

CITIZEN CHARTER
Newborn Screening Program

Newborn Screening Services

- Is a public health program for the early detection of disorders that can lead to mental retardation and death. All infants born in accredited facilities shall be tested for Expanded Newborn Screening. ENBS increase the number of disorders in the panel from six (6) to more than 28. This services is available in 5 public lying in and done ideally immediately after 24 hours from birth.

Office or Division:	City Health Office/ Newborn Screening Program
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Public Lying in (CHAMP, Nagpayong, Manggahan, Santolan & San Joaquin) Newborn babies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ENBS Reporting Form (Public & Private Lying in)	5 th floor Rm 13, City Heath Office Look for Ms. Rosemarie P. Huertas, R.N Send thru email add: pasigcitynbs@gmail.com

Submission of Monthly Reports from Public & Private Lying in

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Public & private lying in personnel will submit their monthly report at Room 13, 5 th floor thru ENBS reporting form or thru email add: pasigcitynbs@gmail.com	<ul style="list-style-type: none"> ▪ Submission of report will be every 15th day of month ▪ Checked & collect monthly report ▪ Consolidate & report to DOH every 25th of the month 	Philhealth member (Part of the Newborn Care Package): Free Non-Philhealth: 1,750.00/kit c/o Public Lying in	5-10mins	Roseamrie P. Huertas, RN CHAMP Maricar F. Batinga, RN Nagpayong Janelle P. Amurao, RN Manggahan Marjorie Bello, RN Santolan Darryl Geronimo, RN San Joaquin Ryhiel E. Rigo, RN

Distribution of ENBS Kits

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Public Lying staff will go to CHO 5th Floor, Rm. 13</p> <p>Requirements needed:</p> <ol style="list-style-type: none"> Utilization report Request letter 	<p>NBS staff do the following:</p> <ol style="list-style-type: none"> Checked & received the utilization report & request letter Prepared & distribute ENBS kits based on their facility code Requesting personnel must signed in receiving logbook 	N/A	10mins	<p>Roseamrie P. Huertas, RN CHAMP Maricar F. Batinga, RN Nagpayong Janelle P. Amurao, RN Manggahan Marjorie Bello, RN Santolan Darryl Geronimo, RN San Joaquin Ryhiel E. Rigo, RN</p>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Any feedback or concern will send via messenger, text message or phone call Or request letter (Particular for indigent patient asking for free ENBS at lying in with attached indigent certificate & ID.</p>
How feedback is processed	<p>Upon received the message or phone call, the concern of the lying in personnel will refer to City Health Officer for proper action, then relayed the feedback from CHO to concern lying in personnel</p>
How to file a complaint	<p>Complainant may send a complaint send thru email: pasigcitynbs@gmail.com or send a letter at Room 13, 5th Floor & look for Nurse Rose</p>
How complaints are processed	<p>Upon received the complaints, make an investigation about the complaint and refer to the City Health Officer for proper action</p>
Contact Information	<p>Rosemarie P. Huertas, RN NBS Program Nurse in charge Room 13, 5th Floor Pasig City Hall Email add: pasigcitynbs@gmail.com CP No. 09567992534</p>