



**CITIZEN'S CHARTER  
PASIG CITY MATERNITY CLINIC**

Pasig City Maternity Clinic is a birthing facility that has been built with an objective of addressing the maternal and infant health concerns through safe and normal spontaneous delivery and well-baby management. The facility will provide quality effective and appropriate method of reduction of maternal and perinatal morbidity and mortality. This institution will provide skilled manpower, to be able to promote delivery of quality health services for promotion of maternal and safe newborn care management.

<b>Office or Division:</b>	Pasig City Maternity Clinic
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<ol style="list-style-type: none"><li>1. All pregnant women</li><li>2. 1<sup>st</sup> trimester patients will be checked and may be referred to Brgy. Health Center or Hospital or may continue check-up at CHAMP Maternity Clinic</li><li>3. Reproductive aged women with gynecological problem</li><li>4. Reproductive aged women for family planning</li></ol>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Any Government issued ID with Pasig Address (Proof of Residency)	SSS GSIS COMELEC BIR PHILHEALTH

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p><b>Prenatal Care</b></p> <p>Give Referral form or Mother's Book from health center</p>	<ul style="list-style-type: none"> <li>- Ask the patient to fill out Maternity Medical form</li> </ul>	Free	5-10 minutes	ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B. DEDEL, MADEILINE SAMANTHA E. FRIAS, MARICAR C. ZABALA, MIRIAM B.
2	Submit all laboratory results and ultrasound result	<ul style="list-style-type: none"> <li>- Collate all labs/ultrasound results and attach to maternity service form</li> <li>- vital signs &amp; weight recorded</li> <li>- Tetanus toxoid and previous delivery histories taken</li> </ul>	Free	5-10 minutes	ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B. DEDEL, MADEILINE SAMANTHA E. FRIAS, MARICAR C. ZABALA, MIRIAM B.
3	Proceed to OPD for prenatal checkup	<ul style="list-style-type: none"> <li>- Doctor will interview patient regarding present pregnancy</li> <li>- Fundic height measurement and</li> </ul>		5-10 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		fetal heart rate are recorded - All term patients will undergo internal examination - Advice and prescription of meds will be given - Advice regarding follow up			TRINIDAD, FEMAY B. ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B.
TOTAL:				15-30 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>Ultrasound</b> Give Ultrasound request from health center or clinic	- Write patient's name in the ultrasound list of the day/ schedule book - Give Order of payment	<b>Transvaginal</b> – P300.00 <b>Pelvic</b> – P275.00 <b>Biophysical</b> score – P500.00	5 minutes	ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B. DEDEL, MADEILINE SAMANTHA E. FRIAS, MARICAR C. ZABALA, MIRIAM B.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay at the cashier			5 minutes	Cashier under Treasury Office
AS	Submit self for ultrasound	<ul style="list-style-type: none"> <li>- Doctor will interview patient regarding present pregnancy including name, age and first day of last menstrual period</li> <li>- Doctor will discuss the ultrasound procedure to be done (pelvic or transvaginal ultrasound)</li> </ul>		5 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B.
4	Wait for the result at the lobby	<ul style="list-style-type: none"> <li>- Doctor will type the result of the ultrasound scan and then release it immediately</li> </ul>		5-10 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B.
TOTAL:				20-25 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p><b>Family Planning</b></p> <p>Ask for family planning methods</p>	<ul style="list-style-type: none"> <li>- Ask the patient to fill out Maternity OPD Medical form</li> <li>- Interview patient about Past Medical history, Obstetrical and Gynecological history</li> </ul>	Free	5 minutes	ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B. DEDEL,

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					MADEILINE SAMANTHA E. FRIAS, MARICAR C. ZABALA, MIRIAM B.
2	Proceed to OPD room for family planning advice	<ul style="list-style-type: none"> <li>- Doctor will interview patient regarding past pregnancies, previous family planning methods and present medical conditions</li> <li>- Doctor will discuss the family planning methods that can be used by the patient</li> </ul>		5 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B. ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B.
3	Patient will decide what family planning method she will use	<ul style="list-style-type: none"> <li>- injectable and pills: schedule patient to come back on the 1<sup>st</sup> day of menses</li> </ul>	Injectable/pills dispensed at health center or CHAMP pharmacy for free	5 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B.
4	Patient will sign a logbook if they receive injectables or pills	<ul style="list-style-type: none"> <li>- Doctor will advise patient regarding follow-ups</li> </ul>		5-10 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B.
TOTAL:				20-25 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p><b>Postpartum Follow Up</b></p> <p>Approach nurse or midwife at the triage area</p>	<ul style="list-style-type: none"> <li>- Retrieve admission chart</li> <li>- vital signs recorded</li> </ul>	Free	5-10 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B. ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B.
2	Proceed to OPD room for postpartum check up	<ul style="list-style-type: none"> <li>- Doctor will interview patient regarding subjective complaints experienced after she was discharged from lying in</li> <li>- Internal examination to check:               <ul style="list-style-type: none"> <li>• If uterus is well contracted</li> <li>• If cervix is close amount of bleeding/presence of hemorrhage</li> </ul> </li> <li>- Discuss benefits of breastfeeding</li> <li>- Doctor will discuss the family planning methods that can be used by the patient</li> </ul>	<b>Internal examination</b> – P30.00	5-10 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B. ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F.

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					SALANDANAN, JOSEPHINE B.
3	Patient can ask questions about postpartum issues	<ul style="list-style-type: none"> <li>- Will advise patient regarding issues and will give schedule to patient for family planning</li> <li>- Doctor will advise patient regarding follow-ups</li> </ul>		5-10 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B. ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B.
TOTAL:				20-30 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>Medicine Dispensing</b> Present prescription slip to the Pharmacy	<ul style="list-style-type: none"> <li>- Accept and evaluate the prescription presented</li> </ul>	Free	3 minutes	RODILLAS, ROSALIE C.
2	Dispense medications in full doses	<ul style="list-style-type: none"> <li>- Perform technical check on the accuracy of information, the label and the contents of package.</li> <li>- Provide counselling to the patient on the medication.</li> </ul>		5 minutes	RODILLAS, ROSALIE C.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Sign in the OPD logsheet	- Record the dispensed medicines and supplies		2 minutes	RODILLAS, ROSALIE C.
TOTAL:				5-10 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>Patients for RT PCR</b> Approach the nurse or midwife in the triage area.	<ul style="list-style-type: none"> <li>- Retrieve the medical record if CHAMP patient. If from private doctor, submit Xerox copies of lab and ultrasound</li> <li>- Patient will fill up CIF form</li> <li>- Submit form to nurse or midwife at the triage</li> <li>- Checking of schedule and filling up of linelist to be submitted to CESU</li> <li>- Patient will be called for RT PCR schedule</li> </ul>	<p>FREE if with Philhealth</p> <p>Accomplish PMRF if without Philhealth</p>	5 minutes	ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B. DEDEL, MADEILINE SAMANTHA E. FRIAS, MARICAR C. ZABALA, MIRIAM B.
2	RT- PCR day	- Swab at CHAMP			BANEZ, ANNA LIZA D.
3	Releasing of result	- Patient will be informed through text or call if result is available for pick up already		5 minutes	ZABALA, MIRIAM B.
TOTAL:				5-10 minutes	



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p><b>Patients for gynecological consult</b></p> <p>For gynecological consult</p>	<ul style="list-style-type: none"> <li>- Approach Nurse/Midwife and filling up of medical form</li> </ul>	Free	10 minutes	ALETA, PACITA C. BLANZA, MILAGROS F. ECHALUCE, LUZ C. GACHE, ANDREA F. JAVIER, NOVEE S. LUBAT, TRINA MAY L. LUCERO, GENEVIEVE M. LUZARES, MINERVA B. ROSAL, MARY JANE F. SALANDANAN, JOSEPHINE B. DEDEL, MADEILINE SAMANTHA E. FRIAS, MARICAR C. ZABALA, MIRIAM B.
2	Consultation	<ul style="list-style-type: none"> <li>- Interview of medical history by OB</li> <li>- Advice for labs and ultrasound if necessary</li> <li>- Referral to hospital if needs gynecologic procedure</li> </ul>		10 minutes	CRUZ, MARIA MERCEDITAS NELLIE S. DE VEGA, ANGELINA B. TRINIDAD, FEMAY B.
TOTAL:				5-10 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Patients are encouraged to accomplish feedback forms and drop them at the designated drop boxes located at the following sites:</p> <ul style="list-style-type: none"> <li>- Information area</li> <li>- Pharmacy</li> <li>- Laboratory</li> <li>- Cashier</li> <li>- Wellness</li> </ul> <p>Admitted patients at the lying in will be given a feedback form prior to discharge to be submitted before discharge</p>
How feedback is processed	<p>Feedback is gathered monthly by different departments and submitted to the ISO Quality Management representative</p> <p>If negative feedback is noted, it will be processed by the ISO top management team for documentation, investigation and monitoring. Monthly inspection of said complaint will be followed up.</p>
How to file a complaint	Feedback or complaint letter to be submitted to ISO top management
How complaints are processed	Complaints received will be documented by ISO top management. This will be acted upon, investigated and followed up by the management. Action taken will be documented and complainant will be informed of the process.
Contact Information	Ugnayan sa Pasig FB, Ugnayan sa Pasig # 8643-1111 Champ lying In contact number 09354342358