

**CITIZEN CHARTER  
PASIG ANIMAL BITE TREATMENT CENTER  
(With Fee)**

**Management of Animal Bite Cases.**

The Pasig City Health Department continues to be committed to the fight against rabies and has a goal Rabies elimination. As essential part of this strategy is the provision of post-exposure prophylaxis to bite victims, patients are given Anti Rabies Vaccine (ARV) 3-4 doses depending on the status of biting animal. Pre-exposure prophylaxis are also given to high risk individuals.

<b>Office or Division:</b>	<b>CITY HEALTH DEPARTMENT</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Pasigueños

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 1 Valid Identification Card ( address in Pasig City)	LTO COMELEC Etc.
2. For minor patients	parents or legal guardian must be present.

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Admission of Patients	Collection of Personal data.	None	2 minutes	Jann-ErmannG. Samonte/Jose Carlo A. Jose (Admin Aide)
2	Assessment of animal bite wound	Categorization of bite. Wound care.	None	2 minutes	Dr. Joseph R. Panaligan (Physician)
3	Health Education	Health teachings on proper management of Animal Bite	None	1 minute	Aldrin A. Regondola RN/Rowena M. Bassig (Nurse Midwife)
4	Fees and Payment	Issuance of order of payment	Php. 500.00	1 minute	Encoder
5	Immunization	-Anti-Rabies Vaccine (ARV)	None	1 minute	Aldrin A. Regondola

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		-Rabies Immunoglobulin (ARS) – if indicated ✓ Skin testing -Tetanus Toxoid			RN/Rowena M. Bassig (Nurse Midwife)
TOTAL:				7 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Proceed to suggestion box
How feedback is processed	Collected and listed
How to file a complaint	Uganayan (located at 2 <sup>nd</sup> floor Pasig City Hall)
How complaints are processed	Due process and protocols are practice
Contact Information	8-643-1111 Loc. 391 or 394

**CITIZEN CHARTER  
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(without fee)

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#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Rabies Immunoglobulin (ARS) – if indicated ✓ Skin testing		30mins. Skin testing 30mins. Observation	
TOTAL:				7 minutes  1hr. & 7minutes (w/ ARS)	

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