

MANGGAHAN SUPER HEALTH CENTER

V. Ignacio Blvd, Eastbank Road, Manggahan Floodway, Pasig City 1612

manggahansuperhealthcenter123@gmail.com

CITIZEN'S CHARTER 2023

HEALTH SERVICES

A. NATIONAL IMMUNIZATION PROGRAM – Vaccination for infants and child

Office or Division:	CHD – Manggahan Super Health Center
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Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Catchment Areas of Manggahan SHC – Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mother's Book, Documents from Hosp/Lying –In , Any government ID's , Philhealth ID (E-Konsulta)	Given by the hospital/lying-in during Pre-natal Check up/ during discharged from the facility, Philhealth Offices, any government offices

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Enlist name of the Head the family for registration , if family number is available , give envelope number	MSHC – Admission Area wherein PHA's (Pasig City Health Aides), will assist	none	5-10 minutes	PHAs on Admission Area Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
2	Pt will be for vital signs - weighing, heights, MUAC, vital signs (Temp/HR/RR)	MSCH- Admission Area	none	5 minutes	PHAs on Admission Area Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Annaliza Valdez
3	Upon Admission with their envelope/medical record, Updating of their medical records/vital signs, check all the documents (if with previous vaccination/s, to be recorded Pt. record – baby book will be validated by the RNs	MSHC – Admission Area	none	5-10minutes	PHAs, BNS, and RNs on duty PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder's Jinky Marcos Zeus Dela Paz Crispin Tan
4	Pt. with their parent/s, or guardian can proceed to vaccination area	MSHC – Vaccination area	none	5-10	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
5	Pt can get their baby book record (updated) with returned visit and if given medicine/s, pt is given instruction/s, even health teaching for injection sites	MSHC- Vaccination area	none	5-10	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
TOTAL:				25 – 40 minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino

HEALTH SERVICES

B. FAMILY PLANNING PROGRAM (including *PAPSMEAR & CERVICAL CA SCREENING)

Office or Division:	CHD - MSCH
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Catchment Areas of Manggahan SHC – Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government ID's , Philhealth ID (E-Konsulta) for new acceptors, if current users, index card to be presented	Given by any government offices (philhealth, pag-ibig, voter's id, sss, etc)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Enlist name of the Head the family for registration , if family number is available , give envelope number	MSHC – Admission Area wherein PHA's (Pasig City Health Aides), will assist	none	5-10 minutes	PHAs on Admission Area Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
2	Pt will be for vital signs - weighing, heights, vital signs (Temp/HR/RR/BP)	MSCH- Admission Area	none	5 minutes	PHAs on Admission Area Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
3	Upon Admission with their envelope/medical record, Updating of their medical records/vital signs, check all the documents (if with previous records FP validated by the RNs	MSHC – Admission Area	none	5-10minutes	PHAs and RNs on duty PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder's Jinky Marcos Zeus Dela Paz Crispin Tan
4	Pt. can proceed to vaccination area	MSHC – Vaccination area	none	5 minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
5	Pt can get their record (updated) with returned visit and i pt is given Injectable will be given instruction/s, even health teaching for injection sites	MSHC- Vaccination area	none	5 minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
TOTAL:				25 – 30minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
		*BY APPOINTMENT 2 ND AND 4 TH Thursday of the month (PAPSMEAR & CERVICAL CA SCREENING)			

HEALTH SERVICES

C. NATIONAL TUBERCULOSIS PROGRAM

Office or Division:	CHD - MSCH
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Catchment Areas of Manggahan SHC – Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government ID's , Philhealth ID (E-Konsulta) to be presented, if referred by private physician bring documents to validate, ot treatment card	Given by any government offices (philhealth, pag-ibig, voter's id, sss, etc), referral letter from the physician/facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Enlist name of the Head the family for registration , if family number is available , give envelope number	MSHC – Admission Area wherein PHA's (Pasig City Health Aides), will assist	none	5-10 minutes	PHAs on Admission Area PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
2	Pt will be for vital signs - weighing, heights, vital signs (Temp/HR/RR/BP)	MSCH- Admission Area	none	5 minutes	PHAs on Admission Area PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
3	Upon Admission with their envelope/medical record, Updating of their medical records/vital signs, check all the	MSHC – Admission Area	none	5-10minutes	PHAs and RNs on duty PHA's- Susana Rivera

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents (if with previous records in NTP will be validated by the RNs				<p>Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez</p> <p>BNS Maria Elena De Guzman</p> <p>RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino</p> <p>Encoder's Jinky Marcos Zeus Dela Paz Crispin Tan</p>
4	RNs will have a thorough assessment of the patient, record all documents at his/her medical record	MSHC – Admission area	none	5 -10minutes	<p>RNs on duty</p> <p>RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino</p>
5	Physician can diagnose the patient with chief complaints, documents, laboratory test/s if available, Chest Xray and GeneXpert (required), will be given instruction/s, upon the recommendation of the physician to start treatment ,health teaching RN can start enrolling the patient for NTP treatment, can have their HIV counseling and FBS testing (DM status), pt can get their prescribed medicines	MSHC- Vaccination area	none	10 -15minutes	<p>Physician and RNs on duty</p> <p>Physician Dr. Jose Bowen Poblete</p> <p>RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino</p>
TOTAL:				30– 45minutes	<p>RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino</p>

HEALTH SERVICES

D. INCD – NON COMMUNICABLE DISEASES (MAINTENANCE MEDS FOR HPN, DM, HYPERLIPIDEMIA/HYPERCHOLESTEREMIA, ASTHMA, ETC)

Office or Division:	CHD - MSCH
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Catchment Areas of Manggahan SHC – Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government ID's , Philhealth ID (E-Konsulta) to be presented, if referred by private physician bring documents to be validated,	Given by any government offices (philhealth, pag-ibig, voter's id, sss, etc), referral letter from the physician/facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Enlist name of the Head the family for registration , if family number is available , give envelope number	MSHC – Admission Area wherein PHA's (Pasig City Health Aides), will assist	none	5-10 minutes	PHAs on Admission Area PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
2	Pt will be for vital signs - weighing, heights, vital signs (Temp/HR/RR/BP)	MSCH- Admission Area	none	5 minutes	PHAs on Admission Area PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Upon Admission with their envelope/medical record, Updating of their medical records/vital signs, check all the documents (if with previous records in Non-Comm. will be validated by the RNs	MSHC – Admission Area	none	5 minutes	PHAs and RNs on duty PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder's Jinky Marcos Zeus Dela Paz Crispin Tan
4	RNs will have a thorough assessment of the patient, record all documents at his/her medical record	MSHC – Admission area	none	5 -10minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
5	Physician can diagnose the patient with chief complaints, documents, laboratory test/s if available (required), will be given instruction/s, upon the recommendation of the physician to start treatment ,health teaching RN can start enrolling the patient for Noncom treatment, can have their Lifestyle Modification counseling and FBS/Cholesterol testing (DM status), pt can get their prescribed medicines	MSHC- Admission area	none	10 -15minutes	Physician and RNs on duty Physician Dr. Jose Bowen Poblete RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
TOTAL:				30– 45minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Cherryl Faustino

HEALTH SERVICES

E. MEDICAL CONSULTATIONS (*ORTHO CONSULT – BY REFERRAL FROM HC DOCTOR’S ONLY)

Office or Division:	CHD - MSCH
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Catchment Areas of Manggahan SHC – Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government ID’s , Philhealth ID (E-Konsulta) to be presented, if referred by private physician bring documents to be validated,	Given by any government offices (philhealth, pag-ibig, voter’s id, sss, etc), referral letter from the physician/facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Enlist name of the Head the family for registration , if family number is available , give envelope number	MSHC – Admission Area wherein PHA’s (Pasig City Health Aides), will assist	none	5-10 minutes	PHAs on Admission Area PHA’s- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN’s Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder’s Jinky Marcos Zeus Dela Paz

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Crispin Tan
2	Pt will be for vital signs - weighing, heights, vital signs (Temp/HR/RR/BP)	MSCH- Admission Area	none	5 minutes	PHAs on Admission Area PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
3	Upon Admission with their envelope/medical record, Updating of their medical records/vital signs, check all the documents (if with previous records in Medical Consultation/s will be validated by the RNs	MSHC – Admission Area	none	5 minutes	PHAs and RNs on duty PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder's Jinky Marcos Zeus Dela Paz Crispin Tan
4	RNs will have a thorough assessment of the patient, record all documents at his/her medical record, chief complaints	MSHC – Admission area	none	5 -10minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
5	Physician can diagnose the patient with chief complaints, documents, laboratory test/s if available (required), will be given instruction/s, upon the recommendation of the physician to start treatment ,pt can get their prescribed medicines	MSHC- Admission area	none	10 -15minutes	Physician and RNs on duty Physician Dr. Jose Bowen Poblete RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL: *ORTHO CONSULT WITH OTHER HC DOCTOR'S REFERRAL ONLY			25 - 35minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino

HEALTH SERVICES

F. INSULIN THERAPY PROGRAM

Office or Division:	CHD - MSCH
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Catchment Areas of Manggahan SHC – Pasig City And other areas, near MSHC

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Enlist name of the Head the family for registration , if family number is available , give envelope number	MSHC – Admission Area wherein PHA's (Pasig City Health Aides), will assist	none	5-10 minutes	PHAs on Admission Area PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez
2	Pt will be for vital signs - weighing, heights, vital signs (Temp/HR/RR/BP)	MSCH- Admission Area	none	5 minutes	PHAs on Admission Area PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Upon Admission with their envelope/medical record, Updating of their medical records/vital signs, check all the documents (if with previous records in Non-Comm will be validated by the RNs	MSHC – Admission Area	none	5 minutes	PHAs and RNs on duty PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder's Jinky Marcos Zeus Dela Paz Crispin Tan
4	RNs will have a thorough assessment of the patient, record all documents at his/her medical record	MSHC – Admission area	none	5 -10minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
5	Physician can diagnose the patient with chief complaints, documents, laboratory test/s if available (required), will be given instruction/s, upon the recommendation of the physician to start treatment ,health teaching RN can start enrolling the patient for Noncom treatment, can have their Lifestyle Modification counseling and FBS/Cholesterol testing (DM status), pt can get their prescribed medicines	MSHC- Admission area	none	8-12 minutes	Physician and RNs on duty Physician Dr. Jose Bowen Poblete RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
TOTAL: *other patients from other centers can avail the Insulin Therapy, with Original prescription from the Doctor				23– 32 minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Sherill Cauyan Cherryl Faustino

HEALTH SERVICES

G, ANIMALBITE TREATMENT CLINIC(ABTC) PROGRAM

Office or Division:	CHD - MSCH
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Catchment Areas of Manggahan SHC – Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government ID's , Philhealth ID (E-Konsulta) to be presented, if referred by private physician bring documents to be validated, PRESCRIPTION of Insulin	Given by any government offices (philhealth, pag-ibig, voter's id, sss, etc), referral letter from the physician/facility

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Enlist name of the patient for ABTC registration , number is given (first-come first serve basis)	MSHC – Admission Area wherein PHA's (Pasig City Health Aides), will assist	none	5-10 minutes	PHAs and RNs on duty PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder's

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Jinky Marcos Zeus Dela Paz Crispin Tan
2	Pt will be for vital signs - weighing, heights, vital signs (Temp/HR/RR/BP)	MSCH- Admission Area	none	5 minutes	RNs on duty RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
3	Upon Admission with their admission record, Updating of their medical records, if vaccine is given to other facility will be validated by the RNs	MSHC – Admission Area	none	5 minutes	PHAs and RNs on duty PHA's- Susana Rivera Ma.Teresa Cruz Maribel Aquino Mary Grace Buluran Ma. Theresa Rayos Joy Nadate Anecia Ukol Maria Lumagbas Annaliza Valdez BNS Maria Elena De Guzman RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino Encoder's Jinky Marcos Zeus Dela Paz Crispin Tan
4	RNs can diagnose the patient with chief complaints on ABTC vaccine documents, will be given instruction/s, ERIG is upon the recommendation of trained RNs, and Physician will check if ERIG will be given	MSHC- Admission area	none	10-12 minutes	Physician and RNs on duty Physician Dr. Jose Bowen C. Poblete RN's Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino
TOTAL: *other patients from other centers can avail ABTC				25– 32 minutes	RNs on duty Melanie EB Prieto Cedric San Marcos Sherill Cauyan Cherryl Faustino

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Pt's parent/s, guardian, can send feedback to our physician, Dr. Jose Bowen Poblete, MD ((written, face-to-face meeting on his office)
How feedback is processed	Our Physician will collect (feedback) , process, validate
How to file a complaint	Pt's parent/s, guardian, can file a written complaint (detailed) to be process, to be validate, to be investigated, and give due process to each side (complainant/ person-involved in the incident)
How complaints are processed	Both parties were given a chance to explain their sides (written/for documentation), and the physician will explain thoroughly, how to resolve the conflict between the two parties.
Contact Information	Brgy. Manggahan hotline: 682-0424 0917-172-9744 / 09088653031

CITIZEN CHARTER DENTAL SECTION

DENTAL SERVICES:

The Dental Health program is a response to help decrease the high incidence rate of dental caries and periodontal diseases in our country and increase accessibility, especially to the indigent who cannot afford or have limited / no access to dental health care services.

Services include, but are not limited to: consultation/ oral examination, counselling/ dental health education, tooth extraction, gum treatment, relief of pain, scaling and polishing for pregnant mothers, fluoride varnish treatment for infants, fluoride application for students in public elementary schools and Day care centers with daily tooth brushing drills.

FEES:

A. No fees are to be collected in availing dental health services in health centers.

B. Fees to be collected per dental treatment availed at the dental office at Pasig City hall are listed below.

SCHEDULE: MONDAY – FRIDAY (8:00 – 5:00PM)

Office or Division:	Manggahan Super Health Center Dentist Dr. Marilyn T. Decano.
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños(health center based dental services)

Citizen's of Manggahan, PasigCity giving priority to Manggahan Proper.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification cards: voter's ID/ senior's ID/ Philhealth ID	COMELEC/ Senior citizen's office/ Philhealth office
2. Referral slip coming from a licensed dentist (if needed)	Referring dentist (government or private dentist)

A. HEALTH CENTER BASED

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1. The patient will go to their respective health center where they belong with the following documents: a. Identification cards: either voter's ID, Senior Citizen's ID, Philhealth ID b. Referral slip coming from a licensed government/ private dentist (if needed)	NONE	NONE		Patients from Manggahan
2	Approach the Dental Aide/ Dental Assistant / PHA	Dental Aide/ Dental Assistant/ PHA shall: 1. Admit the patient for consultation and dental treatment	NONE	10 minutes	Dental Aide/ Dental Assistant / PHA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		2. Check the necessary documents required 3. Let the patient fill up necessary forms and individual treatment record (ITR), covid-19 questionnaires 4. Take the vital signs of the patient (BP, etc.) and record it in the individual treatment record (ITR) 5. Refer the patient to the Dentist			
3	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Perform proper triaging for covid-19 2. Provide oral examination/ consultation 3. Check the history of the patient 4. Provide necessary dental treatment needed by the patient.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Health Center Dentist Dr. Marilyn T. Decano
TOTAL:				10 minutes to 2 hours depending on the difficulty of the dental treatment provided	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through Telephone hotline, online (email) or suggestion boxes
How feedback is processed	Feedbacks received verbally through face to face or through telephone conversations are assessed and responded immediately. Non-verbal, online or written feedbacks will be assessed and then be forwarded to the persons concerned.
How to file a complaint	Through Telephone hotline, online (email) or complaint boxes
How complaints are processed	Handling and investigations of complaints require individuals with specific expertise and is managed according to the specific procedures defined by the person in charge depending on the complaint. If complaints are dental in nature, the dentist in charge will be the one to attend to the patient. But if it concerns other problems other than dental procedures, it will be escalated to the next higher authority for assessment and for probable solutions.
Contact Information	Pasig City Health Office:(02)8643-1111 loc 391 Email: pasigcityhealth@gmail.com