



CITY HEALTH DEPARTMENT

NAME OF SERVICE: CITY EPIDEMIOLOGY SURVEILLANCE UNIT

- Generates essential information about the disease or health related condition.

OFFICE OR DIVISION:	CITY EPIDEMIOLOGY SURVEILLANCE UNIT
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C- GOVERNMENT TO CITIZENS
WHO MAY AVAIL:	CITIZEN OF PASIG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. REQUEST LETTER	INDIVIDUAL
2. EMAIL AND CONTACT NUMBER OF REQUESTER	INDIVIDUAL
3.	

No.	Client Steps	Office Actions	Processing Time	Fees	Person in-Charge
1	1.Disease Surveillance Officers (DSOs) forward notifiable disease reports based on mandated schedule	Notifiable Disease Data Collection, Consolidation and Report Generation	Variable depends on urgency classification (<8 hours-7days)	N/A	Disease Surveillance Officer (DSOs)
	2.Acknowledgement of receipt		<8 hours	N/A	Raffy C. Delos Santos, RN Emmalyn D. Cruz, RN Marion Niko C. Angeles



	3. Data consolidation and report generation		Variable (<8 hours- 7 days)	N/A	Raffy C. Delos Santos, RN Emmalyn D. Cruz, RN Marion Niko C. Angeles
2	1. Analysis of notifiable disease data	Notifiable Disease Data Analysis	< 8 hours	N/A	Stuart G. Santos, MD Raffy C. Delos Santos, RN Emmalyn D. Cruz, RN
3	1. Coordination of CESU Team with patient and field stakeholders	Field Management of Notifiable Diseases Patients	<24 hours	N/A	Stuart G. Santos, MD Raffy C. Delos Santos, RN Emmalyn D. Cruz, RN
4	1. Collection of specimen from identified patient	Collection and Transport of Laboratory Specimen	24 hours-3days	N/A	Raffy C. Delos Santos, RN Emmalyn D. Cruz, RN CHD Medical Technologist
	2. Filling-up of forms		<15 mins	N/A	Raffy C. Delos Santos, RN Emmalyn D. Cruz, RN CHD Medical Technologist



	3. Submission and transport of specimen to DOH/RITM		<8 hours	N/A	Raffy C. Delos Santos, RN Emmalyn D. Cruz, RN CHD Medical Technologist Danilo Bo
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FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
HOW TO SEND FEEDBACK	Client may contact, reach or email us to; Contact info: (02) 8643-1111 or cesupasig@gmail.com / pasigcesu@gmail.com
HOW FEEDBACK IS PROCESSED	Feedback requiring answers are forwarded to the relevant offices which are required to answer within three (3) days of the receipt of the feedback. Answer to the feedback given is relayed to the client. For inquiries and follow-up, the client may call (02) 8643-1111.
HOW TO FILE A COMPLAINT	By sending an email to cesupasig@gmail.com / pasigcesu@gmail.com or by making a phone call. Please do not forget to include the following information: <ul style="list-style-type: none">• Name of person being complained• Incident• c. Evidence For inquiries and follow-up, client may call (02) 8643-1111.
HOW COMPLAINTS ARE PROCESSED	Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their action/explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The Complaints Officer will give feedback to the client. For inquiries and follow up, clients may call (02) 8643-1111
CONTACT INFORMATION	Pasig City Health Department (02) 8643-1111



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Citizen Charter



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