

PASIG SOCIAL HYGIENE CLINIC

Sertipiko ng Kalinisan para sa mga mangagawa ng night clubs, bars at massage parlors.

Ang sertipiko ng kalinisan na ipinagkakaloob sa mga mangagawang pumapasok sa mga night clubs, bars at massage parlor ay katibayan na kawalan ng sakit dulot ng seksual na transmisyon. Ang pagsuri nito ay isang epektibong interbensyon na makakatulong sa pagpuksa ng iba pang impeksyon. Ang sertipikong nabangit ay may bisa lamang ng isang taon.

Opisina or Dibisyon	Pasig Social Hygiene Clinic
Klasipikasyon	Simple
Klase ng transaksyon	Gobyerno sa mamamayan
Sino ang maaring kumuha	Mga manggagawang pumapasok sa mga night clubs, bars at massage parlors.

Mga kailangang ipasa	Saan makakakuha
1. Client Data Record	Maaring i-download sa website www.pasigcity.gov.ph o sa tanggapan ng Social Hygiene
2. Resulta ng laboratoryo Hepatitis B (HBsAg) Syphilis HIV Vaginal smear	Social Hygiene Clinic
3. Chest x-ray	Seksyon ng Radiology
4. Birth Certificate (kung kinakailangan)	Phil. Statistics Authority
5. Seminar	Social Hygiene Clinic

Mga hakbang	Aksyon ng tanggapan	Dapat bayaran	Oras	Taong may responsibilidad
Magpresinta ng valid ID sa Validation Window Ipagbigay alam sa opisyal kung anong sertipiko ang inaaplyan.			5 minuto	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
Magbayad		Package 1. P530		Emelita David

		(Drug Testing, Xray, HBsAg, Syphilis test, Health Certificate, Seminar) Package 2. P580 (Package 1 at Gram Stain) Indibidwal na presyo: HbsAg – P155.00 Syphilis – P100.00 Health cert – P50 Seminar – P50		Jaybee Trono Asuncion Cruz Joana Carpio
Kunin ang resibo at ipresinta kasama ang nasagutang Data Client Record	Ilista ang OR no. Ilinya ang kliente para sa laboratory o smear		5 minuto	Angel Darbie Gammad Ma. Luisa Jonatas
	Kumuha ng dugo o specimen para sa vaginal smear		10 minuto	Dennis Espinas, RMT Gina Marie Cortez, RM Elvira Ignacio, RN
	Kamalayan sa STI/HIV		15 minuto	Elvira Ignacio, RN Reynaldo Raymundo, II, RN Gina Marie E. Cortez, RM
Sa pagkuha ng resulta, ipakita ang resibo.	Pagbigay ng resulta at sertipiko		2 minuto	Angel Darbie Gammad Ma. Luisa Jonatas
TOTAL			37 minuto	

* Kung ang resulta ng laboratoryo ay abnormal, magkakaroon muna ng konsultasyon sa doktor upang mabigyan ng kaukulang lunas.

Pasig Social Hygiene Clinic / Pasig Treatment Hub
HIV counseling and Testing

Sa pamamagitan ng pagsuri ng dugo para sa HIV, malalaman ng isang tao ang kanyang katayuan sa HIV. Magkakaroon ng kamalayan ukol dito kung paano ito makakahawa at maiwasan. Ito ay makakabuti sa agarang paggamot upang maiwasan ang paglala ng karamdaman.

Opisina or Dibisyon	Pasig Social Hygiene Clinic/ Pasig Treatment Hub
Klaspikasyon	Simple
Uri ng Transaksyon	G2C - Gobyerno sa mamamayan
Sino ang maaring kumuha	Lahat ng nagnanais na magpasuri

Mga kailangang ipasa	Saan makakakuha
1. NEC Form A	I-download sa website o kaya ay makukuha sa tanggapan ng Social Hygiene or ng Pasig Treatment Hub
2. Kapahintulutan para sa mga indibidwal 15 pababa	*Kinakailangang may pahintulot ng magulang. Kung wala naman ay maaaring magtungo sa opisina ng lokal ng Kagawaran ng Kagalingan at Pagpapaunlad Panlipunan at nararapat na humingi ng pahintulot mula sa Manggagawang Panlipunan

Mga hakbang	Aksyon ng tanggapan	Dapat bayaran	Oras	Taong may responsibilidad
1. Ipasa ang nasagutang NEC Form	Suriin ang sinagutang NEC Form.			Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
	Magsagawa ng pretest counseling.		20 minuto	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera

				Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
	Isagawa ang HIV test		20 minuto	Dennis Espinas Dan Nathaniel Sumulong Jhozza Rei Jose Katherine Godoy
	Magsagawa ng post test counseling at ibigay ang resulta ng HIV.		10 minuto	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
TOTAL			52 minuto	

* Ang mga tests na isinagawa ng mga health workers tulad ng nars ay walang resultang nakasulat. Ito'y pawang berbal lamang.

Pasig Social Hygiene Clinic / Pasig Clinical Laboratory
Rapid HIV Diagnostic Algorithm

Ang Rapid HIV Diagnostic Algorithm o rHIVda ang nagkokompirma ng pagkakaroon ng HIV ng isang tao. Ang test sa pamamagitan ng rHIVda ay may mataas na sensitivity at specificity sa mas maiging oras.

Opisina or Dibisyon	Pasig Social Hygiene Clinic/ Pasig Clinical Laboratory
Klaspikasyon	Simple
Uri ng Transaksyon	G2C - Gobyerno sa mamamayan
Sino ang maaring kumuha	Mga laboratory, klinika, taong nagnanais makumpirma ang pagkakaroon ng HIV

Mga kailangang ipasa	Saan makakakuha
1. Confirmatory Request Form	-download sa website
2. 1.5 ml serum na nakalagay sa cryovial na may buong pangalan ng pasyente, edad, kapanganakan, petsa at oras ng pagkuha ng dugo at pirma ng medical technologist	

Mga hakbang	Aksyon ng tanggapan	Dapat bayaran	Oras	Taong may responsibilidad
Isumite ang nasagutang confirmatory form at ang cryovial kung san nakalagay ang naibukod na dugo	Suriin ang form at i-check kung husto ang dugo. Magbigay ng claim stub.		5 minuto	Angel Darbie Gammad Ma. Luisa Jonatas
	Isagawa ang testing.		30 min - 1 oras	Dennis Espinas Dan Nathaniel Sumulong Jhossa Rei Jose Katherine Godoy
Ipresinta ang claim stub.	Ibigay ang resulta ng HIV.		2 mins	Angel Darbie Gammad Ma. Luisa

			Jonatas
TOTAL		1 oras 7 min	

*Ang mga reports ay maaring makuha pagkatapos ng 1-3 araw

Pasig Social Hygiene Clinic

Konsultasyon at paggamot ng Sexually Transmitted Infection

Ang klinika ay nagbibigay konsultasyon, pagsusuri at gamot para sa Sexually Transmitted Infection.

Opisina or Dibisyon	Pasig Social Hygiene Clinic
Klaspikasyon	Simple
Uri ng Transaksyon	G2C - Gobyerno sa mamamayan
Sino ang maaring kumuha	Para sa lahat.

Mga kailangang ipasa	Saan makakakuha
wala	

Mga hakbang	Aksyon ng tanggapan	Dapat bayaran	Oras	Taong may responsibilidad
Magpunta sa SHC at magpahayag ng kagustuhang magpakonsulta	Isulat ang pangalan ng pasyente sa logbook. Bigyan ng client information sheet.		2 minuto	Angel Darbie Gammad Ma. Luisa Jonatas
	Suriin ang vital signs.		10 minuto	Elvira Ignacio, RN Reynaldo Raymundo, II, RN Gina Marie E. Cortez, RM
	Konsultasyon		30 minuto	Rocylene C. Roque, MD
	I-proseso ang lab test kung kinakailangan	HBsAg - P155.00 Sypilis - P100.00 Gram stain- P75	1 oras	Dennis Espinas Dan Nathaniel Sumulong Jhossa Rei Jose Katherine Godoy

TOTAL		1 oras 42 min	
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* Hindi lahat ng tests o gamot ay mayroon sa klinika. Sa pagkakataong ito, binibigyan ang pasyente ng lab request at reseta na maaring mabili sa labas.

Pasig Treatment Hub
Enrollment ng mga nagpositibo sa HIV

Ang tanggapan ng Pasig Treatment Hub ang nangangalaga sa mga taong nagpositibo sa HIV. Mga kaukulang pagsusuri at antiretroviral drugs o ang tinatawag na ARV ay maaring makuha ng libre sa klinika.

Opisina or Dibisyon	Pasig Treatment Hub
Klasipikasyon	Simple
Uri ng Transaksyon	G2C - Gobyerno sa mamamayan
Sino ang maaring kumuha	Mga nagpositibo sa HIV.

Mga kailangang ipasa	Saan makakakuha
HIV Confirmatory Report o ang pagsusuring nagpatunay na may HIV	SACCL rHIVda sites
Referral letter	Galing sa pinangalingang treatment hub

Mga hakbang	Aksyon ng tanggapan	Dapat bayaran	Oras	Taong may responsibilidad
Magpunta sa PaTH at magpahayag ng kagustuhang maggamot	Isulat ang pangalan ng pasyente sa logbook.		2 minuto	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
Ibigay ang confirmatory report o referral letter	Gawan ng chart. Magtalaga ng kodigo na nauukol sa pasyente. Magtalaga ng 'treatment partner'		10 minuto	Abner Godes, RN Mark Francis Abapo, RN
Pisikal na eksaminasyon	Pagkuha ng vital signs		30 minuto	Abner Godes, RN Mark Francis

				Abapo, RN
	Pagkonsulta		30 minuto	Rocylene C. Roque, MD
	Gawan ng kaukulang pagsusuri	CD4 - P1,300.00 HBsAg - P155.00 Syphilis-P100.00 CBC - P84.00 Chest x-ray-P150		Kahera
Ipresinta ang mga pagsusuring naisagawa	I-assess ang kahandaan ng pasyente sa pagumpisa ng gamutan.		20 minuto	Abner Godes, RN Mark Francis Abapo, RN Rocylene C. Roque, MD
	Magbigay na kaukulang antiretroviral na gamot.		5 minuto	Rocylene C. Roque, MD
	Magsagawa ng adherence counseling.		20 minuto	Abner Godes, RN Mark Francis Abapo, RN Ricky Cruz
TOTAL			1 oras 57 min	

Pasig Treatment Hub (PaTH)

Pagkuha ng antiretroviral

Ang antiretroviral na gamot para sa mga positibo sa HIV ay isinusuplay ng buwanan ng pasilidad.

Opisina or Dibisyon	Pasig Treatment Hub
Klaspikasyon	Simple
Uri ng Transaksyon	G2C - Gobyerno sa mamamayan
Sino ang maaring kumuha	Mga nagpositibo sa HIV na nakaenroll sa PaTH.

Mga kailangang ipasa	Saan makakakuha
Medicine booklet	Pasig Treatment Hub

Mga hakbang	Aksyon ng tanggapan	Dapat bayaran	Oras	Taong may responsibilidad
I-presinta ang medicine booklet	Isulat ang pangalan ng pasyente sa logbook. Kunin ang chart ng pasyente.		2 minuto	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
	Bilangin ang nalalabing gamot.		5 minuto	Abner Godes, RN Mark Francis Abapo, RN
	I-assess kung nakakasunod ang pasyente sa gamutan.		5 minuto	Rocylene C. Roque, MD
	Adherence counseling		20 minuto	Ricky Cruz Abner Godes, RN Mark Francis Abapo, RN
Ibigay ang Philhealth requirements	Suriin ang ipinasang Philhealth papers		2 minuto	Joseph Quintos Mark Anthony Sabile, Jr.

TOTAL		34 min	
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Pasig Treatment Hub

HIV Viral Load / CD4 Cell Count

Ang mga taong nabubuhay ng may mikrobyo ng HIV na nagpatala sa Pasig Treatment Hub ay kinakailangan sumailalim sa taunang pagsusuri upang malaman ang epekto ng kanilang gamutan.

Opisina or Dibisyon	Pasig Treatment Hub
Klaspikasyon	Simple
Uri ng Transaksyon	G2C - Gobyerno sa mamamayan
Sino ang maaring kumuha	Mga nagpositibo sa HIV na nagpatala sa PaTH.

Mga Kinakailangan Dokumento	Saan Makakakuha
Philhealth contribution	Philhealth

Nararapat Gawin ng Pasyente	Gagawin ng SHC	Mga Dapat Bayaran	Haba ng oras para maisagawa	Tao na dapat gumawa
Ipakita ang listahan ng pagsusuri sa laboratoryo na nais ipagawa.	I-tala ang pangalan ng pasyente sa opisyal na listahan.		2 mins	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
Magbayad ng karampatang bayarin		CD4 - P1,300.00		Kahera
Ipakita ang resibo ng pinagbayaran	Isulat ang numero mula sa resibo sa opisyal na listahan ng mga pasyente			Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony

				Sabile, Jr. Melanio Torate Randy Valdez
	Kukuhanan ng dugo ang pasyente na gagamitin sa pagsusuri		5 mins	Abner Godes, RN Mark Francis Abapo, RN Dan Nathaniel Sumulong Jhozza Rei Jose Katherine Godoy
TOTAL			7 mins	

Ang resulta ng pagsusuri ay isasama o ilalagay sa tsart ng pasyente at ipapaalam na lang sa pasyente ang resulta sa kanilang susunod na pagkonsulta. Kung ninanais naman ng pasyente, ang resulta ay maaaring ipadala sa pamamagitan ng sulatroniko.

Mga Puna at Reklamo

PUNA AT REKLAMO	
Paano magsasabi o magpapadala ng kanilang puna.	Ang mga puna ay maaaring isulat sa listahan na nahihingi sa reception area. Ang lahat ay hinihikayat na kumpletuhin ang detalye sa listahan at ihulog ito sa kahon para sa puna at reklamo. Maaari din magpadala ng inyong puna at reklamo sa pamamagitan ng sulatroniko sa pasigtreatment@gmail.com
Paano pinoproseso ang mga puna?	Lahat ng puna na naisulat at inihulog sa kahon ay iniipon at binabasa tuwing katapusan ng buwan. Ang bawat puna at suhestyon ay ililista sa isang libro at lahat ng ito ay pag-uusapan ng lahat ng kawani sa buwanang pagpupulong.
Paano magpaparating ng reklamo?	Ang mga reklamo ay maaaring iparating sa pamamagitan ng pagsulat o direktang pagsabi sa kinauukulan o sa isang kawani ng PaTH, na kung saan dapat maisulat ito sa talaan ng reklamo. Ang reklamo sa pamamagitan ng pagsulat ay maaaring ihulog sa isang kahon na nakalagay sa loob ng munisipyo o kaya ay ipadala ito sa pamamagitan ng sulatroniko sa pasigtreatment@gmail.com
Paano tinutugunan ang mga reklamo?	Lahat ng reklamo na naiparating ay sinusuri kung ito ay nauugnay sa pamamalakad ng opisina o tungkol ito sa partikular na empleyado. Lahat ng reklamo na nauugnay sa empleyado ay ipinapadala sa lokal na Opisana ng Pangkalusugan upang ito ay mapag-aralan at mabigyan ng karampatang aksyon. Ang mga reklamo naman tungkol sa pamamalakad, agad itong ipinararating sa namumuno sa naturang opisina at pinag-aaralan kung paano ito kaagad mabibigyan ng nararapat na solusyon.
Mga impormasyon na maaaring makipag-ugnayan	pasigtreatment@gmail.com 86401111

Pasig Social Hygiene Clinic

Sanitation Certificate for Night clubs, Bars and massage parlors workers.

The Sanitation Certificate issued to Night clubs, bars and massage parlor workers indicates that the holder is infection and STI-free. STI testing is an effective intervention that can avert many more infections. The certificate is only valid for the current year.

Office or Division	Pasig Social Hygiene
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All night clubs, bars and massage parlor workers. This includes Guest Relation Officers (GROs), dancers, hostess, masseurs, bouncers and floor managers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Data Record	Downloadable thru website www.pasigcity.gov.ph Social Hygiene Clinic reception area
2. Laboratory Results HBsAg Syphilis HIV (optional) Vaginal smear (for GRO, dancers, host)	Social Hygiene Clinic Laboratory
3. Chest x-ray	Radiology Dept
4. Birth Certificate (if warranted)	PSA
5. Seminar	Social Hygiene Clinic

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Present valid ID to Validation Window Inform the validation officer what kind of sanitary certificate			5 mins	Validation clerk

she /he is applying for				
Pay appropriate fee		<p>Package 1. P530 (Drug Testing, Xray, HBsAg, Syphilis Screening, Health Cert, Seminar)</p> <p>Package 2. P580 (Package 1 plus Gram stain)</p> <p>Individual prices: HBsAg - P 155.00 Syphilis - P 100.00 Health cert - P50 Seminar - P50 PE - P 25</p>		Cashier
Present acknowledgement receipt and the properly filled-up Data Client Record	<p>Record OR No.</p> <p>Line up client for laboratory and smear</p>		5 mins	<p>Angel Darbie Gammad</p> <p>Ma. Luisa Jonatas</p>
	Do blood blood extraction and/or vaginal smear*		10 mins	Dennis Espinas
	STI/HIV awareness seminar		15 mins	<p>Elvira Ignacio, RN</p> <p>Reynaldo Raymundo, II, RN</p> <p>Gina Marie E. Cortez, RM</p>
Present Official Receipt	Releasing of laboratory results and Sanitation ID		2 mins	<p>Angel Darbie Gammad</p> <p>Ma. Luisa Jonatas</p>
TOTAL			37 mins	

* if the laboratory result is abnormal, the client must undergo appropriate treatment. A follow-up medical consultation must be carried out to ensure that the client is free of STI.

Pasig Social Hygiene Clinic /
Pasig Treatment Hub

HIV Counseling and Testing

Through HIV testing, many people will be aware of their HIV status, learn about HIV transmission and prevention. Early detection of HIV leads to early treatment and improves chance of survival.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	General population. All clients who wish to know their STI / HIV status.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NEC Form A	Downloadable thru website Reception area
2. Consent form for individual below 15 years old*	

*Consent is given by parents. If parents are not available, the social worker will be the one that gives the consent

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
1. Submit filled up NEC form	Assess completeness of form.			
	Do pretest counseling		20 mins	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
	Perform the test*		20 mins	Dennis Espinas, RMT Dan Nathaniel

				Sumulong, RMT Jhozza Rei Jose, RMT Katherine Godoy, RMT Reynaldo Raymundo III, RN Abner Godes, RN Mark Francis Abapo, RN
	Do posttest counseling		10 mins	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
	Releasing of HIV result*		2 mins	Angel Darbie Gammad Ma. Luisa Jonatas
TOTAL			52 mins	

* Facility based-HIV screening test can be performed by other health workers other than the medical technologist. However, test results are only revealed verbally. No printed report will be provided. Only test performed by the medical technologist will have a printed report.

Pasig Social Hygiene Clinic
Rapid HIV Diagnostic Algorithm

The rapid HIV diagnostic algorithm (rHIVda), an algorithm that includes rapid diagnostic tests (RDTs) that have shown comparable specificity and sensitivity and a shorter turnaround time compared with Western blot for the confirmatory of HIV.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	Laboratories and clinics in need of HIV confirmation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmatory request form	Downloadable thru website
At least 1.5 ml serum placed in a cryovial properly labeled with patient's complete name, age, birthday, date and time of extraction, signature of Med. Tech.	
Consent form for individual below 15 years old*	

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Submit filled up confirmatory form and properly labeled cryovial.	Assess completeness of form; adequacy and quality of blood specimen. Issue claim stub		5 mins	Angel Darbie Gammad Ma. Luisa Jonatas
	Perform test		30 - 1 hour	Dennis Espinas, RMT Dan Nathaniel Sumulong, RMT Jhossa Rei Jose, RMT Katherine Godoy, RMT
Present claim stub	Release HIV result*		2 mins	Angel Darbie Gammad Ma. Luisa Jonatas

TOTAL		1 hour 7 mins	
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*Printed reports are available after 1-3 days.

Pasig Social Hygiene Clinic
 Consultation and Treatment for Sexually Transmitted Infection

The clinic offers consultation, diagnosis and treatment for Sexually Transmitted Infection.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	All. Patients with sign and symptoms of Sexually Transmitted Infection.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Request for consultation	Log patients name. Give Client Information sheet.		2 mins	Angel Darbie Gammad Ma. Luisa Jonatas
Submit filled up Client Information sheet	Get vital signs		10 mins	Gina Marie Cortez, RM Reynaldo Raymundo III, RN Abner Godes, RN Mark Francis Abapo, RN
	Consultation.*		30 mins	Rocylene C. Roque, MD
	Process laboratory test*	HBsAg – P 155.00 Syphilis – P 100.00 Penile/ Vaginal smear – P75.00	1 hour	Dennis Espinas, RMT Dan Nathaniel Sumulong, RMT Jhozza Rei Jose, RMT Katherine Godoy, RMT
TOTAL			1 hr 42 mins	

* In the event that tests are needed to assist in the diagnosis, specimen are collected and processed in the laboratory. However, for non-available tests, patients are given request forms. The appropriate medicine, if available in the clinic, are given free of charge to patients.

Pasig Treatment Hub

Enrollment of People Living with HIV

Provide People Living with HIV (PLHIV) with antiretroviral therapy that allows them to have easy access to treatment. The hub offers drugs and medicines necessary for the treatment of opportunistic infections; and blood tests for the monitoring of treatment and drug toxicity

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	People Living with HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HIV Confirmatory Report	SACCL rHIVda sites
Referral letter*	From previous treatment hub

Client Steps	Office Action	Fees to Be paid	Processing Time	Person Responsible
Request for enrollment	Log patients name.		2 mins	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
Present HIV test report and/or Referral letter	Create patient's chart Assign code and code name Assign treatment partner		10 mins	Abner Godes, RN Mark Francis Abapo, RN
Submit self for physical examination	History taking. Do vital signs		30 mins	Abner Godes, RN Mark Francis Abapo, RN
	Medical Consultation		30 mins	Rocylene C.

				Roque, MD
	Do baseline ancillary test: CD4, HBsAg, Syphilis If CD4 < 100 c/IU = request fundoscopy Request CBC, Chest xray and Genexpert	CD4 - P1300 .00 HBsAg - P155.00 Syphilis - P100.00		
Present all ancillary result*	Assess patient's readiness to start ARV treatment.		20 mins	Rocylene C. Roque, MD Abner Godes, RN Mark Francis Abapo, RN
	Give appropriate antiretroviral medicine.		5 mins	Rocylene C. Roque, MD
	Perform adherence counseling		20 mins	Abner Godes, RN Mark Francis Abapo, RN Ricky Cruz
TOTAL			1hr 57 min	

Pasig Treatment Hub

Refilling of Antiretroviral Medicine

Monthly supply of antiretroviral medicines are provided to People Living with HIV enrolled in the facility.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	People Living with HIV enrolled in Pasig Treatment Hub

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medicine booklet	Pasig Treatment Hub

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Present medicine booklet	Log patient to general entry logbook Retrieve patient's medicine chart		2 mins	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
	Do pill count		5 mins	Abner Godes, RN Mark Francis Abapo, RN
	Assess patient's compliance		5 mins	Abner Godes, RN Mark Francis Abapo, RN Rocylene C. Roque, MD
	Adherence counseling		30 mins	Abner Godes, RN Mark Francis Abapo, RN Ricky Cruz
Submit Philhealth requirement	Check completeness of Philhealth papers		2 mins	Joseph Quintos Mark Anthony Sabile, Jr.

TOTAL		44 mins	
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Pasig Treatment Hub

HIV Viral Load / CD4 Cell Count

People Living with HIV registered with Pasig Treatment Hub should be monitored each year to assess treatment success.

Office or Division	Pasig Social Hygiene / Pasig Treatment Hub
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	People Living with HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Philhealth contribution	Philhealth

Client Steps	SHC Action	Fees to Be paid	Processing Time	Person Responsible
Show lab request form	Log patient to general entry logbook		2 mins	Ester Cruz Ricky Cruz Joseph Quintos Edgardo Razon Jason Rivera Mark Anthony Sabile, Jr. Melanio Torate Randy Valdez
Pay appropriate fee Present OR	Take note of Official Receipt number in the logbook	CD4 - P1,300.00		
	Do blood extraction		5 mins	Abner Godes, RN Mark Francis Abapo, RN Dan Nathaniel Sumulong, RMT Jhozza Rei Jose, RMT Katherine Godoy, RMT
TOTAL			7 mins	

Printed results are incorporated in the patient's chart. Patients are informed of their results during their medical consultation. If requested, HIV Viral Load results can be sent by email.

Feedback and Complaints

FEEDBACK AND COMPLAINTS	
How to send feedback	Feedback forms are available at the reception area. Everyone is encouraged to complete the form and deposit it inside the designated drop box. Comments can also be sent by email to pasigtreatment@gmail.com
How feedback is processed	All feedback is tabulated on a monthly basis. Comments and suggestions are listed and will be recorded in a log book. The content of feedback will be discussed with the staff at their regular meeting.
How to file a complaint	Complaints may be written or verbal. Verbal complaints can be addressed to any staff who, in turn, will write them in a work journal. The written complaint can be presented in the reception area, to any drop box located inside the city hall or thru pasigtreatment@gmail.com
How complaints are processed	Complaints are assessed whether they are technical or personnel-related. Personnel related complaint will be forwarded to the City Health Office for further evaluation. In the case of complaints relating to technical problems, the supervisor will assess the problem and seek possible solution.
Contact information	pasigtreatment@gmail.com 86401111

