

CITIZEN CHARTER
CITY HEALTH DEPARTMENT – WOMEN and CHILDREN PROTECTION UNIT

MEDICAL CONSULTATION

- providing free medical consultation and issuance of medico-legal certificate among victim-survivor of violence.
- Schedule: Monday to Friday (8:00am to 5:00pm)

Office or Division:	City Health Department – Women and Children Protection Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Pasigueños who are victim of violence

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter	Bahay Kalinga ng Pasigueña / DSWD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach reception area, present endorsement letter from CSWD/Bahay Kalinga ng Pasigueña.	Secure endorsement letter	FREE	1 minute	Catherine Almazan Norvie Baguio, R.N.
2	Proceed to the clinic for initial interview	Encodes pertinent information to EMR. Perform initial assessment and obtain necessary vital signs. Accomplish the following forms: - Consent FORM 1 (VAW)/ FORM 1B (Child) - FORM 4 (Initial Interview Form)	FREE	5 minutes	Alona Inal Norvie Baguio, R.N.
3	Proceed to Consultation room for medical management.	Examine and diagnose patient. Accomplish the following forms: - FORM 3 (Medical Assessment form) - FORM 8 (Inter-unit Referral Form) in case of referral to PCGH/PCCH WCPU.	FREE	45 minutes	Myra Y. Endiafe, M.D
4	Dispensing of Medicine	Dispense medicine based on Doctor's prescription.	FREE	2 minutes	Sonia Royo, R.M. Norvie Baguio,

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Instruct patient on how to take the medication. Provide health teaching to patient.			R.N.
5	Releasing of Medico-Legal Certificate	Accomplish FORM 6 (Medico-legal Certificate)	FREE	1 minute	Myra Y. Endiafe, M.D. Norvie Baguio, R.N.
TOTAL:			N/A	54 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback form will be given to patient upon entry and will drop it at the designated box before leaving the premises.
How feedback is processed	Processing feedback goes far beyond listening to it in the moment and implementing it; it involves continuous reflection, conversation, and practice to make sure we're processing feedback the right way.
How to file a complaint	Complaint can be submitted at the City Health Department or Ugnayan sa Pasig through written report/letter.
How complaints are processed	Complaints are processed through the following: <ol style="list-style-type: none"> 1. 1. Identify the problem. 2. 2. Rectify the problem. 3. 3. Follow up on the problem. 4. 4. Learn from the problem.
Contact Information	8643 – 1111 loc1150 / 8641 – 0197