

CITIZEN CHARTER

SUMILANG SUPER HEALTH CENTER

MEDICAL CONSULTATION (E-Konsulta)

The medical consultation is a face to face interaction between the patient and the healthcare provider who could be a doctor, a nurse, midwife or allied health professional. This service caters to the primary health needs of our constituents. It includes consultation, diagnosis and giving of appropriate medical treatment and services.

Office or Division:	PASIG CITY HEALTH DEPARTMENT
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	GENERAL PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Patient Number/Details	Patients/clients
2. Individual Treatment Record/EMR 3. Laboratory request 4. Prescription	Sumilang Health Center

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the Health Center information Counter/ Triage Area.	Encoding of patient's details using EMR	none	5 minutes	Cecille Arao
2	Go to admitting section	Admit patient for Check up Ask clients/patients on purpose of consultation	none	2 minutes	Jovi Maquiling Floriza Embang Mikaela Angeles
3	Approach the Health Center Nurse/ Midwife	Get vital signs to be recorded in EMR and refer the patient to the barangay Health Physician.	none	5 minutes	Katrina Bernardino Mikaela Angeles
4	Approach the Barangay Health Physician	Examination of patient The barangay Health physician	none	5 – 10 minutes	Jonathan Calimag

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1. Take history and proper physical examination, request for some laboratory exams if needed 2. Make the proper disease diagnosis 3. Administer proper management 4. Prescribe and dispense necessary available meds 5. Advice and discharge patient			
	5. May Go Home				

PERSONNEL/STAFF

1. Jonathan M. Calimag – RHP
2. Katherine Bernardino – RN
3. Mikaela Angeles – RM
4. Cecille Arao – Encoder
5. Jovi Maquiling – PHA
6. Floriza Embang - PHA

**CITIZENS' CHARTER
SUMILANG 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:

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

SCHEDULE: TUESDAY (8:00 – 5:00PM)

Office or Division:	DENTAL SECTION
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños (health center based dental services)

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)
3. If below 18 years old, must be accompanied by parent or guardian	N/A

HEALTH CENTER BASED

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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		Patient/Client
2	Approach the Dental Aide/ PHA on duty	Dental Aide/ Dental Assistant/ PHA 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. Perform proper triaging for covid-19 6. Refer the patient to the Dentist	NONE	10 minutes	Rosalima D. Romero (Dental Assistant)/ PHA on duty
3	Encoding for Electronic Medical Record (EMR)	1. Encoding of patient record in the EMR System	NONE	10-15 minutes	Cecile Angeline Arao (Encoder)
4	Approach the Dentist in charge in the said health center	The dentist in charge shall: 1. Provide oral examination/ consultation 2. Check the history of the patient 3. Provide necessary dental treatment needed by the patient. 4. Encoding of dental procedures done and prescriptions given in EMR	NONE	10 minutes to 1 hour depending on the dental treatment provided	Dr. Ruel B. Cuevas (Health Center Dentist)
TOTAL:				10 minutes to 1 hour depending on	

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				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

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback for service is included in each patient consult.

How feedback is processed	Feedbacks are brought to the attention of the head of facility for proper action
How to file a complaint	Written and Email complaints can be addressed to the Pasig city Health Department thru the Office of the City Health Officer
How complaints are processed	Complaints are reviewed and investigated for merit by the Grievance Committee and appropriate action are recommended/endorsed as necessary.
Contact Information	8642-7754, 8643-1111 loc 1511, pasigcityhealth@gmail.com