

Pasig Social Hygiene Clinic

Sanitation Certificate for Night clubs, Bars and massage parlors workers.

The Sanitation Certificate issued to Night clubs, bars and massage parlor workers indicates that the holder is infection and STI-free. STI testing is an effective intervention that can avert many more infections. The certificate is only valid for the current year.

Office or Division	Pasig Social Hygiene
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All night clubs, bars and massage parlor workers. This includes Guest Relation Officers (GROs), dancers, hostess, masseurs, bouncers and floor managers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Data Record	Downloadable thru website www.pasigcity.gov.ph Social Hygiene Clinic reception area
2. Laboratory Results HBsAg Syphilis HIV (optional) Vaginal smear (for GRO, dancers, host)	Social Hygiene Clinic Laboratory
3. Chest x-ray	Radiology Dept
4. Birth Certificate (if warranted)	PSA
5. Seminar	Social Hygiene Clinic

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Present valid ID to Validation Window Inform the validation officer what kind of sanitary certificate she /he is applying for			5 mins	Validation clerk
Pay appropriate fee		Package I. P530		Cashier

		(Drug Testing, Xray, HBsAg, Syphilis Screening, Health Cert, Seminar) Package 2. P580 (Package 1 plus Gram stain) Individual prices: HBsAg - P 155.00 Syphilis - P 100.00 Health cert - P50 Seminar - P50 PE - P 25		
Present acknowledgement receipt and the properly filled-up Data Client Record	Record OR No. Line up client for laboratory and smear		5 mins	Angel Darbie Gammad Ma. Luisa Jonatas
	Do blood blood extraction and/or vaginal smear*		10 mins	Dennis Espinas
	STI/HIV awareness seminar		15 mins	Elvira Ignacio, RN Reynaldo Raymundo, II, RN Gina Marie E. Cortez, RM
Present Official Receipt	Releasing of laboratory results and Sanitation ID		2 mins	Angel Darbie Gammad Ma. Luisa Jonatas
TOTAL			37 mins	

* if the laboratory result is abnormal, the client must undergo appropriate treatment. A follow-up medical consultation must be carried out to ensure that the client is free of STI.

Pasig Social Hygiene Clinic /
Pasig Treatment Hub

HIV Counseling and Testing

Through HIV testing, many people will be aware of their HIV status, learn about HIV transmission and prevention. Early detection of HIV leads to early treatment and improves chance of survival.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	General population. All clients who wish to know their STI / HIV status.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NEC Form A	Downloadable thru website Reception area
2. Consent form for individual below 15 years old*	

*Consent is given by parents. If parents are not available, the social worker will be the one that gives the consent

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
1. Submit filled up NEC form	Assess completeness of form.			
	Do pretest counseling		20 mins	HIV Counselor
	Perform the test*		20 mins	Medical Technologist / Nurse

	Do posttest counseling		10 mins	HIV Counselor
	Releasing of HIV result*		2 mins	Reception Clerk
TOTAL			52 mins	

*Facility based-HIV screening test can be performed by other health workers other than the medical technologist. However, test results are only revealed verbally. No printed report will be provided. Only test performed by the medical technologist will have a printed report.

Pasig Social Hygiene Clinic

Rapid HIV Diagnostic Algorithm

The rapid HIV diagnostic algorithm (rHIVda), an algorithm that includes rapid diagnostic tests (RDTs) that have shown comparable specificity and sensitivity and a shorter turnaround time compared with Western blot for the confirmatory of HIV.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	Laboratories and clinics in need of HIV confirmation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmatory request form	Downloadable thru website
At least 1.5 ml serum placed in a cryovial properly labeled with patient's complete name, age, birthday, date and time of extraction, signature of Med. Tech.	
Consent form for individual below 15 years old*	

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Submit filled up confirmatory form and properly labeled cryovial.	Assess completeness of form; adequacy and quality of blood specimen. Issue claim stub		5 mins	Reception clerk

	Perform test		30 - 1 hour	Medical Technologist
Present claim stub	Release HIV result*		2 mins	Reception clerk
TOTAL			1 hour 7 mins	

*Printed reports are available after 1-3 days.

Pasig Social Hygiene Clinic

Consultation and Treatment for Sexually Transmitted Infection

The clinic offers consultation, diagnosis and treatment for Sexually Transmitted Infection.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All. Patients with sign and symptoms of Sexually Transmitted Infection.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Request for consultation	Log patients name. Give Client Information sheet.		2 mins	Reception clerk
Submit filled up Client Information sheet	Get vital signs		10 mins	Midwife / Nurse
	Consultation.*		30 mins	Doctor
	Process laboratory test*	HBsAg - P 155.00 Syphilis - P 100.00 Penile/	1 hour	Medical Technologist

		Vaginal smear – P75.00		
TOTAL			1 hr 42 mins	

* In the event that tests are needed to assist in the diagnosis, specimen are collected and processed in the laboratory. However, for non-available tests, patients are given request forms. The appropriate medicine, if available in the clinic, are given free of charge to patients.

Pasig Treatment Hub

Enrollment of People Living with HIV

Provide People Living with HIV (PLHIV) with antiretroviral therapy that allows them to have easy access to treatment. The hub offers drugs and medicines necessary for the treatment of opportunistic infections; and blood tests for the monitoring of treatment and drug toxicity

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	People Living with HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HIV Confirmatory Report	SACCL rHIVda sites
Referral letter*	From previous treatment hub

Client Steps	Office Action	Fees to Be paid	Processing Time	Person Responsible
Request for enrollment	Log patients name.		2 mins	Reception clerk
Present HIV test report and/or Referral letter	Create patient's chart Assign code and code name		5 mins	Nurse

	Assign treatment partner			
Submit self for physical examination	History taking.		30 mins	Nurse
	Do vital signs			
	Medical Consultation		30 mins	Physician
	Do baseline ancillary test: CD4, HBsAg, Syphilis If CD4 < 100 c/IU = request fundoscopy Request CBC, Chest xray and Genexpert	CD4 – P1300 .00 HBsAg – P155.00 Syphilis – P100.00		
Present all ancillary result*	Assess patient's readiness to start ARV treatment.		20 mins	Physician / Nurse
	Give appropriate antiretroviral medicine.		5 mins	Physician
	Perform adherence counseling		20 mins	Nurse / Peer educator
TOTAL			1hr 52 min	

Pasig Treatment Hub

Refilling of Antiretroviral Medicine

Monthly supply of antiretroviral medicines are provided to People Living with HIV enrolled in the facility.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	People Living with HIV enrolled in Pasig Treatment Hub

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medicine booklet	Pasig Treatment Hub

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Present medicine booklet	Log patient to general entry logbook		2 mins	Reception clerk
	Retrieve patient's medicine chart			
	Do pill count		5 mins	Nurse
	Assess patient's		5 mins	Nurse /

	compliance			Physician
	Adherence counseling		30 mins	Peer Educator
Submit Philhealth requirement	Check completeness of Philhealth papers		2 mins	Assigned staff for Philhealth
TOTAL			44 mins	

Pasig Treatment Hub

HIV Viral Load / CD4 Cell Count

People Living with HIV registered with Pasig Treatment Hub should be monitored each year to assess treatment success.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	People Living with HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Philhealth contribution	Philhealth

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Show lab request form	Log patient to general entry logbook		2 mins	Reception clerk

Pay appropriate fee Present OR	Take note of Official Receipt number in the logbook	CD4 – P1,300.00		
	Do blood extraction		5 mins	Nurse / Med. Tech
TOTAL			7 mins	

Printed results are incorporated in the patient's chart. Patients are informed of their results during their medical consultation. If requested, HIV Viral Load results can be sent by email.

Feedback and Complaints

FEEDBACK AND COMPLAINTS	
How to send feedback	Feedback forms are available at the reception area. Everyone is encouraged to complete the form and deposit it inside the designated drop box. Comments can also be sent by email to pasigtreatment@gmail.com
How feedback is processed	All feedback is tabulated on a monthly basis. Comments and suggestions are listed and will be recorded in a log book. The content of feedback will be discussed with the staff at their regular meeting.
How to file a complaint	Complaints may be written or verbal. Verbal complaints can be addressed to any staff who, in turn, will write them in a work journal. The written complaint can be presented in the reception area, to any drop box located inside the city hall or thru pasigtreatment@gmail.com
How complaints are processed	Complaints are assessed whether they are

	technical or personnel-related. Personnel related complaint will be forwarded to the City Health Office for further evaluation. In the case of complaints relating to technical problems, the supervisor will assess the problem and seek possible solution.
Contact information	pasigtreatment@gmail.com 86401111