



**CITIZEN'S CHARTER 2021
CHAMP PHARMACY**

The CHAMP Pharmacy provides good quality essential drugs at the most affordable cost and act as a Central Depot for medicines and medical supplies for Super Health Centers Lying In and CHAMP Maternity Clinic.

Office or Division:	CHAMP Pharmacy
Classification:	Simple Pharmacy – Provision of medicines to Pasig and non residence of Pasig City
Type of Transaction:	G2C – Government to Citizens SERVICES: Provides good quality essential drugs at the most affordable cost and act as a Central Depot for medicines and medical supplies for Super Health Centers Lying In and CHAMP Maternity Clinic
Who may avail:	Patients – Pasig residence and non-residence of Pasig Super Health Centers Lying In and CHAMP Maternity Clinic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctors prescription with valid signature	- Government or non- government doctors, Clinic, Health Centers, Lying In and hospitals
2. Optional: Proof of residency (Brgy. Clearance and Voter's ID) for discounted rate.	- Barangay and City Hall of Pasig City
3. Requisition of stocks for medicines and supplies form	- CHAMP Pharmacy

Out-Patient – Free medicines

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the prescription	Check the prescription	none	1-2 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
2	Sign in the OPD Log sheet	Check dosage and medicines before releasing.	none	2 -3 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
3	Claim Medicines	Patient counselling. Record the dispensed Medicines.	none	2-3 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
TOTAL:				5-8 mins	

Out-Patient with Fee's

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the Prescription for evaluation	Read and interprets prescriptions		1-2 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
2	Issuance of payment order	Payment order will be given /encode in the bizbox system	Please see attached documents for fees and services, Sanguniang Lungsod ng Pasig Ordinance # 51	2-3 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
3	Payment	Present payment order to cashier to pay the medicines	Please see attached documents for fees and services, Sanguniang Lungsod ng Pasig Ordinance # 51	5-6 mins	Cashier
4	Present copy of the official receipt	Check dosage and medicines before releasing.	Please see attached documents for fees and services, Sanguniang Lungsod ng Pasig Ordinance # 51	2-3 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Claim medicines	Record the Official receipt number		2-3 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
TOTAL:				12-17 mins	

Super Health Centers Lying In and CHAMP Maternity Clinic

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present requisition of stocks for medicines and supplies	Check the requisition slip	none	1-2 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
2	Receive the RIV	Issue RIV (Requisition Issue Voucher)	none	1-2 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
3	Sign in the RIV, Medicine Log sheet and Medical supplies record book	Release medicines and supplies	none	3-5 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
4	Count and get the medicines and supplies	File the RIV and record the dispensed medicines and supplies	none	2-3 mins	ONIADA, RAY VINCENT P. RODILLAS, ROSALIE C.
TOTAL:				7-12 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encourage to accomplish feedback forms and 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 09179755395 (Pharmacist – Rosalie Rodillas) Email: rosalie_caraan05@yahoo.com Email: champpharmacy@gmail.com