

CITIZEN CHARTER

PASIG CITY HEALTH DEPARTMENT
SAN JOAQUIN SUPER HEALTH CENTER

VISION:

A healthier community and improved healthcare services through Universal Health Care, thus decreasing the community's morbidity and mortality.

MISSION:

To provide sustainable, equitable, people-centered, and quality primary healthcare services which include dental services, basic laboratory examinations, maternal health services, and radiology services to the constituents of Barangay San Joaquin, Pasig, especially to the underprivileged members of the community, thus improving their health and quality of life.

Office:	San Joaquin Super Health Center
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	Barangay San Joaquin residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
#1 Valid Government Issued ID	OSCA/PWD ID/Any Government Facility issuing Government ID
Philhealth ID or Member Data Record	Philhealth

STEPS	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get the number for the queue	Give the queue number to the patient	None	1-2 minutes	Pasig Health Aides
2.	Vital Signs and Risk Assessment	Get Vital Signs and risk assessment of patients	None	5 minutes	Pasig Health Aides Kriezl P. Ordiales, RN (Nurse) Josemaria Lean C. Rivera, RN (Nurse) Lynette Carol L. Adena, RN (Nurse)
3.	Register for E-Konsulta	Patient registration for E-Konsulta	None	1-2 minutes	Michael Ray M. Panaligan (Encoder) Leomar R. Damian (Encoder)
4.	Register for PhilHealth	Patient registration for PhilHealth	None	1-2 minutes	Michael Ray M. Panaligan (Encoder) Leomar R. Damian (Encoder)
5.	Register for Muplomt	Patient registration for Muplomt	None	5-8 minutes	Michael Ray M. Panaligan (Encoder) Leomar R. Damian (Encoder)
6	Chief Complaint and history of patient's illness	SOAP Encoding	None	5 minutes	Kriezl P. Ordiales, RN (Nurse) Josemaria Lean C. Rivera, RN (Nurse) Lynette Carol L. Adena, RN (Nurse)
7.	Consultation with a Physician	Examines and assess the patient's illness. Provide counseling, management, and treatment	None	5-15 minutes	Dr. Estela G. Mejilla (Physician)

		to patients.			
8.	Consultation with a Dentist	Examines and assess the patient's illness. Provide counseling, management, and treatment to patients.	None	(Please see Dental Citizen Charter) 10 minutes-1 hour	Julieta L.Kasilag, DMD (Dentist)
9.	Get the prescription/request form	Printing of prescription/request form	None	2-3 minutes	Michael Ray M. Panaligan (Encoder) Leomar R. Damian (Encoder)
10.	Nutrition consultation of INCD patients	Provides Nutrition consultation for INCD patients	None	5 minutes	Melinda C. Angeles, RND(Nutritionist) Larissa R. Dazo(BNS)
11.	Pharmacy - Get medicine from pharmacy	Dispensing of prescribed medicine to patient	None	3 minutes	Kriezl P. Ordiales, RN (Nurse) Josemaria Lean C. Rivera, RN (Nurse) Lynette Carol L. Adena,RN (Nurse)
12.	Avail Laboratory Examination Services	-Extraction of blood -Collection of specimen -Processing of specimen	With payment (Cashier)	(Please see Laboratory Citizen Charter)	Jonnas L. Panes, RMT (Medical Technologist) Noreen M. De Leon, RMT (Medical Technologist) Mary Louise I. Chuquico (Lab Aide)
13.	Avail X-ray and Ultrasound services (3rd floor)	-X-ray the patient -Ultrasound the patient -Reading of x-ray and ultrasound	With payment (Cashier)	(Please see Radiology Citizen Charter) X-ray: 5-10 minutes Ultrasound: 30-45 minutes	-Radiology Technician -Radiologist

				Note: To come back for official result 1-2 days	
14.	Follow-up Consultation	Follow-up Consultation	None	5-10 minutes	Estela G. Mejilla, MD(Physician)
Total				28-45 minutes	

Feedback and Complaints Mechanism	
How to send feedback	Send feedback thru EKas and Epress
How feedback is processed	Review Ekas and Epress daily by nurses. Review suggestions by nurses. Identify specific areas of improvement and take action to improve services.
How to file a complaint	Head of the facility (Dr. Estela G. Mejilla) will entertain verbal complaints first. If unresolved, advise to file a written complaint to "Ugnayan sa Pasig"
How complaints are processed	Head of the facility (Dr. Estela G. Mejilla) will try to resolve verbal complaints. For written complaints, Ugnayan will issue written memos to concerned personnel. Personnel will respond within 72 hours through a written explanation.
Contact Information	Email address: sjhcsuperhealthcenter@gmail.com Address: 42 Elisco Road, San Joaquin, Pasig City

SAN JOAQUIN SUPER HEALTH CENTER

SCHEDULE AND SERVICES OFFERED

Monday-Friday except Wednesday

- 8:00 am - 12:00nn
 - General Consultation
- 1:00 pm- 5:00 pm
 - Follow up of general consultation
 - PTB patient initiation of treatment and DOTS
 - HIV Counselling and Screening
 - Family Planning
 - Pap's Smear
 - Implant Insertion and Removal Procedure
 - Breast Examination and other minor procedures
 - HEADSSS Health Assessment and Counselling (Adolescent)

Monday and Tuesday

- 8:00 am - 12:00nn
 - Nutrition Consultation for INCD patients

Tuesday and Thursday

- 8:00 am - 12:00nn
 - Senior Citizen Consultation
 - Maintenance medications for INCD patients
 - Risk Assessment
 - Eye Screening for Senior Citizens
- 8:00 am - 9:00 am
 - FBS and Cholesterol Screening

Wednesday

- 8:00 am - 12:00nn
 - Immunization and Well Baby check up
 - Infant and Young Child Feeding Lecture

Monday - Friday

- 8:00 am - 5:00 pm
 - Encoding of Electronic Medical Records by Physician, Nurses and Encoders

Mondays and Thursdays only

- 9:00 am - 12nn and 1:00pm to 3:00pm
 - Covid Vaccination

**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.

Office or Division:	DENTAL SECTION-San Joaquin SHC
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasiguenos within the catchment area of Barangay San Joaquin ,Pasig City

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) 3. If below 18 years old must be accompanied by parent or guardian	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:		NONE		

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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)				
2	Approach the PHA / Barangay Health Worker	PHA /BHW/EMR Encoder shall: 1. Admit the patient for consultation and dental treatment 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.Encoding of patient information then send the patient to the dentist in charge	NONE	10 minutes	PHA/ Michael Ray M. Panaligan Leomar R. Damian (EMR Encoder)
3	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Check Patient name queued from the encoder 2.Check the medical history of the patient for any complication that may arise from the dental procedure. 3. Provide oral examination/ consultation 4. Provide necessary dental treatment needed by the patient.	NONE	10 minutes to 1 hour depending on the dental treatment provided	Julieta L. Kasilag, DMD Dentist
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