

CITIZEN CHARTER
Pasig City Health Department

National Leprosy Control Program

Monitoring and Dispensing of Medicines for Leprosy Cases

Office or Division:	National Leprosy Control Program
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Citizens who are diagnosed with Leprosy or Hansen’s Disease.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescription of Multi-Drug Therapy Regimen (MB PB)	Patient’s Private Consultant (Dermatologist) or Medical Physician Trained on Diagnosis of Leprosy
Proof of Residency of Pasig City (Valid ID, Barangay Certificate)	Barangay Hall (Barangay Certificate), Valid ID (National Issued ID)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present NLCP staff the Prescription for MDT	NLCP Office	N/A	1 Minute	NLCP STAFF
2	Present Proof of Residency to NLCP Staff	NLCP Office	N/A	1 Minute	NLCP STAFF
3	Personal Data Gathering	NLCP Office	N/A	1-3 Minutes	NLCP STAFF
4	Physical Assessment based on NLCP Manual of Procedure	NLCP Office	N/A	5-10 Minutes	NLCP Nurse

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Pre Medication Instructions and Counselling	NLCP Office	N/A	1-5 Minutes	NLCP Nurse
6	Medication Instructions	NLCP Office	N/A	1-5 Minutes	NLCP Nurse
7	Scheduling of Follow up and Face to Face monitoring	NLCP Office	N/A	1-5 Minutes	NLCP Nurse
8	Dispensing of MDT Regimen for 1 Month	NLCP Office	N/A	1 Minute	NLCP Nurse
TOTAL:			N/A	12-28 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	They can email us at pasigcityahdp2021@gmail.com
How feedback is processed	To be read and analyze by the Adolescent Development Program Coordinator for evaluation and proper consultation to department head
How to file a complaint	Email us at pasigcityahdp2021@gmail.com or ugnayan@pasigcity.gov.ph
How complaints are processed	To be read and analyze by the Adolescent Development Program Coordinator for evaluation and proper consultation to department head
Contact Information	8643-1111 or 09473151361