



PEDIATRIC DENTAL DEPARTMENT



**PASIG CITY CHILDREN'S HOSPITAL
(CHILD'S HOPE)**
PLP Compound Industria St. Cor. Alcalde
Jose St.

CITIZEN'S CHARTER SERVICE GUIDE

Frontline Service	Oral urgent Treatment, Preventive Dental Service, Dental Rehabilitation			
Description of Service	Addresses the oral health concerns of children 0-18 years old and those with special health care needs(SHCN), providing dental preventive and surgical treatment in an outpatient basis or OR setting			
Clients/Who may avail of the service	General Public			
Requirements	Scheduled appointment			
Schedule of Availability of Service	OPD (Out-Patient) – Fridays 8 am to 5 pm by appointment. Dental Rehabilitation under General Anesthesia by appointment On-call for emergency cases			
Fees	Depends on the procedure			
Total/Maximum Duration of Process	30-60 minutes for OPD cases 2 hours for procedures under General Anesthesia			
OPD CASES				
STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1.	Present appointment slip in the OPD	Patient /Guardian	OPD Section, Ground Floor, Pasig City Children's Hospital	2 minutes
2.	Proceed to 3rd Floor Dental Department for dental treatment	Pediatric Dental Department : Ruby Cuenca/ Sandra Martin	Diagnostic Section, 3rd floor	30-60 minutes



3.	Check the Hospital Information System for the order of payment	OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero	Diagnostic Section, 3rd floor	2 minutes
4.	Pay at the Cashier **For PRIVILEGE CARD HOLDER PROCEED TO BILLING SECTION FOR VALIDATION	Patient Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	Cashier Section, One-Stop Shop, Ground Floor Pasig City Children's Hospital	2 minutes
5.	Go back to Pediatric Dental Department and present the Official (OR)	Dental Aide or staff : Ruby Cuenca/ Sandra Martin	Diagnostic Section, 3rd floor	2 minutes
6.	Receive another schedule for the next appointment	Dental Aide or staff : Ruby Cuenca/ Sandra Martin	Diagnostic Section, 3rd floor	2 minutes
TOTAL				40-70 minutes



OUTPATIENT OR setting				
STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1.	Obtain requests for laboratory and radiology tests required for medical clearance from Pediatrician (OPD section) and Anesthesia Dept.	Dental Aide or staff : Ruby Cuenca/ Sandra Martin	Diagnostic Section, 3rd floor	2 minutes
2	Accomplish all tests needed prior to dental procedure (refer to service guide of Laboratory, Radiology, OPD pediatricians and Anesthesia Departments.	Medical technologists: Arvin Armedilla/ Kathlea Bernardino/ Charline Caluag-Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christne Garbosa/	OPD Ground floor OR Dept. 2nd floor Radiology and Lab 3rd floor	case to case basis



		<p>Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano</p> <p>Radiology Technicians: Mark Caoleng/ Annalyn Nale/ Jay Gabato/ Rodrigo Roque/ Nora Dela Cruz/ Camille Celestra/ Reshelle Reyes/ Jesus Ramos/ Noel Tarala/ Jomar Concepcion/ Vince Joshua Dela Cruz</p> <p>OPD Physicians: Leah Grace Javier/ Minerva Hollmann/ Maricel Marcelo/ Margarita Santos/ Patricia Soronio/ Marlowe Cordeta</p> <p>Anesthesiologists: Frances Rian Encarnacion/ Roxanne Aquino/ Catherine Memoracion/ Therese Hautea- Lumicday/ Esther Maala</p>		
3.	<p>Proceed to OR with necessary pre operative instructions (NPO, Medical Clearance form) for the procedure</p>	<p>Patient/Guardian</p>	<p>2nd Floor</p>	<p>3- 4 hours including recovery</p>



4.	Check the Hospital Information System for the order of payment	OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao/ Allan Petero	Diagnostic Section, 3rd floor	2 minutes
5.	Pay at the Cashier **For PRIVILEGE CARD HOLDER PROCEED TO BILLING SECTION FOR VALIDATION	Patient Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	Cashier Section, One-Stop Shop, Ground Floor Pasig City Children's Hospital	2 minutes
6.	Go back to the OR department and present the Official (OR)	OR nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian	2nd floor	2 minutes
7.	Obtain another schedule for the next appointment	Dental Aide or staff : Ruby Cuenca/ Sandra Martin	2nd floor	2 minutes
TOTAL				2 hours transaction 1 day for procedure

Submitted by:



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PASIG
UMAAGOS ANG PAG-ASA

PASIG CITY CHILDREN'S HOSPITAL

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