

**CITIZEN CHARTER
STA. CRUZ HEALTH CENTER**

MEDICAL CONSULTATION/PRENATAL CHECKUPS/IMMUNIZATION/FAMILY PLANNING/TB-DOTS

Our health center provides medical consultation to children and adults, delivers prenatal checkups to pregnant women, offers immunization, family planning services and TB-DOTS clinic.

We are open Mondays to Fridays 8:00-5:00 (except Holidays and depends on the schedule of the services).

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| Office or Division: | CITY HEALTH OFFICE - STA. CRUZ HEALTH CENTER |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Pasig City Residents |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Identification card (if applicable) | Philsys/COMELEC/ Senior citizen's office/ Philhealth office/School |
| 2. Non-Communicable Disease Risk Assessment Form (for 20 yrs old and above who have not filled up yet) | Registration Area of Sta. Cruz Health Center |
| 3. WHO Disability Assessment Tool Form (for 20 yrs old and above who have not filled up yet) | Registration Area of Sta. Cruz Health Center |
| 4. Family Planning Card (for family planning) | Sta. Cruz Health Center |
| 5. TB Medication/Dispensing Card (for TB-Dots Clinic) | Sta. Cruz Health Center |
| 6. Immunization Card (baby book) | Sta. Cruz Health Center |
| 7. Maintenance Medication Dispensing Card | Sta. Cruz Health Center |
| 8. Philhealth ID (if available) | Philhealth Office |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|-----------------|-----------------|-------------------------------|
| 1 | Proceed to the registration area of the health center Present Identification card (if available) | Staff will ask the patient/relative to write the patient's name and birthday on the logbook | N/A | 5 minutes | Nenita Sombrero |
| 2 | Proceed to the waiting area (wait for name to be called) | Staff will obtain the patient's chart in the records section | N/A | 10-15 minutes | Dolores Mendoza |
| 3 | Proceed to the vital signs/anthropometric station | Staff will get the vital signs and anthropometric measurements (weight, height) | N/A | 5-10 minutes | Imelda Derama Rey-An Lavarias |
| 4 | Proceed to the sugar | Staff will prick the patient's | N/A | 5-10 minutes | Marcela |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|---|--|-----------------|-------------------------------------|---|
| | and cholesterol screening station | finger to get random blood sugar and random cholesterol | | | Mortifero |
| 5 | Proceed to waiting area (wait for name to be called) | Staff will encode the vital signs and results of random sugar and cholesterol to the charts of patients Staff will arrange the charts in chronological order based on the logbook | N/A | 5-10 minutes | Luisa Villegas Nenita Sombrero |
| 6 | Proceed to the EMR station, Present Philhealth ID if available | Encoding of patient's profile in EMR | N/A | 5-10 minutes | Ramiro Daniel Angelica Desalesa |
| 7 | Proceed to Consultation Area (wait for name to be called) Present immunization card Present family planning card (if available) | MEDICAL CONSULTATION/TB DOTS CLINIC: Doctor will conduct history and physical examination to the patient, diagnose, request necessary laboratories and prescribe necessary medications IMMUNIZATION: Administration of vaccines and provide instructions FAMILY PLANNING: Administration of injectables/dispensing of pills and provide instructions | N/A | 10-15 minutes | Dr. Glynnis Bonilla Angelica Desalesa Diary Caguioa |
| 8 | Proceed to the Pharmacy Area / present maintenance medication card Present TB Medication card | Staff will dispense the prescribed medications TB-DOTS CLINIC: Dispensing of TB Medications | N/A | 5 minutes | Diary Caguioa Angelica Desalesa |
| TOTAL: | | | N/A | 50 minutes to 1 hour and 20 minutes | |

DENTAL SECTION

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.

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

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| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Pasig City Residents |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. Identification card (if applicable) | Philsys/COMELEC/ Senior citizen's office/ Philhealth office/School |
| 2. Philhealth ID if available | Philhealth office |
| 3. Referral slip coming from a licensed dentist (if needed) | Referring dentist (government or private dentist) |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|-----------------|-----------------|-----------------------------------|
| 1 | Proceed to the registration area of the health center Present Identification card (if available) | Staff will ask the patient/relative to write the patient's name and birthday on the logbook | N/A | 5 minutes | Nenita Sombrero |
| 2 | Proceed to the waiting area (wait for name to be called) | Staff will obtain the patient's charts in the records section | N/A | 10-15 minutes | Dolores Mendoza |
| 3 | Proceed to the vital signs/anthropometric station | Staff will get the vital signs and anthropometric measurements (weight, height) | N/A | 5-10 minutes | Imelda Derama Rey-An Lavarias |
| 4 | Proceed to the sugar and cholesterol screening station | Staff will get random blood sugar and random cholesterol | N/A | 5-10 minutes | Marcela Mortifero |
| 5 | Proceed to waiting area (wait for name to be called) | Staff will encode the vital signs and results of random sugar and cholesterol to the charts of patients | N/A | 5-10 minutes | Luisa Villegas Nenita Sombrero |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|--|---|-----------------|-----------------------------------|--|
| | | Staff will arrange the charts in chronological order based on the logbook | | | |
| 6 | Proceed to the EMR station, Present Philhealth ID if available | Encoding of patient's profile in EMR | N/A | 5-10 minutes | Ramiro Daniel Angelica Desalesa |
| 7 | Proceed to Consultation Area | The dentist in charge shall: 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. | N/A | 10-20 minutes | Dr. Lenie Agcongay |
| 8 | Proceed to the Pharmacy Area | Staff will dispense the prescribed medications | N/A | 5 minutes | Diary Caguioa |
| TOTAL: | | | N/A | 50 minutes to 1 hr and 25 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|---|
| How to send feedback | Feedback forms will be provided to the clients at the end of every service rendered. Patients can drop the forms to the feedback box. |
| How feedback is processed | Feedbacks will be reviewed weekly to address the concerns of the clients appropriately |
| How to file a complaint | Complaints can be accommodated on the registration area. |
| How complaints are processed | Physician and staff will conduct a thorough investigation internally and will address the complaint immediately. |
| Contact Information | stacruzhealthcenterpasig@gmail.com |