list-style-type: none"> Open Suggestion Box Daily Acknowledge each comments & suggestions Identify specific areas of improvement & ways to make changes Conclude with positive action
How to file a complaint	<ul style="list-style-type: none"> Entertain patient's complain and refer them to Ugnayan sa Pasig
How complaints are processed	Respond to written Memo within 72 hours
Contact Information	<p>Contact # of HC: 09171251016</p> <p>Email add: BagongIlogHC2@gmail.com</p> <p>Address: M. Flores St. Cor. Avis St., Bagong Ilog, Pasig City</p>

**CITIZEN CHARTER
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.
- B. Fees to be collected per dental treatment availed at the dental office at Pasig City hall are listed below.

SCHEDULE: MONDAY - FRIDAY (8:00AM – 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)

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		NONE	5 – 10 mins	(PHA) Herminia Cruz

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>				<p>Maricel Fabol</p> <p>Ma. Luz Lapuz</p> <p>Liwanag Salonga</p> <p>Rosalinda Santos</p> <p>Lucila Valiente</p>
2	Approach the Dental Aide/ Dental Assistant / PHA	<p>Dental Aide/ Dental Assistant/ PHA shall:</p> <ol style="list-style-type: none"> 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. Refer the patient to the Dentist 	NONE	10 minutes	<p>Angelito S. Castillo</p> <p>Herminia Cruz</p> <p>Maricel Fabol</p> <p>Ma. Luz Lapuz</p> <p>Liwanag Salonga</p> <p>Rosalinda Santos</p> <p>Lucila Valiente</p>
3	Approach the Dentist in charge in the said health center	<p>The dentist in charge shall:</p> <ol style="list-style-type: none"> 1. Perform proper triaging for covid-19 2. Provide oral examination/ consultation 3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient. 	NONE	10 minutes to 1 hour depending on the dental treatment provided	Elena Frias, DMD
TOTAL:				10 minutes to 2 hours 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

