

**CITIZEN CHARTER
PASIG CITY HEALTH DEPARTMENT**

PASIG CITY HEALTH OFFICE PHILHEALTH KONSULTA SERVICES

The PhilHealth Consulta Service is the primary care service of PhilHealth which aims to provide all Pasigueños appropriate, essential and timely health services at every life stage. It also aims to help in promoting health, identifying risks, and ensuring early diagnosis and detection of conditions to prevent these from worsening and leading to costly treatments

| | |
|-----------------------------|---|
| Office or Division: | Pasig City Health Office Consulta Services |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | PhilHealth members who have chosen to be tagged to this health facility. This includes city employees and other patients as well as their dependents. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| PhilHealth ID or Member Data Record (MDR) for enlistment and registration | PhilHealth Local Health Insurance Office |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------|---|--|------------------------|------------------------|--|
| 1 | GO TO THE INFORMATION DESK FOR ENCODING | ENCODER INPUTS ALL RELEVANT MEDICAL INFORMATION TO THE EMR AND QUEUE PATIENTS | 0 | 6 minutes | CHD ENCODER Dexter Doromal Ian Castillo |
| 2 | GO TO THE NURSE OR MIDWIFE ON DUTY | INPUT VITAL SIGNS AND SUBJECTIVE AND OBJECTIVE FINDINGS | 0 | 2-3 minutes | NURSE OR MIDWIFE Ma. Christine Afable, RN Rosario Granadino, RN |
| 3 | REFER TO THE PHYSICIAN ON DUTY | EXAMINE PATIENT, INPUT DIAGNOSIS AND MANAGEMENT ON THE EMR. ISSUE LABORATORY REQUESTS SCHEDULE FOLLOW-UP | 0 | 10 – 15 minutes | PHYSICIAN ON DUTY Mariane Loe Bringuelo, MD Melvin Bassig, MD |
| 4 | PROCEED TO RADIOLOGY SECTION (FOR THOSE WITH REQUEST) | PERFORM TEST AS REQUESTED AND INPUT RESULTS ON THE EMR | 0 | 5 minutes | RADIOLOGIST / RAD TECH Meriam Alindayu John Paul Borja Francine Joy Calaoagan Rafael Erwin Detera Alfred Lustre Wenefrido Macandile |
| 5 | PROCEED TO CLINICAL | PERFORM TEST AS REQUESTED AND | 0 | 3 minutes | MEDICAL TECHNOLOGIST |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|---|---|-----------------|--------------------------------|---|
| | LABORATORY SECTION (FOR THOSE WITH REQUEST) | INPUT RESULTS ON THE EMR | | | Myla Espino Arnelie Ataula Jeresha Bandojo Ma. Loreina Cruz Nannette Uy Bernanrd Seriosa Antonio Sabino Francis Dimaandal Dayanara Torres Kaiser German Gonzalez Alyssa Ayla Manlangit Eugene Earl Zarcilla Kathleen Ann Gaite Romela Santos Marites Tablanza Paul John Mamba Clar-Gerund Estorco Adrian Quiogue Madelyne Jane Sindayen |
| 6 | BRING ALL RESULTS ON FOLLOW UP SCHEDULE | PHYSICIAN INTERPRETS RESULTS AND PRESCRIBES APPROPRIATE MEDICATION AND ISSUES MEDICAL CERTIFICATION. NURSE / MIDWIFE PROVIDES HEALTH EDUCATION | 0 | 10-15 minutes 8 minutes | HEALTH FACILITY STAFF Mariane Loe Bringuelo, MD Melvin Bassig, MD Ma. Christine Afable, RN Rosario Granadino, RN |
| 7 | PROVIDE FEEDBACK | ENCODER ISSUES E-KAS FORM TO PATIENT | 0 | 2-3 minutes | ENCODER Dexter Doromal Ian Castillo |
| TOTAL: | | | 0 | 46-58 minutes | |

PROCESS OF AVAILMENT

STEP 1

Accomplish Philhealth Konsulta Registration Form and encode patient details in the EMR

STEP 2

Consultation with nurse or physician and interpretation of laboratory results

STEP 3

Dispensing of medicines and issuance of medical certification

STEP 4

Schedule for follow up and provide patient feedback



Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|---|
| How to send feedback | Feedback for service is included in each patient consult. Input your comments on the E-KAS form and submit to the service provider. |
| How feedback is processed | Constructive or negative feedbacks are brought to the attention of the head of facility for proper action. |
| How to file a complaint | Written or email complaints can be addressed to the Pasig City Health Department through the Office of the City Health Officer |
| How complaints are processed | Complaints are reviewed and investigated for merit by the Grievance Committee and appropriate action are recommended / endorsed as necessary. |

Contact Information

8642-7754, 8643-1111 loc 1511,
pasigcityhealth@gmail.com

**CITIZEN CHARTER
PASIG CITY HEALTH DEPARTMENT**

PASIG CITY HEALTH OFFICE PHILHEALTH CONSULTA SERVICE

Ang PhilHealth Konsulta Service ay ang pangunahing serbisyong pangkalusugan na naglalayong ibigay sa lahat ng Pasigueño ang nararapat, mahalaga at napapanahong serbisyong pangkalusugan sa bawat yugto ng buhay. Nilalayon din nitong tumulong sa pagtataguyod ng kalusugan, pagtukoy sa mga panganib, at pagtiyak ng maagang pagsusuri at pagtuklas ng mga kondisyong medikal upang maiwasan paglala ng mga ito at humahantong sa mas magastos na paggamot.

| | |
|-----------------------------|--|
| Office or Division: | Pasig City Health Office Consulta Services |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Mga miyembro ng PhilHealth na piniling magpatala sa pasilidad na ito. Kasama na dito ang mga empleyado ng siyudad, mga residente ng Pasig at kanilang pamilya. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| PhilHealth ID or Member Data Record (MDR) for enlistment and registration | PhilHealth Local Health Insurance Office |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|--|-----------------|-----------------|--------------------|
| 1 | Pumunta sa Information desk sa Room 4 | Itatala ng encoder sa Electronic Medical Record (EMR) ang mga importanteng impormasyong medikal ng pasyente at ipipila para masuri. | 0 | 6 minutes | CHD ENCODER |
| 2 | Pupunta sa nars o kumadronang nasa klinika | Susuriin ang vital signs (BP, HR, Temp, PR), Itatala sa EMR ang kasaysayan ng sakit at mga natuklasan sa pisikal na pagsusuri. | 0 | 2-3 minutes | NURSE OR MIDWIFE |
| 3 | Pagsangguni sa doktor | Suriin ang pasyente, itala sa EMR ang diagnosis at plano sa pag-gamot. Mag isyu ng tagubilin para sa laboratoryo o Xray kung kinakailangan. Iskedyul ang susunod na pagsusuri. | 0 | 10 – 15 minutes | PHYSICIAN ON DUTY |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|---|--|-----------------|--------------------------------|------------------------|
| 4 | Magtungo sa Radiology Section kasama ang tagubilin | Base sa tagubilin ng doctor, gawin ang nararapat na pagsusuri at itala ang resulta sa EMR | 0 | 5 minutes | RADIOLOGIST / RAD TECH |
| 5 | Magtungo sa Clinical Laboratory Section kasama ang tagubilin | Base sa tagubilin ng doctor, gawin ang nararapat na pagsusuri at itala ang resulta sa EMR | 0 | 3 minutes | MEDICAL TECHNOLOGIST |
| 6 | Dalhin ang mga resulta ng laboratory o xray sa nakatakhang araw ng balik suri (follow-up) | <p>Ang doctor ay magbibigay pakahulugan sa mga resulta at magresetang ng kaukulang gamot sa pasyente. Mag-iisyu din ng kaukulang sertipikong medikal kung kailangan.</p> <p>Ang nars at kumadrona ang magbibigay ng health education o tagubiling pangkalusugan.</p> | 0 | 10-15 minutes 8 minutes | HEALTH FACILITY STAFF |
| 7 | Pagbibigay ng puna | Mag iisyu ang encoder ng EKAS form sa pasyente para maitala ang kanilang puna at suhestyon | 0 | 2-3 minutes | ENCODER |
| TOTAL: | | | 0 | 46-58 minutes | |