

**CITIZEN CHARTER
PASIG CITY GENERAL HOSPITAL**

Availing of Medicines at the Pharmacy

The Pasig City General Hospital, through its Pharmacy, dispenses medicines for the management of diseases and disorders as prescribed/required by a physician.

Office or Division:	Paulo Roman A. Castro, Jr., MD, PhD Medical Director Tel: 8643-3333 Email: pasigcitygen@yahoo.com.ph Pharmacy Tel: 8643-3333 local 116
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Doctor's request	Issued by the requesting doctor.
Hospital Patient Card (Blue and Yellow cards whenever applicable)	Issued by the City Government of Pasig

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present prescription	Encode prescription in the system		5 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
2	Present prescription	Check system for medicines prescribed		5 minutes	Pharmacy: Buenviaje, Ricardo Alfonso Gozar, Estela Bino Lumio, Yolanda Oficiar Mitre, Marissa Erram Navarro, Delia Deblois Palaroan, Bibeth Lao Reinoso, Suzette Sandoval Rodillas, Cecilio Fraginal Saguinsin, Ma. Editha Bernabe Torres, Emily Grace Cruz
3	Claim Order of Payment **For Yellow and Blue card holders, proceed to Information for validation	Issue of Order of Payment		5 minutes	Pharmacy: Buenviaje, Ricardo Alfonso Gozar, Estela Bino Lumio, Yolanda Oficiar Mitre, Marissa Erram Navarro, Delia Deblois Palaroan, Bibeth Lao

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Reinoso, Suzette Sandoval Rodillas, Cecilio Fraginal Saguinsin, Ma. Editha Bernabe Torres, Emily Grace Cruz
4	Pay medicines	Collect payment	Applicable fees	5 minutes	Cashier: (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco Mayor, Vigilante Del Rosario Robiso, Mary Analyn Estaño Tabiera, Conchita Pagsanjan)
5	Claim Official Receipt	Issue Official Receipt		5 minutes	Cashier: (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco Mayor, Vigilante Del Rosario

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Robiso, Mary Analyn Estaño Tabiera, Conchita Pagsanjan)
6	Present Official Receipt	Record official Receipt		3 minutes	Pharmacy: Buenviaje, Ricardo Alfonso Gozar, Estela Bino Lumio, Yolanda Oficiar Mitre, Marissa Erram Navarro, Delia Deblois Palaroan, Bibeth Lao Reinoso, Suzette Sandoval Rodillas, Cecilio Fraginal Saguinsin, Ma. Editha Bernabe Torres, Emily Grace Cruz
7	Get medicines	Dispense medicines		2 minutes	Pharmacy: Buenviaje, Ricardo Alfonso Gozar, Estela Bino Lumio, Yolanda Oficiar Mitre, Marissa Erram Navarro, Delia Deblois Palaroan, Bibeth Lao Reinoso, Suzette Sandoval Rodillas, Cecilio Fraginal Saguinsin, Ma. Editha Bernabe

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Torres, Emily Grace Cruz
TOTAL:				30 minutes	