

PASIG CITY HEALTH DEPARTMENT

LGU BIRTHING FACILITY

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| Office or Division: | SANTOLAN SUPERHEALTH CENTER LYING IN |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | ALL PREGNANT PATIENTS PASIGUENOS AND NON PASIGUENOS |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|-----------------------------------|-------------------------------------|
| VALID ID WITH PICTURE AND ADDRESS | COMPANY, BARANGGAY OFFICE, PSA, LTO |
| RESIDENCY CERTIFICATE | BARANGGAY OFFICE, CITY HALL |

PRENATAL CHECK UP

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|--|---|-----------------|--------------------|
| 1 | Give Referral form or Mother's Book , ID | Ask the patient to fill out Maternity Medical form/OPD Chart | free | 5-10 minutes | OB/MW on duty |
| 2 | Submit all laboratory results and ultrasound result | Collate all labs/ultrasound results and attach to maternity service form -Vital signs & weight recorded -Tetanus toxoid and previous delivery histories taken | free | 5-10 minutes | OB/MW on duty |
| 3 | Proceed to OB Consultation Room for prenatal checkup | -Doctor will interview patient regarding present pregnancy -Fundic height measurement and fetal heart rate are recorded -All term patients will undergo internal examination -Advice and prescription of meds will be given and schedule of follow up | Free consultation IE fee of 30 pesos | 5-10 minutes | OB/MW on duty |

NORMAL SPONTANEOUS DELIVERY

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|---|--|-----------------|--------------------|
| 1 | - Approach nurse or midwife for triaging | -Retrieve opd chart -Vital signs recorded -Physical examination including FH, FHT and IE -admission -labor monitoring -normal delivery -EINC -BEMONC | Nsd package: 2500 pesos(Pasigueno) 5000pesos (Non Pasigueno) NSD package Free if with Philhealth | Within 12 hours | OB/MW on duty |

POSTPARTUM CHECK UP

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--------------|--|-----------------|-----------------|--------------------|
| 1 | | -Retrieve admission chart -Vital signs recorded -Physical examination including IE -family planning -breastfeeding | IE fee-30 pesos | 5-10minutes | OB/MW on duty |

FEEDBACK AND COMPLAINTS MECHANISM

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|------------------------------|--|
| How to send feedback | -Thru Feedback forms -sms -messenger |
| How feedback is processed | -discussed with patient if needed -doctors/staff meeting if needed -realization -change/improvement or maintainance of good job |
| How to file a complaint | Thru Ugnayan |
| How complaints are processed | Explanation within 72 hrs |
| Contact Information | 0923-1017668 |