

CITIZEN CHARTER CHAMP

PRIMARY EYE CARE:

Primary Eye Care Clinic offers eye health education, eye refraction, internal ocular defects or problems referrals and free corrective eyeglasses to the indigent residents of Pasig City. We collect monthly visual acuity reports coming from Barangay Health Center in Pasig for the "Prevention of Blindness Program". The Primary Eye Care increases the awareness of good ocular practices and or eye care to prevent or control the progression of refractive errors as per DOH and WHO's Vision 20/20.

Office or Division:	Champ Wellness (Primary Eye Care)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Senior Citizen and Indigent patients of Pasig.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Indigency 	Free in the respective Barangay Office
<ul style="list-style-type: none"> • Voter's Certificate or Privilege Card (for Senior Citizen) 	COMELEC (voter's cert.) OSCA Office (privilege card)
<ul style="list-style-type: none"> • School Identification (for Students) 	School
<ul style="list-style-type: none"> • Senior Citizen Identification 	OSCA Office
<ul style="list-style-type: none"> • Person with Disability Identification (for PWD patients) 	Bahay Aruga
<ul style="list-style-type: none"> • Patient's with Normal blood pressure and blood sugar 	Private clinics or their Corresponding Barangay Health Centers

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<ul style="list-style-type: none"> Ask for a number 	<ul style="list-style-type: none"> Assign a number to the patient and advise to wait for the number to be called. 	N/A	<ul style="list-style-type: none"> 3-5 minutes 	CRUZ, MARIA LUZVIMINDA
2	<ul style="list-style-type: none"> Submission of requirements 	<ul style="list-style-type: none"> Check the completeness and correctness of requirements 	N/A	<ul style="list-style-type: none"> 10-15 minutes 	CRUZ, MARIA LUZVIMINDA
3	<ul style="list-style-type: none"> Admission of Patient 	<ul style="list-style-type: none"> Vital Signs History Taking and ocular history Accomplish Forms 	N/A	<ul style="list-style-type: none"> 10-15 minutes 	CRUZ, MARIA LUZVIMINDA
4	<ul style="list-style-type: none"> Submit the patient for refraction 	<ul style="list-style-type: none"> Refraction, and diagnosis/ Referral to ophthalmologist if needed to Lgu hospitals or discretion of the patient. Health teaching 	N/A	<ul style="list-style-type: none"> 10-15 minutes 	HERRERA, MARIA THEALMA R.
5	<ul style="list-style-type: none"> Give the record to the nurse,midwife/ clerk 	<ul style="list-style-type: none"> Claim stub is to be given to the patient and instruct the patient when to come back for Dispensing. 	N/A	<ul style="list-style-type: none"> 3-5 minutes 	CRUZ, MARIA LUZVIMINDA HERRERA, MARIA THEALMA R.
6	<ul style="list-style-type: none"> Encoding of Patient Records 	<ul style="list-style-type: none"> Encoding of patient records to BizBox and recording to the log book 	N/A	<ul style="list-style-type: none"> 15 minutes 	CRUZ, MARIA LUZVIMINDA
7	<ul style="list-style-type: none"> Processing of the Prescription Glasses 	<ul style="list-style-type: none"> The prescription is then given to the supplier for manufacturing 	N/A	<ul style="list-style-type: none"> 5-8 working days 	HERRERA, MARIA THEALMA R.
8	<ul style="list-style-type: none"> Dispensing of eyeglass provision 	<ul style="list-style-type: none"> Informing thru text surrender their stubs for identity purpose 	N/A	<ul style="list-style-type: none"> 5-15 minutes 	CRUZ, MARIA LUZVIMINDA HERRERA, MARIA THEALMA R.
9	<ul style="list-style-type: none"> Compilation of claim stubs 	<ul style="list-style-type: none"> Encoding of the submitted claim stubs of the patients to BizBox and filing of the said stubs per barangay 	N/A	<ul style="list-style-type: none"> 15 miutes 	CRUZ, MARIA LUZVIMINDA
10	<ul style="list-style-type: none"> Monthly Visual Acuity Reports from Barangay Health Centers 	<ul style="list-style-type: none"> Barangay Health Center staff pass their monthly reports for consolidation 	N/A	<ul style="list-style-type: none"> 5-10 Minutes 	CRUZ, MARIA LUZVIMINDA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			N/A	<ul style="list-style-type: none"> • 1 hour and 5 minutes per transaction • 5-8 working days for prescription glasses manufacturing • 30 minutes for Dispensing process • 30 days for Monthly Reports 	
	TOTAL:				

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged accomplished feedback forms and drop at the designated drop located at the information counter.
How feedback is processed	Feedback is gathered and processed by the Primary eye care Program Manager A report of feedback is prepared to document action plan and monitor action taken.
How to file a complaint	A written complaint/s may be dropped at the designated suggestions box.
How complaints are processed	Written complaint/s received shall be forwarded to the head of the wellness who shall act on the complains/s and provide feedback to the lient on the action taken
Contact Information	Text 09328521190 (Betty Castro RN) Email: Champwellnesscenter14@gmail.com