

**CITY GOVERNMENT UNIT OF EL SALVADOR**

El Salvador City Lying-in and Medical Clinic

CITIZEN’S CHARTER

2020 (1st Edition)



**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**

**Description of the Service:** 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.

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| **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. Provide details for 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. BahianAdmin. Aide III(Records Section in-charge) |
| 2. Submit patient’s record **to Triage** (Table No. 2) | **2.1** Get vital signs (BP/ Heart Rate, RR, Temp.) and record.**2.2** Evaluate patient and categorize him or her as emergency, urgent; non-urgent **2.3** Give initial treatment/ First aid  | None | 5 minutes | Mitchel Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife IAmilIlar- Nursing Attendant IIRollyIsnani- Nursing attendant ILilian Estrada- Nursing Attendant I |
| 3.Proceed to Consultation/ Emergency Room once name is called  | **3.1** Resident Physician on Duty will get thorough historyand complete physical examination.**3.2** The physician will give diagnosis and prescribe appropriate medication.**3.3**Give medical Advice to patient and may request for Laboratory test.**3.4** May advice admission or referral to higher health facility. | none | 10 minutes | Physician on DutyJeffrey Acenas MD, DPCP- Medical officer III/OICRobert Kiel Escudero MD DPCOM- Medical Officer VRichelleColanse MD- Medical Officer IVMelanie Gomez MD- Medical Officer IIITiza Joy Araneta MD |
| 4. Pay Consultation Fee to Cashier  | - Accept payment and issue official receipt | P75.00 for El Salvador residents P100 non-resident | 1 minute | **Ms. Elvira Jampit**(Cash Clerk) |



1. **PRENATAL CHECK-UP**

**Description of the Service:** 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 four (4) four prenatal visits.

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| **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 from 1st trimester up to prior onset of labour** |
| **CHECKLIST OF REQUIREMENTS****None** |  **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  (Window No. 1) | -Get Personal Data (for newpatient)-Retrieve Records  for old patient  | None | 1 minute | Ms. Jennifer C. BahianAdmin. Aide III(Records Section In-charge) |
| 2**.**Submit Patient’s Recordto triage(Table No. 2) | -Triage officer will get and record Vital Signs including fundic height and fetal heartbeat | None | 5 minutes | Mitchel Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife IAmilIlar- Nursing Attendant IIRollyIsnani- Nursing attendant ILilian Estrada- Nursing Attendant |
| 3. Proceed to Consultation Room | **3.1** Do Physical Examination of Pregnant Women**3.2** Give Necessary Prescription and Medical Advise **3.3** May request for laboratory work-up**3.4** Give IEC-information,education & communication about risk / danger signs of pregnancy**3.4** Advise schedule of next follow-up check up. | None | 10 minutes | Physician on DutyJeffrey Acenas MD, DPCP- Medical officer III/OIC-Robert Kiel Escudero MD DPCOM- Medical Officer V-RichelleColanse MD- Medical Officer IV-Melanie Gomez MD- Medical Officer III-Tiza Joy Araneta MD |

1. **LYING-IN / BIRTHING SERVICE**

**Description of the Service:** This service is provided to all expectant mothers who are already in or beginning labor. It ensures safe and quality management ofskilled worker during labourand delivery.

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| **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****None** | **WHERE TO SECURE****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. BahianAdmin. 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 Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife IAmilIlar- Nursing Attendant IIRollyIsnani- Nursing attendant ILilian Estrada- Nursing Attendant |
| 3. Proceed to **Internal Examination (IE) Room** | -Do Internal examination and physical exam-Assess whether the patient is already in active labor  | None | 5 minutes | Mitchel Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife I |
| 4. Proceed **to Labor Room** | -Do Labor watch, make partograph (Monitor progress of labor) | None | Until patient’s cervix is fully dilated (10cm) | Mitchel Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IMarissa Nacua Nurse IBeredas Macahilos- Nurse IWaldrich Canios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife I |
| 5. Proceed to **Delivery Room** | **5.1** Do quick/rapid assessment **5.2**assist the delivery of the baby andplacenta **5.3**Give Medication and assess for intrapartum and postpartum complications**5.4**Do newborn care; give necessary meds **5.5.** May refer the patient to Hospital if with complication | None | 2 hours | Mitchel Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife IJeffrey Acenas MD, DPCP- Medical officer III/OIC-Robert Kiel Escudero MD DPCOM- Medical Officer V-RichelleColanse 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 Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife IAmilIlar- Nursing Attendant IIRollyIsnani- Nursing attendant ILilian Estrada- Nursing Attendant |
| **6.4** Do Newborn Screening | Non-PHIC1,750PHIC member - FREE |  | Mitchel V. Maña-Nurse IVMary Diamond Jane S. TañaRaquel G. Sabacajan-RM IOlivia 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 BILLINGFor Non PHIC member: To process membership | 1minute  | Ms. Elvira N. Jampit( Cash Clerk ) |

1. **ANIMAL BITE TREATMENT CENTER**

**Description of the Service:** It provides treatment and administration of anti-Rabies vaccine to patients who sustained animal bite.

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| **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** | **WHERE TO SECURE****Records available at our database** |
| **CLIENT STEPS** | **AGENCY****ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Get patient’s animal bite Record and provide needed information  (Window No.1) | -Obtain Personal Data for new Patient andRetrieve for record for old ones  | None | 2-4 minutes | Ms. Jennifer C. BahianAdmin. 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 Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IBobbie Madjos- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife IAmilIlar- Nursing Attendant IIRollyIsnani- Nursing attendant ILilian Estrada- Nursing Attendant |
| 3. Proceed to consultation Room once called | **3.1** Get history of injury **3.2** Do physical examination of the bite site**3.3** Prescribe antibiotics/vaccine/ anti-tetanus injection | None | 5 minutes | **Physician on Duty**Jeffrey Acenas MD, DPCP- Medical officer III/OIC-Robert Kiel Escudero MD DPCOM- Medical Officer V-RichelleColanse MD- Medical Officer IV-Melanie Gomez MD- Medical Officer III-Tiza Joy Araneta MD |
| 4. Proceed**to ABTC Room** | **4.1** Administer appropriate anti- rabies vaccine depending on the category of the bite**4.2**Give health teaching **4.3**Provide patients with schedules of follow up forsucceeding immunizations  | Give prescription for 1st 2nd, 3rd& 4th dose | 5-10 minutes | **ABTC Trained- Nurses**:Bobbie Madjos,Nurse-1 (In-Charge)Marissa Nacua, Nurse-1Mitchel V. Maña,Nurse- IV  |



1. **X-RAYPROCEDURES**

**Description of the Service:** This provides radiologic services to all clients if deemed necessary. It also caters requests for pre-employment x-ray requirements.

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| **Office or Division:** | **El Salvador lying-in and Medical Clinic**  |
| **Classification:** | **Simple** |
| **Type of Transaction:**  | **Government to Client**  |
| **Who may Avail:**  | **ALL** |
| **CHECKLIST OF REQUIREMENTS****None** |  **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 and provide needed information at **Window 1** | -Obtain personal Data(new patient), and Retrieve records for old patient | NONE | 1-2 mins | Ms. Jennifer BahianAdmin.Aide III |
| 2.Submit Patient’s Record **to TRIAGE** (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 Maǹa- Nurse IVMary Diamond Taῂa- Nurse IIIFrancis Julia Macapayag- Nurse IBobbie Madjos- Nurse IMarissa Nacua Nurse IBeredasMacahilos- Nurse IWaldrichCanios- Nurse IMarvieRiaz Tan- Midwife IIIOlivia Yap- Midwife IIRaquel Sabacajan Midwife IBerlindaVillarte- Midwife IAmilIlar- Nursing Attendant IIRollyIsnani- Nursing attendant ILilian Estrada- Nursing Attendant |
| 3.Proceed **to Consultation /Emergency Room** once name is called | **3.1**. Resident physician on duty will do history taking, physical examination, and request for x-ray procedure**3.2** The nurse will do first aid (bandaging,splinting and wound dressing, immobilization techniques).**3.3** May refer patient to higher center for further management | NONE | 10 mins.  | Physician on DutyJeffrey Acenas MD, DPCP- Medical officer III/OIC-Robert Kiel Escudero MD DPCOM- Medical Officer V-RichelleColanse MD- Medical Officer IV-Melanie Gomez MD- Medical Officer III-Tiza Joy Araneta MD |
| 4.Pay Consultation Fee and x-ray **To Cashier** | -Accept payment and issue official receipt - | - Charges depend on areas affected  | 1-2 mins | Elvira Jampit- Cash Clerk |
| 1. 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 | **MelecioMejila-** Rad Tech 1**JessaOco-** Rad Tech1 |



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| **FEEDBACK AND COMPLAINTS MECHANISM** |
| **How to send feedback** | 1. Write comments on the paper and pen provided at designated area and drop at Comment BOX. Include complete details of sender.2. Call or text us through 0966-442 0927. Look for Nursing supervisor or Resident Physician on duty.3. Send us feedback/message though our official Facebook page El Salvador Lying in & Medical Clinic |
| **How feedbacks are processed**  | 1. All accomplished feedback forms, calls and messages are gathered by Nurse Supervisors and forwarded to Officer in charge.2. There will be weekly feedback assessment and evaluation. |
| **How to file a complaint**  | 1. Write your complaint on paper and pen provided at the comment area with the complete details of sender.2. Send us your complaints though messenger via our official Facebook page El Salvador Lying in and Medical Clinic  |
| **How complaints are processed** | 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.  |
| **Contact information of** **CCB ( CSC- Contact Center ng Bayan)** | **0908-8816-565** |
| **PCC (Presidential Complaint Center)** | **8888** |
| **ARTA(Anti-Red Tape Authority)** | **478-5093** |



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| **List of Offices** |
| **Office** | **Address** | **Contact Information** |
| Mayor’s office | LGU-El Salvador | 555-0312 |
| DILG | LGU-El Salvador | 555-0306 |
| HRMO | LGU-El Salvador | 0917-140-8719 |