

**CITIZEN CHARTER
PASIG CITY PHYSICAL THERAPY SECTION**

PHYSICAL THERAPY SERVICES

Physical therapy provides services to individuals and populations to develop, maintain and restore maximum movement and functional ability throughout the lifespan. This includes providing services in circumstances where movement and function are threatened by ageing, injury, disease or environmental factors. Functional movement is central to what it means to be healthy

Office or Division:	City Health Department – Physical Therapy Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Patients referred by Rehabilitation Medicine Doctors or Orthopedic Doctors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral/ Request Form	Any Rehabilitation Medicine Doctor or Orthopedic Doctor
2. Government issued ID with residential address	Senior Citizen ID, GSIS, SSS, PRC, DFA, Pag-ibig, BIR, Post Office, LTO, COMELEC

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Presents referral form	- Receives referral form - Schedules client for Physical Therapy Initial Evaluation and Treatment	none	3 minutes	Cruz, Michael Christopher V./ Mercado, Alyanna Miko S./ Opog, Claudine Marie V./ Perez, Patrizia Mae C./ Victorino, Andrea Monique C./ Zamora, Marion Ysabel L.
2	Returns to Health Center at scheduled appointment date	-PT logs patient in daily logbook -Evaluates patient and provides appropriate Plan of Care -PT educates patient about Home Exercise Program -PT issues order of payment slip to patient	Basic Rate: P50.00 = Pasig resident P 200.00 = Non-Pasig resident Additional charges may apply for modalities and equipment used (see “Fees to be paid” table)	1-2 hours	Cruz, Michael Christopher V./ Mercado, Alyanna Miko S./ Opog, Claudine Marie V./ Perez, Patrizia Mae C./ Victorino, Andrea Monique C./ Zamora, Marion Ysabel L.
3	Pays to cashier	-Receives payment and issues Official Receipt (OR)	See “Fees to be paid” table	5 minutes	Cashier
4	Returns to PT area and presents OR	-Receives and records OR number in daily logbook	None	2 minutes	Cruz, Michael Christopher V./ Mercado, Alyanna Miko S./

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Opog, Claudine Marie V./ Perez, Patrizia Mae C./ Victorino, Andrea Monique C./ Zamora, Marion Ysabel L.
TOTAL:				2 hours and 10 minutes	
WORKING DAYS			CLINIC HOURS		
MONDAY TO FRIDAY			8 AM TO 5 PM		

SERVICES FEE/ FEES TO BE PAID

FEES	PASIG RESIDENT RATE	NON- PASIG RESIDENT RATE
PHYSICAL THERAPY (Initial Evaluation, Therapeutic Exercises)	P 50.00	P 200.00
THERAPEUTIC ULTRASOUND	P 10.00	P 10.00
ELECTROTHERAPY (Electrical Stimulation, Transcutaneous Electrical Stimulation, Functional Electrical Stimulation, Faradism Under Pressure)	P 10.00	P 10.00
HEATING MODALITIES (Hot Moist Pack)	P 10.00	P 10.00
INTERMITTENT CERVICAL AND LUMBAR TRACTION	P 20.00	P 20.00
CYCLE ERGOMETER	P 20.00	P 20.00

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Proceed to suggestion box
How feedback is processed	Collected and listed
How to file a complaint	Ugnayan (located at 2 nd floor, Pasig City Hall)
How complaints are processed	Due process and protocols are practice
Contact Information	8-643-1111