



Citizen's Guide 2023

CONSULTATION FOR PREGNANT

San Joaquin Lying-in provides high quality of care for pregnant women in Pasig city.

Office or Division:	San Joaquin Lying In
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All pregnant mothers of Pasig City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Mother's book from any Pasig City Health Centers/ were patient is consulting from private clinic	- Pasig City Health Center / Private Clinic
2. Laboratory results and ultrasound available	- Laboratory and diagnostic clinic with ultrasound

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Mothers book will be given by patients referred from health centers/ New mothers book will be issued for new patients	- History taking and vital signs/ tetanus toxoid injection (as indicated) -Fundic height and fetal hearth tone will be taken	Free	3-5 minutes	Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M Ryshiel E. Rigo, R.N Gilbert Joseph Benitez, R.N Ailyn Mortola, R.N April Joyce Velasquez,R.N
2	Give all laboratory and ultrasound result	- Collect/request for laboratory and ultrasound test	Free	1-2 minutes	Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M Ryshiel E. Rigo, R.N Gilbert Joseph Benitez, R.N Ailyn Mortola, R.N April Joyce Velasquez,R.N
3	Proceed to OPD for check-up	-Doctors/midwives will examine and assist the patient. Advice home instruction,medication and follow-up check-up. -All term pregnant women will do internal examination -Schedule for swab test	Free	5-10 minutes	Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M



Pasig City Health Department
San Joaquin Super Health Center
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DELIVERY

San Joaquin Lying-in provides an affordable package for giving birth of all qualified patient

Office or Division:	San Joaquin Lying In
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Criteria patient for admission and all patient with prenatal check-up from San Joaquin Lying-in

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
-With Prenatal Check up to San Joaquin Lying-in - Criteria of Admission from Department of Health (DOH) guidelines	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach the nurse or midwife in the triage area	-Check patient record/ admission chart	free	3-5 minutes	Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M Ryshiel E. Rigo, R.N Gilbert Joseph Benitez, R.N Ailyn Mortola, R.N April Joyce Velasquez,R.N
2	Go to the OPD room for check up	-Assist vital sign and fundic height and fetal hearth tone -Evaluate Internal examination by doctor or midwife to asset if patient is already in labor	free	5-10 minutes	Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M
3	Proceed to labor/ delivery room	-Record and monitor contractions and fetal heart tone -Delivery - Provide medication needed after the delivery.	free		Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M
4.	4.Tranfered to recovery room/ward	- Record and monitor mother and baby for 24 hours after delivery	Patient with Philhealth free of charge (excluding birthcertificate and other miscellaneous) -Patient without philhealth(non-pasig and pasig residences applicable fees will be apply)	-After delivery patient will wait for 24 hours.	Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M
TOTAL:					

NEWBORN SCREENING



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San Joaquin Lying-in provides newborn screening for newborns of Pasig City

Office or Division:	San Joaquin Lying In
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All newborn babies of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
-All babies delivered at San Joaquin Lying-in - Babies from outside facility with referral form	Newborn delivered from public and private hospital/lying-in

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	All San Joaquin Lying-in Babies	-Newborn screening done 24 hours after delivery until 72 hours	-With philhealth free of charge -1750 for non-philhealth/cash	5-7 minutes	Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M Ryshiel E. Rigo, R.N Gilbert Joseph Benitez, R.N Ailyn Mortola, R.N April Joyce Velasquez,R.N
2	Out born from with referral form	-History taking and vital sign - procedure to Newborn screening		5-10 minutes	Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M Ryshiel E. Rigo, R.N Gilbert Joseph Benitez, R.N Ailyn Mortola, R.N April Joyce Velasquez,R.N
3	Bill settlement to cashier	-Record payment and give receipt to the patient		2-3 minutes	Danelle Caron J. Javiniar
TOTAL:				5 to 15 minutes	



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POSTPARTUM FOLLOW UP

San Joaquin Lying-in provides free check-up to all postpartum patients

Office or Division:	San Joaquin Lying In
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All postpartum patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Mother and Baby book from San Joaquin Lying-in / from hospital or any private facility	- All postpartum patients given mother and baby book before discharge from San Joaquin Lying-in

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach the nurse or midwife in the triage area	-Check patient record/ admission chart -History taking and vital sign	free	3-5 minutes	Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M Ryshiel E. Rigo, R.N Gilbert Joseph Benitez, R.N Ailyn Mortola, R.N April Joyce Velasquez,R.N
2	Go to OPD room for check up	- Doctors/midwives will examine and evaluate the patient -Advice for family planning and proper breastfeeding	free	5-10 minutes	Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M
3	Other queries of patient about postpartum	Doctors/midwives will advice the patient	free	3-5 minutes	Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M
TOTAL:				15-20 minutes	



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FAMILY PLANNING

San Joaquin Lying-in provides free advice and contraceptives for family planning to prevent the succession of children

Office or Division:	San Joaquin Lying In
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Reproductive Age of Pasig City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Optional: Valid ID	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask about different family planning methods	-Check patient record/ admission chart - History taking and vital sign	free	3-5 minutes	Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M Ryshiel E. Rigo, R.N Gilbert Joseph Benitez, R.N Ailyn Mortola, R.N April Joyce Velasquez,R.N
2	Go to OPD room for family planning advice	- Doctors/midwives will evaluated and examine the patient. - Explain and advice appropriate family planning method.	free	5-10 minutes	Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M
3	Patient will choice Family Planning method	- Injectable and pills: prescription will be given to patient -Implant: procedure will proceed to family planning room at 5 th floor city hall	free	3-5- minutes	Edshil J. Abat, M.D Judith G. Sarcol, M.D Ailenele P. Labrador,M.D,DPOGS Theresa B. Abarquez,R.M Rosa Maria C. Adeser, R.M Maricel D. Ascado, R.M Leony G. Baglao, R.M Gregoria I. Crisostomo, R.M Mary Grace B. De Vera, R.M
TOTAL:				10-15 minutes	



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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Drop your feedback form on our suggested box located at the OPD area
How feedback is processed	All feedback forms are collected once a month. It will be check and evaluate. if grade is lower than 3, will be discussed during our staff meeting and appropriate action will be implemented for the improvement of the services
How to file a complaint	Drop in on our suggested box
How complaints are processed	All complaints will be acknowledged and give improvements to those services with negative feedback
Contact Information	0933-932-0558