





CITIZEN'S CHARTER 2021

Office or Division	Champ Wellness Clinic
Classification:	Simple; Non-Emergency Out Patient Department/Clinic, Referral Center for uncontrolled Hypertension, Diabetes and Minor Surgery.
Types of Transaction	G2C Government to Citizens;
	SERVICES:
	Medical Check-Up Hypertension Check-Up Diabetes Check-Up Minor Surgery Breast Examination Medicine Dispensing (ECG) Electrocardiogram Urethral Catheterization Injection Vaccination INMAP (INsulin Management Program) Medical Certification (VIA) Vaginal Inspection using Acetic Acid
Who may Avail	Pasig and Non-Pasig Residents
	2. Clients/ Patients with referral letter from respective Health Center, PCGH, PCCH and other Hospitals.
	3. Clients/ Patients with Updated Doctors Prescription (1-3 months from the prescription date; for maintenance medicine, beyond 3 months from the date prescribe will not be accepted).
	4. Diabetes and Hypertensive Client/ Patient.
	5. Walk-In Clients with conditions matching the service provided by the Doctor/s on duty.

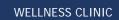
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctors Prescription	- Government or Non-Government Doctors, Clinic, Health Center, Lying-In, and Hospitals.
2. Referral Letter/ Form	- same as indicated above
3. INMAP (Insulin Management Program)	- Government Doctor/ Health Center Physician's Prescription -INmap referral Centers (Manggahan HC, Sagad HC, Dela Paz HC and Rosario HC)
4. PhilHealth MDR for INmap (Member Data Record)	- PhilHealth, Philhealth Online.
5. Senior Citizen's ID	- Senior Citizen's Office







CLIENT CTEDS	ACTION	EEEC TO DE DAID	DDOCESSING TIME	DEDCON INVOLVED
CLIENT STEPS 1. VALIDATION	- Submit or Present	FEES TO BE PAID none	PROCESSING TIME 1-3mins	PERSON INVOLVED DOROMAL,
1. VALIDATION	Prescription or Referral form to identify if service needed is scheduled or available on the same day, if not instruct the client to go back to the scheduled service needed.	Holle	1-3111112	DOROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
2. ENCODING	- If the service is available, present ID, Senior Citizens ID, for ENCODING.	none	3-5mins	DOROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
3. ISSUANCE OF PAYMENT ORDER	- If the service is available, PAY MENT ORDER will be given with specified service to avail and respective fees	none	5-10mins	DOROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
4. PAYMENT	- Present payment order to cashier on first floor to pay the service needed.	*Please see attached document for fees and services; Sanguniang Panglungsod ng Pasig (Ordinance No. 51)	10-20mins	Cashier under Treasury Office
5. PRESENT O.R.	- record the OR number	none	3-5mins	DOROMAL, DEXTER N. FRONDA, MARIE ANTONETTE
6. DOCUMENTATION	- Initial interview for record and initial assessment	none	15-25mins	ERPILUA, ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
7. ASSESSMENT	- Assessment of the Nurse; Documenting of the observed signs and symptoms presented by the client/ patient, medications and prescription, medical history taking.	none	15-25mins	ERPILUA, ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
8. CHECK-UP/ PROVISION of SERVICE NEEDED	- Doctor to Patient interaction - Medical Check-Up - Nurse to Patient Interaction *See Attached SERVICES and FEES PROVIDED	*Please see attached document for fees and services; Sanguniang Panglungsod ng Pasig (Ordinance No. 51) THE REVISED PASIG REVENUE CODE PROVIDING PENALTIES FOR VIOLATION THEREOF	20-30mins	SANTIAGO, MARIA LOURDES G. ERPILUA, ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
O DISCHARGE			F 10i	- FRRUITA
9. DISCHARGE		none	5-10mins	ERPILUA,



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1573	UMAAGOS ANG PAG-ASA	

PROVISION of MEDICINE/ Laboratory Request/ Referral to Specialist/ Health Teachings/ Follow - Up Check - Up/	- Prescribed medicine is given for free if available - Given after check-up - If a specialist is needed for the case, a referral form is given - After giving medication and instruction, a brief and concise health teaching is given Instruction is given for follow-up check-up for the specified conditions, maintenance medication			ERIC BRIAN T. CASTRO, BETTY LAGUADOR, CYNTHIA
	and removal of suture.			
ТО	TAL	***	1.2 - 2	2.2hrs

FEEDBACK AND COMPLAINTS		
How to send feedback	Clients are encourage to accomplish feedback forms & drop at the designated drop boxes located at the information counter.	
How feedback is processed	***Please see attached file: CHAMP ISO 9001:2015 Quality Management Manual Doc. Code CHAMP-QM-001 8.5 Production and Service Provision - 10.3 Continual Improvement	
How to file a complaint	***Please see attached file: CHAMP ISO 9001:2015 Control of nonconforming services procedure Doc. Code: CHAMP-CN-003	
How complaints are processed	***Please see attached file: CHAMP ISO 9001:2015 Control of nonconforming services procedure Doc. Code: CHAMP-CN-003	
Contact Information	Text 09328521190 (Nurse Betty Castro)	
	Email: champwellnesscenter14@gmail.com	
	Facebook Page: Champ Wellness Center	