

CITIZENS CHARTER

Radiology Services

Radiology service offers x-ray and ultrasound examination for residents and non-residents of Pasig City who needs diagnostic radiology services as a requirement for National Tuberculosis Program, School enrollment, Employment, Annual Physical Examination, Health card/certificate and patients with complaint of respiratory ailment and others.

Office or Division:	Radiology Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents and Non-Residents of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NTP referral form for NTP patients.	Barangay Health Centers
2. Evaluation Checklist (X-Ray selection must be check) for School enrollment, Employment and Health Cards requirements.	Validation Room
3. Medical X-Ray and Ultrasound Request for patients with complaint of respiratory ailment etc.	Barangay Health Centers, Private Clinic, Hospital

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Requirements at Radiology Office.	Receive and assess request.	None	5 mins	Marilyn Delima/ Hilaria Sanchez/
2	Present Requirements at Validation Room.	Issuance of Checklist and Order of Payment. Advise client to pay the necessary fee.	None	5 mins	Allan Saluria Bethany Rabacal Aldina Cambe Edralyn Alvario Mari Mar Ceñir Rosalita Dublin Mykhie Oreiro Jennifer Gomez Fernan Hilario Helen Ronquillo Charlene Tismo Mikaela Pastrana
3	Proceed to the Cashier window and pay fee.	Receive the payment and issue official receipt.	Please refer to Radiology Price list	5 mins	Emelita David Jaybee Trono Joana Carpio Virgie Ann Policarpio Asuncion Cruz
4	Present the Checklist and Official receipt to Radiology Office window.	Validate Checklist and Receipt. Identifies patient correctly. Obtain clinical data/history.	None	5 mins	Ruby Gregorio/Remy Marghrette Luna/Nilo Castillo
5	Proceed to Radiology Section Dressing Room. Preparation of the patient (Area of interest is made free from metal objects).	Explain procedure to the patient. Preparation of the machine with appropriate technical exposure.	None	5 mins	City Hall: France Calaoagan/Raffy Detera/Winnie Macandile/Paul Borja/Meriam Chuca Santolan SHC: Napoleon Sesbreno/Cherry Verastigue
6	Proceed to Radiology Room where X-Ray/Ultrasound procedure will perform.	Do the procedure. Complete the study by obtaining necessary views needed.	None	5mins (X-Ray) 10 mins (Ultrasound)	Sumilang SHC: Joy Santos/Angel Rivera Rosario SHC: Ivana Parayaoan/Freda Caseria Manggahan SHC: Jevon

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					Gaitos/Kris Solis San Joaquin SHC: Rika Manalas/Charmaine Mallorca
7	Return after One (1) working day for X-Ray and Ultrasound result.	Prepare and transcribe X-Ray Film and Ultrasound Result. Give post procedural instructions.	None	5mins	Gen Dalit/Patrick Arma/Vanili Bunda

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer client feedback form and drop it in the designated comment and suggestion box at the section.
How feedback is processed	<ul style="list-style-type: none"> ✓ Section Chief opens the drop box to record and compiles all feedback given every week. ✓ Positive and negative feedbacks will convey to the concern personnel of the section. ✓ For negative feedbacks, the concerned personnel must respond in written form addressed to City Health Officer within 72 hours upon receipt hereof. ✓ Explanation of the personnel will be relayed to the client and kept to section's archive for record purposes.
How to file a complaint	<p>Accomplish the client complaint form of the section. Submit the form to the Section Chief on duty for proper recording. To properly address complaint, make sure to provide the following information:</p> <ul style="list-style-type: none"> ✓ Name of complainant, contact number and date of complaint ✓ Name of the person being complained. ✓ Incident
How complaints are processed	<ul style="list-style-type: none"> ✓ The Section Chief evaluates the submitted complaints. Thereafter evaluation, inquiry/analysis of the complaint will start. ✓ The Section Chief will create a report and submit to the City Health Officer for appropriate action. ✓ The Section Chief will give feedback to the client for the action taken
Contact Information	For inquiries and follow-ups, clients may contact the City Health Office at 643-1111 loc 391