

**CITIZEN CHARTER  
PASIG CITY HEALTH OFFICE**

**PASIG AMBULATORY SERVICE INFORMATION GENERATION (PASIG) SYSTEM**

ONE STOP SHOP MEDICAL EXAMINATION SERVICES NEEDED IN SECURING HEALTH AND MEDICAL CERTIFICATES

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | ONE STOP SHOP<br>Pasig Ambulatory Service Information Generation System                        |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C – Government to Citizens<br>G2B – Government to Business<br>G2G – Government to Government |
| <b>Who may avail:</b>       | All Filipino Citizens  |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE       |
|---|-----------------------|
| 1. At least 1 Valid Identification Card<br>VOTER'S ID<br>DRIVER'S LICENSE<br>POLICE CLEARANCE | COMELEC<br>LTO<br>PNP |
| 2. CEDULA   | CITY HALL             |
| 3. Other required updated medical examinations done   |                       |

| # | CLIENT STEPS                  | OFFICE ACTIONS                                   | FEES TO BE PAID  | PROCESSING TIME   | PERSON RESPONSIBLE  |
|---|-------------------------------|--|--|-------------------|---|
| 1 | ACCESSIONING/<br>VERIFICATION | CHECKING OF<br>MEDICAL<br>REQUIREMENTS<br>NEEDED | FOOD PACKAGE<br>P 250.00<br>FOOD PACKAGE W/<br>DRUG TEST<br>P 370.00<br>NON-FOOD PACKAGE<br>P 190.00<br>NON-FOOD PACKAGE<br>W/ DRUG TEST<br>P 310.00 | 3 TO 5<br>MINUTES | <i>Bethany Rabacal<br/>Edralyn Alvario<br/>Jennifer Gomez<br/>Fernan Hilario<br/>Mikaela Pastrana<br/>Allan Saluria</i> |
| 2 | ENCODING                      | DATA<br>GATHERING AND                            |  | 3 TO 5<br>MINUTES | <i>Jennifer Gomez<br/>Fernan Hilario</i>  |

| #      | CLIENT STEPS                                 | OFFICE ACTIONS   | FEES TO BE PAID   | PROCESSING TIME                       | PERSON RESPONSIBLE   |
|--------|--|--|---|---------------------------------------|--|
|        |  | ENCODING OF CLIENTS, ISSUANCE - ORDER OF PAYMENT   |   |                                       | <i>Mykie Oriero<br/>Mikaela Pastrana<br/>Helen Ronquillo<br/>Allan Saluria</i>                   |
| 3      | CASHIER                                      | PAYMENT OF MEDICAL EXAMINATIONS TO BE DONE   |   | 3 TO 5 MINUTES                        | <i>Aileen Cruz</i>   |
| 4      | MEDICAL EXAMINATIONS TO BE DONE              | CHEST X RAY – PROCEED TO ROOM 2<br>DRUG TEST – PROCEED TO ROOM 5<br>LABORATORY TEST – PROCEED TO ROOM 6<br>FECALYSIS<br>URINALYSIS | P 120.00<br><br>P 150.00<br><br>P 37.00<br>P 38.00  | 1 DAY<br><br>HALF DAY<br><br>HALF DAY | RADIOLOGY SECTION<br>DRUG TEST SECTION<br>LABORATORY SECTION                                     |
| 5      | VALIDATION                                   | CHECK AUTHENTICITY OF MEDICAL EXAMINATION RESULTS  | VALIDATION FEE – P 50.00<br>( For Medical Examination done Outside the City Health Office ) | 3 TO 5 MINUTES                        | <i>Aldina Cambe<br/>Helen Roquillo<br/>Rosalinda Dublin<br/>Charlene Tismo<br/>Marimar Ceñir</i> |
| 6      | SUMMARY OF MEDICAL RESULTS                   | GET COPY OF MEDICAL RESULTS – PROCEED - ROOM 14  |   | 3 TO 5 MINUTES                        | <i>Alelei Castillo</i>   |
| 7      | CERTIFICATION OF MEDICAL EXAMINATION RESULTS | PASS – PROCEED TO SANITARY SECTION<br>PENDING – PROCEED TO REPEAT MEDICAL EXAM.  |   | 3 TO 5 MINUTES                        | <i>Melvin Bassig MD<br/>Marianne E. MD<br/>Antonio De Vera RN.<br/>Rosario G. ,RN</i>            |
| TOTAL: |  |  |   | 1 DAY                                 |  |

**CITIZEN CHARTER  
PASIG CITY HEALTH OFFICE**

**PCGH /PASIG CITY SCREENING DRUG TESTING LABORATORY**

SCREENING DRUG TEST

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | SATOP<br>PCGH Screening Drug Testing Laboratory (PCDTL)  |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C – Government to Citizens<br>G2B – Government to Business<br>G2G – Government to Government |
| <b>Who may avail:</b>       | All Filipino Citizens  |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE              |
|--|------------------------------|
| 1. At least 1 Valid Identification Card<br>VOTER'S ID<br>DRIVER'S LICENSE<br>POLICE CLEARANCE<br>NBI CLEARANCE | COMELEC<br>LTO<br>PNP<br>NBI |

| # | CLIENT STEPS                 | OFFICE ACTIONS   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|------------------------------|--|-----------------|-----------------|---|
| 1 | RECEIVING                    | RECEIVE CHECKLIST<br>DRUG TESTING ( )<br>PROOF OF PAYMENT)   | P 150.00        | 3 TO 5 MINUTES  | Kimberly Ann Gamara   |
| 2 | FILL UP FORMS<br>( 4 pages ) | <b>WALK – IN</b><br>FILL UP CLIENTS<br>INFORMATION SHEETS<br><b>ON LINE</b><br>FILL UP<br>DOWNLOADABLE<br>CLIENT INFORMATION<br>SHEET<br>(PASIGCITY.GOV.PH |                 | 3 TO 5 MINUTES  | Kimberly Ann Gamara<br><br>Charlene Salvador<br>Jennifer Reyes  |
| 3 | VERIFICATION                 | VERIFYING<br>INFORMATIION ABOUT<br>THE CLIENT.   |                 | 3 TO 5 MINUTES  | Marie Angelique<br>Reyes<br>Madeline Padoga<br>Baby Jane Beboso |

| #      | CLIENT STEPS                     | OFFICE ACTIONS   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--------|----------------------------------|--|-----------------|-----------------|--|
| 3      | ACCESSIONING                     | ASSIGNING AN ACCESSION NUMBER FOR THE CLIENT   |                 | 3 TO 5 MINUTES  | Marie Angelique Reyes<br>Madeline Padoga<br>Baby Jane Beboso   |
| 4      | ENCODING                         | ENCODING OF CLIENT'S INFORMATION TO THE ( DOH ) DEPARTMENT OF HEALTH SYSTEM ( IDTOMIS )          |                 | 3 TO 5 MINUTES  | Bernadette C. Baga<br>Ryan N Santiago<br>Dennis Petilo<br>Ryan Rovillos<br>Jobet Rull  |
| 5      | SPECIMEN COLLECTION              | COLLECTION OF URINE SPECIMEN TO BE SUBJECTED FOR DRUG TESTING                                    |                 | 3 TO 5 MINUTES  | Rochele S. Asejo<br>Michael Yamog  |
| 6      | LABORATORY TESTING               | URINE SPECIMEN COLLECTED WILL BE SUBJECTED TO DRUG TESTING                                       |                 | 3 TO 5 MINUTES  | Emmilyn S. L. ,RMT<br>Sheila Marie P. ,RMT<br>Christian S. ,RMT<br>Patricia Ann V.,RMT<br>Jane Karen V.,RMT<br>Sandie L. C., RMT<br>Micah L. Santos<br>Alodia Francesca S. |
| 7      | ENCODING OF DRUG TESTING RESULTS | ALL RESULTS WILL BE ENCODED AND UPLOADED TO THE DEPARTMENT OF HEALTH ( IDTOMIS ) BEFORE PRINTING |                 | 3 TO 5 MINUTES  | Emmilyn S. L. ,RMT<br>Sheila Marie P. ,RMT<br>Christian S. ,RMT<br>Patricia Ann V.,RMT<br>Jane Karen V.,RMT<br>Sandie L. C., RMT   |
| 8.     | RELEASING OF RESULTS             | RELEASING DRUG TEST RESULT TO CLIENT UPON SIGNING TO THE PCDTL RELEASING LOGBOOK                 |                 | 3 TO 5 MINUTES  | Melody R, Vega<br>Ryan Rovillos<br>Ryan Santiago   |
| TOTAL: |                                  |  |                 |                 |  |

## Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM |  |
|-----------------------------------|--|
| How to send feedback              | PROCEED TO SUGGESTION BOXES LOCATED INFRONT OF EACH OFFICES                                |
| How feedback is processed         | COLLECTED AND LISTED EVERYDAY  |
| How to file a complaint           | COMPLAINTS ARE FORWARDED TO EACH RESPECTED SECTIONS IN COMFORME WITH THE DATA PRIVACY ACT  |
| How complaints are processed      | BOTH SIDES ARE BEING CONSIDERED AND WEIGHT UPON ,<br>DUE PROCESS AND PROTOCOL ARE PRACTICE |
| Contact Information               | 643-1111 LOCAL 391,393,394,395   |

## Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM |  |
|-----------------------------------|--|
| How to send feedback              | PROCEED TO SUGGESTION BOXES LOCATED INFRONT OF EACH OFFICES                                |
| How feedback is processed         | COLLECTED AND LISTED EVERYDAY  |
| How to file a complaint           | COMPLAINTS ARE FORWARDED TO EACH RESPECTED SECTIONS IN COMFORME WITH THE DATA PRIVACY ACT  |
| How complaints are processed      | BOTH SIDES ARE BEING CONSIDERED AND WEIGHT UPON ,<br>DUE PROCESS AND PROTOCOL ARE PRACTICE |

|                     |                                |
|---------------------|--------------------------------|
| Contact Information | 643-1111 LOCAL 391,393,394,395 |
|---------------------|--------------------------------|

**CITIZEN CHARTER  
PASIG CITY HEALTH OFFICE**

**PASIG CITY OUT-PATIENT CENTER FOR DRUG ABUSERS**

SCREENING, EVALUATION, ASSESSMENT, TREATMENT AND MANAGEMENT OF PERSONS WHO USE DRUGS ( PWUD)- DRUG DEPENDENCY EXAMINATION ( DDE )

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | SATOP<br>Pasig City Out-Patient Center for Drug Abusers (POPCDA)                               |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C – Government to Citizens<br>G2B – Government to Business<br>G2G – Government to Government |
| <b>Who may avail:</b>       | All Filipino Citizens  |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE |
|---|-----------------|
| 1. Any government issued (I.D.)<br>Identification Card<br>VOTER'S ID<br>DRIVER'S LICENSE<br>PRC LICENSE<br>POLICE CLEARANCE<br>NBI CLEARANCE, etc |                 |

| # | CLIENT STEPS                 | OFFICE ACTIONS  | FEES TO BE PAID | PROCESSING TIME     | PERSON RESPONSIBLE  |
|---|------------------------------|---|-----------------|---------------------|---|
| 1 | FILL UP FORMS<br>( 4 pages ) | <b>WALK – IN</b><br>FILL UP CLIENTS<br>INFORMATION SHEETS<br><b>ON LINE</b><br>FILL UP<br>DOWNLOADABLE<br>CLIENT INFORMATION<br>SHEET<br>(PASIGCITY.GOV.PH) |                 | 10 TO 15<br>MINUTES | Marlene Miaco<br>Mona Liza N.<br>Chin Chin G.<br>Vincent Talape |

| #  | CLIENT STEPS  | OFFICE ACTIONS   | FEEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
|----|---|--|------------------|-------------------|--|
| 2. | RECEIVING   | REVIEW CLIENT'S INFORMATION SHEET  |                  | 5 TO 10 MINUTES   | Marlene Miaco<br>Mona Liza N.<br>Chin Chin G.<br>Vincent Talape  |
| 2  | VERIFICATION  | VERIFYING IF THE CLIENT IS NEW OR AN OLD PATIENT THROUGH THE MANAGEMENT INFORMATION SYSTEM (POPCDAMIS) ASSIGNING AN ACCESSION NUMBER |                  | 5 TO 10 MINUTES   | Mona Liza Nada<br>Chin Chin G.<br>Vincent Talape   |
| 3  | INTAKE INTERVIEW  | GATHERING OF PERSONAL DATA: EDUCATIONAL, DRUG , MEDICAL HISTORY OF CLIENT  |                  | 15 TO 30 MINUTES  | Mila Grace C. RPsy, RPm<br>Jennifer R. , RPm, LPT<br>Jesnoel G. Esperencilla<br>Ira Mae Rosas<br>Charlene Salvador |
| 4  | INITIAL ASSESSMENT                                      | SCREENING USING ASSIST, SRQ AND CRAFFT- IN, BRIEF INTERVENTION REFERRAL TO TREATMENT   |                  | 30 TO 60 MINUTES  | Mila Grace C. RPsy, RPm<br>Jennifer R. , RPm, LPT<br>Jesnoel G. Esperencilla<br>Ira Mae Rosas<br>Charlene Salvador |
| 5  | PSYCHOLOGICAL EXAMINATION                               | ADMINISTER PSYCHOLOGICAL TEST  |                  | 60 TO 120 MINUTES | Mila Grace C. RPsy, RPm<br>Jennifer R. , RPm, LPT<br>Jesnoel G. Esperencilla<br>Ira Mae Rosas<br>Charlene Salvador |
| 6  | VITAL SIGNS   | OBTAINING VITAL SIGNS OF CLIENTS   |                  | 10 TO 15 MINUTES  | Raph Jayzel O. , RN<br>Marco Ferrer, RN  |
| 7  | PHYSICAL EXAMINATION AND MSE                            | PHYSICAL EXAMINATION OF CLIENTS ( PWUD )   |                  | 20 TO 30 MINUTES  | Amelito V.<br>Javier, M.D. FPCAM<br>Francis George<br>Lucas, MD PCAM   |
| 8  | DRUG TESTING OF CLIENTS                                 | CLIENT IS SUBJECTED TO DRUG TESTING  |                  | 15 TO 20 MINUTES  | PCDTL STAFF  |
| 9. | RELEASING OF DRUG DEPENDENCY EXAAMINATION RESULTS (DDE) | RELEASING DRUG TEST RESULT TO CLIENT UPON SIGNING TO THE PCDTL RELEASING LOGBOOK   |                  | 5 TO 10 MINUTES   | Mona Liza N.<br>Chin Chin G.   |

| #      | CLIENT STEPS | OFFICE ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|--------------|----------------|------------------|-----------------|--------------------|
| TOTAL: |              |                |                  | 1 TO 2 DAYS     |                    |

### Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM |   |
|-----------------------------------|---|
| How to send feedback              | PROCEED TO SUGGESTION BOXES LOCATED INFRONT OF EACH OFFICES                               |
| How feedback is processed         | COLLECTED AND LISTED EVERYDAY   |
| How to file a complaint           | COMPLAINTS ARE FORWARDED TO EACH RESPECTED SECTIONS IN COMFORME WITH THE DATA PRIVACY ACT |
| How complaints are processed      | BOTH SIDES ARE BEING CONSIDERED AND WEIGHT UPON , DUE PROCESS AND PROTOCOL ARE PRACTICE   |
| Contact Information               | 643-1111 LOCAL 391,393,394,395  |