

**CITIZEN CHARTER  
DENTAL OFFICE**

**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; consultation/ oral examination, counselling/ dental health education, tooth extraction, oral prophylaxis, 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, dentures, panoramic/ cephalometric radiograph, tooth restoration and sealants.

**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.

<b>Office or Division:</b>	DENTAL OFFICE/ CITY HEALTH OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños (health center based dental services) Pasigueños and non-pasigueños (dental services provided at dental office Pasig City hall)

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	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		NONE		
2	Approach the Dental Aide/ Dental Assistant / PHA	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	NONE	10 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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
TOTAL:			NONE	10 minutes to 2 hours depending on the difficulty of the dental treatment provided	Dental Aide/ Dental Assistant / PHA Health Center Dentist

**A. DENTAL OFFICE BASED**

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
			Pasigueno	Non-Pasigueno		
1	<p>The patient will go to the dental health office at Pasig city hall and present any of the following documents:</p> <p>A. For Pasigueños:</p> <p>    a.1) identification cards (with address): either voter's ID or Senior Citizen's ID, or Philhealth ID</p> <p>    a.2) Referral slip coming from a licensed government or private dentist</p> <p>B. For Non-Pasiguenos:</p> <p>    b.1) Recent prescription or referral from other dentists may it be from any government or private clinic/ company / agency</p> <p>    b.2) Just present any valid ID</p>					BEJARIN , ALMA A.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
			Pasigueno	Non-Pasigueno		
2	Approach the Dental Aide/ Dental Assistant	<p>Dental Aide/ Dental Assistant shall:</p> <ol style="list-style-type: none"> <li>1. Admit the patient for consultation and dental treatment</li> <li>2. Check the necessary documents required and check whether the patient is a Pasigüeno or non-Pasigüeno</li> <li>3. Let the patient fill up necessary forms (covid-19 questionnaires) and individual treatment record (ITR) if he is a new patient. For old patients, look for patient record</li> </ol> <p><b>FORMS USED:</b></p> <ul style="list-style-type: none"> <li>- Individual Treatment Record</li> <li>- Dental Certificate</li> <li>- Libreng Pustiso form</li> <li>- Utilization form</li> <li>- Requisition form</li> <li>- Prescription pad</li> <li>- covid-19 questionnaires</li> </ul> <ol style="list-style-type: none"> <li>4. Take the vital signs of the patient (BP, etc.) and record it in the individual treatment record (ITR)</li> <li>5. Refer the patient to the Dentist</li> </ol>			10 minutes	ARAGON, DESIREE JEAN D. / GARCIA, RAIZA JILL L. / BEJARIN , ALMA A.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
			Pasigueno	Non-Pasigueno		
3	Approach the Dentist	The dentist in charge shall: 1. Perform proper triaging for covid-19 2. Provide oral examination/consultation 2. Check the history of the patient 3. Provide necessary dental treatment needed by the patient.			10 minutes to 2 hours maximum depending on the dental treatment provided	LOCQUIAO, ZIELA ELITA ANGELICA C. / PANOPIO, FRANCISCA JONA JOY C.
		TREATMENTS PROVIDED: 1. Oral Examination  2. Tooth Extraction  3. Tooth Restoration a. temporary filling b. permanent filling c. pit and fissure sealant  4. Fluoride Treatment  5. Oral Prophylaxis	-  P 250.00  P 200.00 P350.00 P300.00  P 300.00  P 300.00	-  P 300.00  P 250.00 P450.00 P400.00  P 350.00  P 350.00	1) 5-10 minutes  2) 1-2 hours depending on the difficulty of extraction  3) 20 minutes-1hour depending on the depth of cavity and number of teeth to be treated  4) 10- 15 minutes  5) 15 minutes to 1 hour	LOCQUIAO, ZIELA ELITA ANGELICA C. / PANOPIO, FRANCISCA JONA JOY C. / HERNANDEZ, BEN HUR P.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
			Pasigueno	Non-Pasigueno		
		6. Panoramic/ Cephalometric Radiograph	P 700.00	P 350.00	depending on the severity of deposits to be cleaned  6) 10- 20 minutes	
		7. Referral to other dentist/ dental health facility	-	-	7) 5 minutes	
		8. Dental Health Education and counselling	-	-	8) 10-15 minutes	
		9. Gum Treatment	-	-	9) 10-15 minutes	
		10. Scaling and polishing	-	-	10) 15 minutes	
		11. For denture patients: - Denture Impression taking, trial, installation	-	-	11)15- 60 minutes per session	
		12. Relief of pain -consultation/ prescription	-	-	12)10-15 minutes	
	4. Approach the Dental Assistant for issuance of order of payment for treatment/s done	Issue order of payment for the treatment/s done			5 minutes	ARAGON, DESIREE JEAN D. / GARCIA, RAIZA JILL L. / BEJARIN , ALMA A.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
			Pasigueno	Non-Pasigueno		
	5. Pay at the Cashier	Receive payment and issue official receipt			5-10 minutes	CRUZ, ASUNCION L., CARPIO, JOANNA TRONO, JAYBEE MENODIADO, VIRGIE ANN DAVID, EMELITA
	6. Go back to Dental Office and approach the Dental Assistant and have the receipt photocopied	Photocopy the official receipt for records purposes			5-10 minutes	BEJARIN , ALMA A.
TOTAL:			Depends on dental treatments done	Depends on dental treatments done	30 minutes to 2 hours maximum depending on the dental treatment done	ARAGON, DESIREE JEAN D. / GARCIA, RAIZA JILL L. / BEJARIN , ALMA A.

### 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