

**CITIZEN CHARTER
NATIONAL TUBERCULOSIS CONTROL PROGRAM
PASIG CITY HEALTH DEPARTMENT**

Distribution of TB medicines and other commodities

The National Tuberculosis Control Program is in charge with the management of logistics, obtaining and pick-up of TB medicines and other commodities (sputum cups, PPD, Tuberculin syringe, laboratory request forms and other forms, etc.) and the distribution of such TB medicines and other commodities essential for the proper implementation of the NTP.

Office or Division:	National Tuberculosis Control Program
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	TB DOTS/Health centers' staff, TB DOTS staff of the accredited hospitals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory request form (LRF) with MTB detected result for Gene Xpert or Positive result for MTB in DSSM;	Health Center/ TB DOTS unit of the hospital or BJMP (Pasig City Jail)
2. NTP referral form properly filled up by partner TB DOTS facilities; or	Health Center/ TB DOTS unit of the hospital or BJMP (Pasig City Jail)
3. Treatment card, completely filled up, including Gene Xpert and/or DSSM results;	Health Center/ TB DOTS unit of the hospital or BJMP (Pasig City Jail)
4. TB screening form properly filled up and duly signed by the TB DOTS physician for TB in children patients.	Health Center/ TB DOTS unit of the hospital or BJMP (Pasig City Jail)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO	PROCESSING	PERSON
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			BE PAID	TIME	RESPONSIBLE
1	Proceed to the Person-in-charge and get a queue number, first-come, first-served basis	Person in charge accepts the requests for TB Medicines and other commodities..	None	5 minutes	NTP Nurse Coordinator (Ma. Zenaida Ramos/ Yolanda Dino)/ NTP Midwife Coordinator (Cherrylyn Francisco)
2	Hand-in the necessary requirements for obtaining TB medicines or other TB commodities		None	5 minutes	NTP Nurse Coordinator (Ma. Zenaida Ramos/ Yolanda Dino)/ NTP Midwife Coordinator (Cherrylyn Francisco)
3	Receive and affix signature in the Receiving logbook or Utilization Form	Person in charge releases the requested supplies and have the requesting party sign in the receiving logbook.	None	10 minutes	NTP Nurse Coordinator (Ma. Zenaida Ramos/ Yolanda Dino)/ NTP Midwife Coordinator (Cherrylyn Francisco)
4	Obtain a gate pass, proof of received medicines from NTP, if necessary		None	10 minutes	NTP Nurse Coordinator (Ma. Zenaida Ramos/ Yolanda Dino)/ NTP Midwife Coordinator (Cherrylyn Francisco)
TOTAL:			NA	NA	NA

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Comments, suggestions and complaints can be sent thru email pasigntp@gmail.com .
How feedback is processed	All emails of comments, suggestions and complaints will be reported and reviewed by the NTP program coordinators.
How to file a complaint	Complaints made be made personally or thru writing and will be submitted to the City Health Office also for review and action.
How complaints are processed	Complaints will be jointly reviewed and decided upon by the City Health Officer and the NTP Program Medical coordinators. Swift action and feedback will be given to the complaining party.
Contact Information	86427754