

**CITIZEN CHARTER
PASIG ANIMAL BITE TREATMENT CENTER**

Management of Animal Bite Cases.

The Pasig City Health Department continues to be committed to the fight against rabies and has a goal Rabies elimination. As essential part of this strategy is the provision of post-exposure prophylaxis to bite victims, patients are given Anti Rabies Vaccine (ARV) 3-4 doses depending on the status of biting animal. Pre-exposure prophylaxis are also given to high risk individuals.

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|-----------------------------|-------------------------------|
| Office or Division: | CITY HEALTH DEPARTMENT |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | All Pasigueños |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|------------------------|
| 1. 1 Valid Identification Card (address in Pasig City) | LTO COMELEC Etc. |
| 2. For minor patients, parents or legal guardian must be present. | |

| # | CLIENT STEPS | OFFICE ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------|---------------------------------|--|-------------------------|------------------------|---------------------------|
| 1 | Admission of Patients | Collection of Personal data. | None | 2 minutes | JOSE, JOSE CARLO A. |
| 2 | Assessment of animal bite wound | Categorization of bite. Wound care. | None | 2 minutes | JOSEPH PANALIGAN, MD, MAH |

| # | CLIENT STEPS | OFFICE ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|------------------|--|------------------|-----------------|--|
| 3 | Health Education | Health teachings on proper management of Animal Bite | None | 1 minute | REGONDOLA, ALDRIN A. / UMALI, ERLINDA L. / BASSIG, ROWENA M. |
| 4 | Fees and Payment | Issuance of order of payment | Php. 500.00 | 1 minute | JOSE, JOSE CARLO A. |
| 5 | Immunization | -Anti-Rabies Vaccine (ARV) -Rabies Immunoglobulin (ARS) – if indicated ✓ Skin testing -Tetanus Toxoid | None | 1 minute | REGONDOLA, ALDRIN A. / UMALI, ERLINDA L. / BASSIG, ROWENA M. |
| TOTAL: | | | | 7 minutes | |

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|---|
| How to send feedback | Proceed to suggestion box |
| How feedback is processed | Collected and listed |
| How to file a complaint | Uganayan (located at 2 nd floor Pasig City Hall) |
| How complaints are processed | Due process and protocols are practice |
| Contact Information | 8-643-1111 Loc. 391 or 394 |