

**CITIZEN CHARTER**  
**FAMILY PLANNING ONE STOP SHOP CLINIC**

FAMILY PLANNING ONE STOP SHOP CLINIC is a health facility under the Health Department of City Government of Pasig. It aims to provide Pasigueños universal access to Family information & services.

**FREE SERVICES OFFERED:**

- Consultation & counseling regarding Responsible Parenthood & Family Planning.
- Provide information & health education regarding different natural & modern Family Planning methods
- Provide different services on Family Planning such as
  - Natural Family Planning Method
  - Short-Term modern Family Planning Methods
  - Long-term modern Family Planning Methods
  - Permanent Family Planning Methods
- Provide services to women of reproductive age such as Visual Inspection using Acetic Acid & Pap Smear for prevention of Cervical Cancer.

<b>Office or Division:</b>	<b>CITY HEALTH OFFICE/ FAMILY PLANNING ONE STOP SHOP</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All Resident of Pasig including our Neighboring Cities

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Identification cards: voters ID/ Senior's ID/ Philhealth ID	COMELEC / Senior Citizen's office / Philhealth Office
2. Referral slip coming from Health Facility	Referring RHP( Rural Health Physician, Nurses and Midwives

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<ol style="list-style-type: none"> <li>a. Approach Staff &amp; tell what services you need</li> <li>b. Get a number queue</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange patient's line in order</li> <li>2. Obtain Patients name &amp; identify what services he / she needs</li> <li>3. Lead the Patient to the waiting area while waiting for his / her number queue to be called</li> </ol>	None	3-5 minutes	<b>Admin Aide Jenifer M. Velante Charina E. Bantog</b>
2	Wait for your number queue to be called	<ol style="list-style-type: none"> <li>1. Obtain Patients needed Personal Information</li> <li>2. Perform History taking</li> <li>3. Take Vital sign</li> </ol>	NONE	10-15 minutes	Midwife Gina Capco, RM Maribel Alcantara RM
3	Availment of Family Planning Information & Counseling	<ul style="list-style-type: none"> <li>• Provide FP Information &amp; Counseling</li> </ul>	NONE	15-20 minutes	Dra. Leah Fairchild D. Lucas / Maribel Alcantara, Jackielyn C. Garcia
4	Availment of Chosen Family Planning Services  Such as: <ol style="list-style-type: none"> <li>1. Implant-Removal and insertion.</li> <li>2. Provision of COC/ /DMPA</li> <li>3. IUD-Removal and insertion.</li> <li>4. Papsmear</li> <li>5. VIA</li> <li>6. Pre-Marriage counseling</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide the chosen Family Planning method</li> <li>2. Advice the patient Regarding Follow-up</li> <li>3. Refer Patient when needed</li> </ol>	None	15-20 minutes	Doctor, Nurse, Midwife Dra. Leah Fairchild D. Lucas / Maribel Alcantara, Jackielyn C. Garcia

TOTAL:		43-60 minutes	
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## REMINDER

1. Providing your correct information such as your name & address is of great help to search your record faster. Inform the Family Staff if there are changes to your personal data.
2. Our Facility safeguards the confidentiality of all our medical records & likewise ensures the integrity & authenticity of the medical records & keeps them within a reasonable time as may be determined by the depth of health
3. Remember to always bring your index card on your follow-up
4. Give time to read & understand the leaflets given to you
5. Clients may use the comfort room & sink when needed
6. Always maintain the cleanliness & orderliness of our facility

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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"> <li>• Open Suggestion Box Daily</li> <li>• Acknowledge each comments &amp; suggestions</li> <li>• Identify specific areas of improvement &amp; ways to make changes</li> <li>• Conclude with positive Action</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Entertain patient's complain and refer them to Ugnayan sa Pasig</li> </ul>

How complaints are processed	Respond to written Memo within 72 hours
Contact Information	Contact # of HC: 09672906885 Email add: familyplanningpasig@gmail.com Address: M. Flores St. Cor. Avis, Bagong Ilog Pasig City