



## **CITY GOVERNMENT UNIT OF EL SALVADOR**

### **EL SALVADOR CITY LYING-IN AND MEDICAL CLINIC**

### **CITIZEN'S CHARTER**



## **LIST OF SERVICES**

- 1. Medical Consultation/ Check-up**
- 2. Prenatal Check-up**
- 3. Lying- In (Birthing)**
- 4. Animal Bite Treatment Center (ABTC)**
- 5. X-RAY**

# 1. MEDICAL CHECK-UP/ CONSULTATION



This service is provided to all the stakeholders for their immediate Health related concerns: medical, surgical and pediatric cases. It caters emergency, urgent and outpatient cases.

Office or Division: El Salvador lying-in and Medical Clinic				
Classification: Simple				
Type of Transaction: Government to Client ( G2C)				
Who may Avail: ALL				
CHECKLIST OF REQUIREMENTS None Required		WHERE TO SECURE Records available at our database		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get patient's record at Record Section (Window No.1)	-Obtain Personal Data (for new patient) Retrieve Records for old ones	None	1-2 mins.	Ms. Jennifer C. Bahian Admin. Aide III (Records Section in-charge)
2. Submit patient's record to Triage (Table No. 2)	<b>2.1</b> Triage officer/s will get vital signs (BP/ Heart Rate, RR, Temp.) and record. <b>2.2</b> Evaluate patient and categorize them as emergency, urgent; non-urgent <b>2.3</b> Give initial treatment/ First aid	None	5 minutes	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I Amil Ilar- Nursing Attendant II Rolly Isnani- Nursing attendant I Lilian Estrada- Nursing Attendant I
3. Proceed to Consultation/ Emergency Room once name is called	<b>3.1</b> Resident Physician on duty will get thorough history and complete physical examination. <b>3.2</b> The physician will give diagnosis and prescribe appropriate medication. <b>3.3</b> Give medical Advice to patient & may request for Laboratory test. <b>3.4</b> May advice admission or referral to higher health facility.	none	10 minutes	Physician on Duty Jeffrey Acenas MD, DPCP- Medical officer III/OIC Robert Kiel Escudero MD DPCOM- Medical Officer V Richelle Colanse MD- Medical Officer IV Melanie Gomez MD- Medical Officer III Tiza Joy Araneta MD
4. Pay Consultation Fee To Cashier	- The collector will accept payment and issue official receipt	P75.00 for El Salvador residents P100 non-resident	1 minute	<b>Ms. Elvira Jampit</b> (Cash Clerk)

## 2. PRENATAL CHECK-UP

This service is intended to all pregnant women in this city to ensure well- being of parturients prior to expected date of delivery and confinement. It encourages at least (4) four prenatal visits.



<b>Office or Division:</b> El Salvador lying-in and Medical Clinic				
<b>Classification:</b> Simple				
<b>Type of Transaction:</b> Government to Client (G2C)				
<b>Who may Avail:</b> ALL pregnant women from 1 <sup>st</sup> trimester up to prior onset of labour				
<b>CHECKLIST OF REQUIREMENTS</b> None		<b>WHERE TO SECURE</b> Records available at our database		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Patient's record at (Window No. 1)	-Get Personal Data (for new patient) -Retrieve Records for old patient	None	1 minute	Ms. Jennifer C. Bahian Admin. Aide III (Records Section In-charge)
2. Submit Patient's Record to triage (Table No. 2)	-Triage officer will get and record Vital Signs including fundic height and fetal heart beat	None	5 minutes	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I Amil Ilar- Nursing Attendant II Rolly Isnani- Nursing attendant I Lilian Estrada- Nursing Attendant
3. Proceed to Consultation Room	<b>3.1</b> Do Physical Examination of Pregnant Women <b>3.2</b> Give Necessary Prescription And Medical Advise <b>3.3</b> May request for laboratory work-up <b>3.4</b> Give IEC-information, education & communication about risk / danger signs of pregnancy <b>3.4</b> Advise schedule of next ff-up.	None	10 minutes	<b>Physician on Duty</b> Jeffrey Acenas MD, DPCP- Medical officer III/OIC -Robert Kiel Escudero MD DPCOM- Medical Officer V -Richelle Colanse MD- Medical Officer IV -Melanie Gomez MD- Medical Officer III -Tiza Joy Araneta MD

### 3. LYING-IN / BIRTHING SERVICE



This service is provided to all expectant mothers who are already in or beginning labor. It ensures safe and quality management of skilled worker during labour and delivery.

Office or Division : El Salvador lying-in and Medical Clinic				
Classification : Simple				
Type of Transaction : Government to Client (G2C)				
Who may Avail : ALL pregnant women on labour				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Records available at our database		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure /Retrieve prenatal records (Window No.1)	-Get Personal Data for new and retrieve record for old patient	None	1 minute	Ms. Jennifer C. Bahian Admin. Aide III (Record section in-charge)
2. Submit prenatal record to Triage (Table No. 2)	-Get complete vital signs of parturients	None	5 minutes	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I Amil Ilar- Nursing Attendant II Rolly Isnani- Nursing attendant I Lilian Estrada- Nursing Attendant
3. Proceed to <b>Internal Examination (IE) Room</b>	-Do Internal examination and physical exam -Assess whether the patient is already in active labor	None	5 minutes	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I
4. Proceed to <b>Labor Room</b>	-Do Labor watch, make partograph (Monitor progress of labor)	None	Until patient's cervix is fully dilated (10cm)	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I
5. Proceed <b>Delivery Room</b>	<b>5.1</b> Do quick/rapid assessment <b>5.2</b> assist the delivery of the baby and placenta <b>5.3</b> Give Medication and assess for intrapartum and postpartum complications. <b>5.4</b> Do new born care; give necessary meds <b>5.5.</b> may refer the patient to Hospital if with complication	None	2 hours	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I Jeffrey Acenas MD, DPCP- Medical officer III/OIC -Robert Kiel Escudero MD DPCOM- Medical Officer V -Richelle Colanse MD- Medical Officer IV -Melanie Gomez MD- Medical Officer III -Tiza Joy Araneta MD

6. TO OB WARD	6.1 Admit postpartum and neonate for at least 24 hours. 6.2 Monitor vital signs every 4hrs and watch out for postpartum complications. 6.3 Give health teachings and discharge instruction.	None	24 HR postpartum	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I Amil Ilar- Nursing Attendant II Rolly Isnani- Nursing attendant I Lilian Estrada- Nursing Attendant
	6.4 Do Newborn Screening	Non-PHIC 1,750 PHIC member - FREE		Mitchel V. Maña-Nurse IV Mary Diamond Jane S. Taña Raquel G. Sabacajan-RM I Olivia B. Yap –RM II
7. Pay bill to Cashier	7.1 Assess and prepare patient's bill prior to discharge. 7.2 Accept payment and issue official receipt	For PHIC member: NO BALANCE BILLING For Non PHIC member: To process membership	1minute	Ms. Elvira N. Jampit ( Cash Clerk )

#### 4. ANIMAL BITE TREATMENT CENTER



It provides treatment and administration of anti-Rabies vaccine to patients who sustained animal bite.

<b>Office or Division:</b> : El Salvador Iying-in and Medical Clinic <b>Classification</b> : Simple <b>Type of Transaction</b> : Government to Client (G2C) <b>Who may Avail</b> : All				
<b>Checklist of requirements</b> None		<b>WHERE TO SECURE</b> Records available at our database		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get patient's animal bite Record (Window No.1)	-Obtain Personal Data for new Patient and retrieve for record for old ones	None	2-4 minutes	Ms. Jennifer C. Bahian Admin. Aide III (Records Section In-charge)
2. Submit ABTC record to Triage (Table No. 2)	-Get complete vital signs and do first aid treatment	None	2-4 minutes	Mitchel Maña- Nurse IV Mary Diamond Taña- Nurse III Francis Julia Macapayag- Nurse I Bobbie Madjos- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I Amil Ilar- Nursing Attendant II Rolly Isnani- Nursing attendant I Lilian Estrada- Nursing Attendant
3. Proceed to consultation Room once called	<b>3.1</b> Get history of injury <b>3.2</b> Do physical examination of the bite site <b>3.3</b> Prescribe antibiotics/vaccine/ anti-tetanus injection	None	5 minutes	<b>Physician on Duty</b> Jeffrey Acenas MD, DPCP- Medical officer III/OIC -Robert Kiel Escudero MD DPCOM- Medical Officer V -Richelle Colanse MD- Medical Officer IV -Melanie Gomez MD- Medical Officer III -Tiza Joy Araneta MD
4. Proceed to ABTC Room	<b>4.1</b> Administer appropriate anti rabies vaccine depending on the category of the bite <b>4.2</b> Give health teaching <b>4.3</b> Provide patients with schedules of ff-up for succeeding immunizations	Give prescription for 1 <sup>st</sup> 2 <sup>nd</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> dose	5-10 minutes	<b>ABTC Trained- Nurses:</b> Bobbie Madjos, Nurse-1 (In-Charge) Marissa Nacua, Nurse-1 Mitchel V. Maña, Nurse- IV

## 5. X-RAY PROCEDURES



This provides radiologic services to all clients if deemed necessary. It also caters requests for pre-employment x-ray requirements.

<b>Office or Division:</b>	El Salvador lying-in and Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b> None		<b>WHERE TO SECURE</b> Records available at our database		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Patient's Record at <b>window 1</b>	-Obtain personal Data(new patient), and Retrieve records for old patient	NONE	1-2 mins	Ms. Jennifer Bahian Admin.Aide III
2. Submit Patients Record to <b>TRIAGE</b> (To Table No.2)	- Triage Officer will get Vital Signs (BP/Heart rate/RR/Temp.) - Give priority number to patient	NONE	2-3 Mins.	Mitchel Maña- Nurse IV Mary Diamond Tarja- Nurse III Francis Julia Macapayag- Nurse I Bobbie Madjos- Nurse I Marissa Nacua Nurse I Beredas Macahilos- Nurse I Waldrich Canios- Nurse I Marvie Riaz Tan- Midwife III Olivia Yap- Midwife II Raquel Sabacajan Midwife I Berlinda Villarte- Midwife I Amil Ilar- Nursing Attendant II Rolly Isnani- Nursing attendant I Lilian Estrada- Nursing Attendant
3. Proceed to <b>Consultation /Emergency Room</b> once named is called	<b>3.1.</b> Resident physician on duty will do history taking, physical examination, and request for x-ray procedure <b>3.2</b> The nurse will do first aid (bandaging, splinting and wound dressing, immobilization techniques). <b>3.3</b> May refer patient to higher center for further management	NONE	10 mins.	<b>Physician on Duty</b> Jeffrey Acenas MD, DPCP- Medical officer III/OIC -Robert Kiel Escudero MD DPCOM- Medical Officer V -Richelle Colanse MD- Medical Officer IV -Melanie Gomez MD- Medical Officer III -Tiza Joy Araneta MD
4. Pay Consultation FEE and x-ray <b>To Cashier</b>	-Accept payment and issue official receipt -	- Charges depend on areas affected	1-2 mins	Elvira Jampit- Cash Clerk
<b>6.</b> Proceed to X-RAY ROOM and present X-ray request and official receipt	- Radiologic Technician will perform x-ray procedure according to requested x-ray view.		2 minutes	<b>Melecio Mejila-</b> Rad Tech 1 <b>Jessa Oco-</b> Rad Tech 1





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<ol style="list-style-type: none"> <li>1. Write your comments on the paper and pen provided at designated area and drop at Comment BOX. Include complete details of sender.</li> <li>2. Call or text us through 0966-442 0927. Look for Nursing supervisor or Resident Physician on duty.</li> <li>3. Send us feedback/message though our official Facebook page El Salvador Lying in &amp; Medical Clinic</li> </ol>
<b>How feedbacks are processed</b>	<ol style="list-style-type: none"> <li>1. All accomplished feedback forms, calls and messages are gathered by Nurse Supervisors and forwarded to Officer in charge.</li> <li>2. There will be weekly feedback assessment and evaluation.</li> </ol>
<b>How to file a complaint</b>	<ol style="list-style-type: none"> <li>1. Write your complaint on paper and pen provided at the comment area with the complete details of sender.</li> <li>2. Send us your complaints though messenger via our official Facebook page El Salvador Lying in &amp; Medical Clinic</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. Written complaints, messages, calls will be addressed by the nurse supervisor and forwarded to Resident physician on duty or Officer in Charge for immediate action and investigation.</li> </ol>
<b>Contact information of CCB ( CSC- Contact Center ng Bayan)</b>	<b>0908-8816-565</b>
<b>PCC (Presidential Complaint Center)</b>	<b>8888</b>
<b>ARTA (Anti-Red Tape Authority)</b>	<b>478-5093</b>



<b>List of Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Mayor's office	LGU-EI Salvador	555-0312
DILG	LGU-EI Salvador	555-0306
HRMO	LGU-EI Salvador	0917-140-8719