

**CITIZEN CHARTER
CITY HEALTH DEPARTMENT - GAD WELLNESS CLINIC**

MEDICAL CONSULTATION

- consultation which takes place between an employee and a licensed physician for the purpose of determining what medical examinations or procedures, if any, are appropriate in cases.

- Schedule: Monday to Friday (8:00am to 5:00pm)

Office or Division:	City Health Department – GAD Wellness Clinic
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	City Government Employees of Pasig Pasigueños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee's ID	Human Resource Development Office
2. Referral / Endorsement Letter From Referring Facility	Barangay Health Centers

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach reception area for number queing and provide the patient's record number or referral letter from referring facility.	Provide patient queing number. Verify patient's record number to the system.	FREE	1 minute	Catherine Almazan Norvie Baguio, R.N.
2	Wait for the name to be called for assessment. EMR initial encoding *For new patients : Fill out Intake Form and Risk Assessment Form	Encodes pertinent information to EMR. Perform initial assessment and obtain necessary vital signs. *Provide necessary forms to new patients.	FREE	3 minutes	Alona Inal & Pinky Concepcion Norvie Baguio, R.N. Sonia Royo, R.M.
3	Wait for the name to be called for consultation.	Examine and diagnose patient. Provide laboratory request if needed.	FREE	5 minutes	Myra Y. Endiafe, M.D
4	EMR encoding	Encodes medical consultation outcome.	FREE	3 minutes	Myra Y. Endiafe, M.D. Norvie Baguio, R.N
5	Dispensing of Medicine	Dispense medicine based on Doctor's prescription.	FREE	2 minutes	Sonia Royo, R.M.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Instruct patient on how to take the medication. Provide health teaching to patient.			Norvie Baguio, R.N.
TOTAL:			N/A	14 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback form will be given to patient upon entry and will drop it at the designated box before leaving the premises.
How feedback is processed	Processing feedback goes far beyond listening to it in the moment and implementing it; it involves continuous reflection, conversation, and practice to make sure we're processing feedback the right way.
How to file a complaint	Complaint can be submitted at the City Health Department or Ugnayan sa Pasig through written report/letter.
How complaints are processed	Complaints are processed through the following: <ol style="list-style-type: none"> 1. 1. Identify the problem. 2. 2. Rectify the problem. 3. 3. Follow up on the problem. 4. 4. Learn from the problem.
Contact Information	8643 – 1111 loc1150 / 8641 – 0197