



CITIZEN'S CHARTER

STO TOMAS HEALTH CENTER

Primary Health Care Services

National Immunization Program

- The primary goal of this program is to minimize morbidity and death among children from the most prevalent vaccine-preventable diseases (VPDs), which include tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis, and measles.

Office or Division:	STO TOMAS HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All infants and children within the given target age, pregnant women and senior citizens needing vaccination.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Vaccination Record	For infant- vaccine record from the birthing place (if given BCG and hepa B at birth) For infants transferring from other facility- the previous health service provider

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
2	Filling out of individual record form	1. Interview the patient/guardian about the vaccine history 2. Checks the completeness of pertinent data needed	NONE	2-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
3	Taking of Vital signs including height and weight	1. Accurate measurement of height, weight, temperature for infants and children. Blood pressure is also	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		needed for adults.			<ul style="list-style-type: none"> ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
4	Encoding to EMR	1. Encode patient's data and record	NONE	1-3 MINUTES	Encoder: <ul style="list-style-type: none"> ● RIZABELLE CATHERINE BACOR
5	Vaccination Proper	1. Explaining to patient/patient's guardian the vaccine that will be given and providing information of after care. 2. Giving the vaccine needed	NONE	3 -5 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
6	Dispensing of medicine	Dispensing of paracetamol to patients as needed	NONE	1-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
TOTAL:				13-23 MINUTES	



CITIZEN'S CHARTER

STO TOMAS HEALTH CENTER

Primary Health Care Services

National Tuberculosis Program

- The National Tuberculosis Control Program (NTP) aims to reduce tuberculosis mortality and incidence in the country, as well as to reduce catastrophic expenditures and deliver patient-responsive health services

Office or Division:	STO TOMAS HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All TB cases and referred TB cases needing consultation/ assessment/ evaluation and treatment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
National Tuberculosis Program ➤ Latest laboratory result a) DSSM, Sputum GeneXpert examination b.) CBC, Urinalysis, FBS, Creatinine, Lipid Profile c.) Latest X-ray result with film d.) Referral from other health facility (if applicable)	Hospital/ Accredited Laboratory Facility Referring facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form	1. Issuance of form 2. Checks for completeness of the pertinent data in individual record form.	NONE	2-5 MINUTE S	PASIG HEALTH AIDES: ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
2	Taking of Vital signs including height and weight	2. Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTE S	PASIG HEALTH AIDES: ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
3	Presents Requirements	1. Interviews patient, checks for completeness of requirements	NONE	2-5 MINUTE S	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
4	Fill out TBDC Form for clinical diagnosed TB case	1. Issuance of form 2. Checks completeness of pertinent data	NONE	2-5 MINUTE S	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN
5	Proceeds to waiting area until name is called	Instructs patient to proceed to waiting area	NONE	5-10 MINUTE S	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
6	Proceeds to consultation room for assessment of the Rural Health Physician	Conducts initial assessment, administer prescribed medication	NONE	2-5 MINUTE S	Physician: EMMANUEL TORRES, MD
7	HIV screening and FBS/RBS screening (if unknown status)	1. Conduct PICT 2. Conduct Screening 3. Relaying of screening result to patient	NONE	2-5 MINUTE S	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
8	Dispensing of medicine	1. Dispense of NTP medicines 2. Giving the patient Treatment record copy 3. Educate the patient on potential adverse effects and what to do if they occur. 4. Informing the patients of the date of follow up	NONE	2-5 minutes	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN
TOTAL:				16-45 MINUTE S	



CITIZEN'S CHARTER
STO TOMAS HEALTH CENTER

Primary Health Care Services

Medical Consultation

➤ This process provides outpatient consultation for promotive, preventive and primary health care.

Office or Division:	STO TOMAS HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Consultation referral (if applicable)	Referring facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
2	Filling out of individual record form	1. Checks the completeness of pertinent data needed 2. Conducts quick assessment and triage	NONE	2-5 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
3	Taking of Vital signs including height and weight	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
4	Encoding to EMR	1. Encode patient's data and record	NONE	1-3 MINUTES	Encoder: <ul style="list-style-type: none"> ● RIZABELLE CATHERINE BACOR
5	Proceeds to waiting area until name is called	1. Instructs patient to proceed to waiting area 2. Queuing of patients and checking of hospital card 3. Charts preparation	NONE	3 – 5 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
6	Proceeds to Physician	1. Conducts patient assessment and perform physical and neurological examination 2. Prescribes medications and issuance of necessary ancillary procedures. 3. Provides counselling/Health education. Specialty referral if warranted	NONE	5-10 MINUTES	Physician: <ul style="list-style-type: none"> ● EMMANUEL TORES, MD
7	Proceeds to Dispensing of medicine	1. Prepares Medicines 2. Dispenses medicines 3. Records the medicines given in the patient;s individual record form	NONE	1-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
TOTAL:				28-38 MINUTES	



CITIZEN'S CHARTER
STO TOMAS HEALTH CENTER

Primary Health Care Services

Dispensing of medicines

➤ This process covers dispensing of prescriptions for all patients.

Office or Division:	STO TOMAS HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All patients with prescription

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescription	Physician that prescribed the medicine

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
2	Brings the prescription (for new prescribed medicines) Filling out of individual record form	1. Checks the completeness of pertinent data needed 2. Checks the availability of the prescribed medicine	NONE	2-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
3	Taking of Vital signs including height and weight	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> ● BETH CANONERO ● MARIDEL PEREZ
4	Encoding to EMR	1. Encode patient's data and record	NONE	1-3 MINUTES	Encoder: <ul style="list-style-type: none"> ● RIZABELLE CATHERINE BACOR
5	Proceeds to Dispensing of medicine	1. Prepares Medicines 2. Dispenses medicines 3. Record the medicine given in the patient's individual record	NONE	1-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
TOTAL:				28-38 MINUTES	



CITIZEN'S CHARTER
STO TOMAS HEALTH CENTER

Primary Health Care Services

Safe motherhood Program

- The National Safe Motherhood Program primarily focuses on the health and welfare of women throughout their pregnancy

Office or Division:	STO TOMAS HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All pregnant women

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory results (if available)	Laboratory facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
2	Filling out of prenatal form	Checks the completeness of pertinent data needed	NONE	2-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN ● ABBYGAIL AMBROSIO, RN
3	Taking of Vital signs including height and weight	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<ul style="list-style-type: none"> MARIDEL PEREZ
4	Encoding to EMR	1. Encode patient's data and record	NONE	1-3 MINUTES	Encoder: <ul style="list-style-type: none"> RIZABELLE CATHERINE BACOR
5	Pre-natal Check up	1. Checks the AOG, Fundic height, and fetal heartbeat 2. Give laboratory referral (if warranted) 3. Assess for danger signs of pregnancy 4. Give ferrous sulfate 5. Give Tetanus Toxoid vaccine (following the correct interval per TT dose) 6. Give Calcium supplement for 20 weeks and above. 7. Specialty referral (if warranted)	NONE	5-10 MINUTES	Health staff: <ul style="list-style-type: none"> MARY MICHELLE UMALI, RN ABBYGAIL AMBROSIO, RN
TOTAL:				12-23 MINUTES	



CITIZEN'S CHARTER

STO TOMAS HEALTH CENTER

Primary Health Care Services

Family Planning Program

- The National Family Planning Program aims to ensure every Filipino has a universal access to correct information, medically safe, legal, non-abortifacient, effective, and culturally acceptable modern family planning (FP) methods

Office or Division:	STO TOMAS HEALTH CENTER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All women of reproductive age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Family Planning Record (if applicable)	Family planning service providing facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1	Admission <ul style="list-style-type: none"> ◇ For new patients filling up of Individual Health Record Form ◇ For old patients-getting of individual record form 	Issuance of form.	NONE	2-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ
2	Filling out of Family Planning (FP) form 1	Checks the completeness of pertinent data needed	NONE	2-3 MINUTES	Health staff: <ul style="list-style-type: none"> ● MARY MICHELLE UMALI, RN, ● ABBYGAIL AMBROSIO, RN
3	Taking of Vital signs including height and weight	Accurate measurement of height, weight, temperature and blood pressure	NONE	3-5 MINUTES	PASIG HEALTH AIDES: <ul style="list-style-type: none"> ● FLORA MONTEFALCON ● EDITHA GUTIERREZ ● GIGI MORENO ● MA. CRISTINA BALISI ● MA. CATHRINE GUTIERREZ ● REGINA CEZAR ● BETH CANONERO ● MARIDEL PEREZ

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
4	Encoding to EMR	1. Encode patient's data and record	NONE	1-3 MINUTES	Encoder: ● RIZABELLE CATHERINE BACOR
5	Family Planning Service	1. Educate patient about the available family planning methods 2. Giving of pills, dmpa or condom depending on patient's preferred method 3. Recording on FP form 1	NONE	5-10 MINUTES	Health staff: ● MARY MICHELLE UMALI ● ABBYGAIL AMBROSIO
TOTAL:				12-23 MINUTES	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box. and/or Contact info: 8643-0000
How feedback is processed	Every Friday, the assigned staff opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.
How to file a complaint	Report complaint through Ugnayansa Pasig facebook page Contact info: ugnayan@pasigcity.gov.ph :
How complaints are processed	The Complaints Officer receive the complaints on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 8643-0000
Contact Information	Pasig City hotline- 8643-0000

**CITIZENS' CHARTER
STO. TOMAS 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:

No fees are to be collected in availing dental health services in health centers.

SCHEDULE: TUESDAY – 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)

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)
3. If below 18 years old, must be accompanied by parent or guardian	N/A

HEALTH CENTER BASED

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>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/</p>		NONE		Patient/Client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	private dentist (if needed) c. Vaccination Card				
2	Approach the PHA on duty	Dental Aide/ Dental Assistant/ PHA shall: 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. Perform proper triaging for covid-19 6. Refer the patient to the Dentist	NONE	10 minutes	<ul style="list-style-type: none"> REGINA CEZAR MARIDEL PEREZ (PHA on duty)
3	Encoding for Electronic Medical Record (EMR)	1. Encoding of patient record in the EMR System	NONE	10-15 minutes	RIZABELLE CATHERINE BACOR (Encoder)
4	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Provide oral examination/ consultation 2. Check the history of the patient 3. Provide necessary dental treatment needed by the patient. 4. Encoding of dental procedures done and prescriptions given in EMR	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dr. EDGAR ALBA (Health Center Dentist)
TOTAL:				10 minutes to 1 hour depending on the difficulty of the dental treatment	

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