



## PHYSICAL MEDICINE AND REHABILITATION DEPARTMENT



**PASIG CITY CHILDREN'S HOSPITAL**  
**(CHILD'S HOPE)**  
PLP Compound Industria St. Cor. Alcalde Jose St.  
Kapasigan, Pasig City  
Tel. No: 643-2222 local 609

## CITIZEN'S CHARTER SERVICE GUIDE

<b>Office or Division</b>	Physical Medicine and Rehabilitation Department
<b>Frontline Service</b>	Out-patient Physical Therapy Service
<b>Description of Service</b>	We provide services to individuals and populations to develop, maintain and restore maximum movement and functional ability throughout the lifespan. This includes providing services in circumstances where movement and function are threatened by injury, pain, diseases, disorders, conditions or environmental factors.
<b>Service or Division</b>	Ancillary Service
<b>Classification of Service/Transaction</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Clients who may avail of the service</b>	Pediatric patients afflicted with conditions *(neurologic, orthopedic, congenital, degenerative, neuromuscular) affecting activities of daily living, function and mobility.
<b>Requirements</b>	Referral form from other specialist / pediatrician
<b>Schedule of Availability of Service</b>	<b>PT TREATMENT SCHEDULE:</b>  <b>MONDAYS – FRIDAYS 8AM- 5PM</b>  <b>PHYSIATRIST CONSULTATION SCHEDULE:</b>  <b>TUESDAY AND THURSDAY 8AM-12NN (New Patient)</b> <b>MONDAY, WEDNESDAY AND FRIDAY 8AM-3PM (Old Patient)</b>
<b>Fees</b>	<b>PT TREATMENT:</b> <ul style="list-style-type: none"> <li>• Pasig Residents – P50.00</li> <li>• Non-Pasig Residents – P130.00</li> </ul> <b>PHYSIATRIST FEE</b> <ul style="list-style-type: none"> <li>• Pasig Residents – P30.00</li> <li>• Non-Pasig Residents – P60.00</li> </ul>
<b>Total/Maximum Duration of Process</b>	Physiatrist Consultation – 30 minutes/patient PT Treatment – 1hr/patient

CLIENT STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
<p>1. Encoding of New Patients (OPD) /Old Patients (PT SECTION) Information</p> <p><i>(Pag encode ng mga impormasyon ukol sa mga bago at lumang pasyente)</i></p>	<p>Before the patient go for consultation, they should call first to schedule.</p> <p>For <b>new out-patients</b>, the patients and parents/ guardians should proceed to the Out Patient Department for encoding of patient's information</p> <p>Afterwards, go to PT Section (6th floor) to fill up patient's information sheet needed in scheduling physical therapy treatment session</p> <p>For follow-up, the patients and parents/guardians should proceed directly to Physical Therapy Section (6<sup>th</sup> floor) for encoding of patient's information</p> <p>Get patient's Vital Signs (Temperature)</p>	<p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p> <p>OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero</p> <p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p> <p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p>	<p>Physical Therapy Section, OPD Ground Floor, Pasig City Children's Hospital</p> <p>OPD Section, Ground Floor, Pasig City Children's Hospital</p> <p>Physical Therapy Section, OPD Ground Floor, Pasig City Children's Hospital</p> <p>Physical Therapy Section, OPD Ground Floor, Pasig City Children's Hospital</p>	5 minutes
2. Proceed to Physiatrist Consultation.	Physiatrist assessment,	Physiatrist: Ma. Lorraine Buenaente/ Charlotte Comia	Physical Therapy	30 mins

<p><b>(Pumunta Sa Konsultasyon ng Doktor)</b></p>	<p>diagnosis and management.</p>		<p>Section, OPD Ground Floor, Pasig City Children's Hospital</p>	
<p>3. Pay Consultation fee</p> <p><b>(Bayaran ang ginawang konsultasyon Ng doktor)</b></p>	<p>Get the payment slip from the PT Clerk/PT Staff then proceed to Cashier to claim the official receipt</p>	<p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p>	<p>Physical Therapy Section, OPD Ground Floor, Pasig City Children's Hospital</p> <p>One-Stop Shop, Ground Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>
<p>4. Return to PT section and present the official receipt</p> <p><b>(Bumalik sa PT section at ibigay ang official receipt sa Rehab Clerk)</b></p>	<p>Let the parent / guardian sign in the MD Consultation Logbook</p>	<p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p>	<p>Physical Therapy Section, OPD Ground Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>
<p>5. Confirm schedule of PT treatment session of patient to Rehab Clerk.</p> <p><b>(Kumpirmahin ang schedule ng therapy sa Rehab Clerk)</b></p>	<p>Instruct the patient and parent/ guardian regarding PT session guidelines</p> <p>Inform the patient regarding their schedule thru call or SMS</p>	<p>Rehabilitation Medicine Department Clerk: Mhykee Nana Ashley Sato</p>	<p>Physical Therapy Section, OPD Ground Floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>

<p>6. Attend to scheduled PT sessions of the patient.</p> <p><b><i>(Pumunta sa mga nakalaang araw at oras ng therapy ng pasyente)</i></b></p>	<p>Provide the appropriate PT evaluation and intervention to patient.</p> <p>When the patient has completed the prescribed PT sessions he/she is advice to have a follow-up checkup to Rehab doctor to know if PT treatment will still continue or patient will be discharge from PT.</p> <p><b>NOTE:</b> All Patient who does not comply PT sessions in 2 consecutive weeks will be automatically remove on the given schedule and will advise to seek Consultation again.</p>	<p>Physical Therapist: Moses Aquino/ Armand Logan Borbe/ Melissa Cabalag/ Jane Kathrine Cruz/ Catherine Garen/ Howard Lake Reyes/ Michelle Ann Ruadil</p>	<p>Physical Therapy Section, OPD Ground Floor, Pasig City Children's Hospital</p>	<p>45 minutes – 1 hour</p>
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**NOTE: ANG ORAS NG PAGHIHINTAY AY DEPENDE SA DAMI NG PASYENTE.**

<b>Feedback and Complaints Mechanism</b>	
<b>How to send feedback</b>	Every after follow-up check-up of the patients, the Rehab Clerk will ask the patient/caregiver to fill up a feedback and satisfaction form.
<b>How feedback is processed</b>	The Quality Management Office will distribute the feedback and satisfaction form to our Department and the gather all the feedback forms monthly and summarized and document action plan and check the actions taken.
<b>How to file a complaint</b>	The client/caregiver will be given a complaint form to be accomplished and will submit it to the rehab clerk. The complainant will also be asked to write on the department logbook for documentation purposes.
<b>How complaints are processed</b>	After submitting the complaint form, the rehab clerk will relay the information to the department head who will investigate the matter and will decide for necessary corrective actions. Depending on the gravity of the complaint, the department head can communicate to the hospital administrator for further investigation and immediate action.

**Prepared by:**

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