



REPUBLIC OF THE PHILIPPINES
Province of Cavite
MUNICIPALITY OF ROSARIO
ROSARIO MATERNITY & MEDICAL EMERGENCY CLINIC
 SCOUT TORILLO ST. POBLACION ROSARIO, CAVITE
 Contact # (046) 438-4314 Email Address: rmmeccav@yahoo.com



CITIZEN'S CHARTER

WHAT CLIENT/PATIENT SHOULD DO? (STEPS)	ACTIVITY OF THE SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON/ OFFICE IN CHARGE	FEES	FORMS
OUT-PATIENT CONSULTATION					
Go to the information section for assistance	Redirect the patient to the records section	10 seconds	Administrative Aide	----	----
Go to the records section	Ask basic information of the client/patient (name, address, age, etc.).	1-2 minutes	Administrative Aide - Records Services	----	----
Queue for consultation	Notify client/ patient's turn for consultation.	2-3 minutes	Administrative Aide - Records Services	----	Out Patient Record
Enter consultation and treatment room for check-up	Direct patient towards consultation and treatment room.	1 minute	Nursing Services/ Midwifery Services	----	Out Patient Record
Consultation proper	1. Assess client/patient's vital signs	3-5 minutes	Nursing Services/ Midwifery Services	----	Out Patient Record
	2. Prescribe medication, request diagnostic tests, advice follow-up's.		Medical Officer III/ Physician	----	Out Patient Record
-END OF CONSULTATION-					
PRENATAL CONSULTATION					
Go to the information section for assistance	Redirect patient towards midwifery services.	10 seconds	Administrative Aide - Records Services	----	----
Go to the midwifery services for assistance	Ask basic information of the client/patient (name, address, age, etc.).	1 minute	Midwife/ Midwifery Services	----	----
Consultation proper	Document results and data provided by the patient, and/or issue laboratory request needed for pregnancy.	1-2 minutes	Midwife/ Midwifery Services	----	OB Record
	Perform antenatal assessment for data gathering.	2-3 minutes	Midwife/ Midwifery Services	----	OB Record
	Schedule next prenatal check-up, and/or provide referral for high risk pregnant mother to a higher health care institution.	1 minute	Midwife/ Midwifery Services	----	OB Record
-END OF CONSULTATION-					
ANIMAL BITE TREATMENT					
Go to the information section for assistance	Redirect the patient to the records section	10 seconds	Administrative Aide	----	----
Go to the records section	Ask basic information of the client/patient (name, address, age, etc.).	1-2 minutes	Administrative Aide - Records Services	----	----
Queue for consultation	Notify client/ patient's turn for consultation.	2-3 minutes	Administrative Aide - Records Services	----	Out Patient Record
Enter consultation and treatment room for check-up	Direct patient towards consultation and treatment room.	1 minute	Administrative Aide - Records Services	----	Out Patient Record
Consultation proper	Assess category of the bite.	1 minute	Animal Bite Coordinator	----	Out Patient Record
	Cleanse bite area with running water.	1-2 minutes	Animal Bite Coordinator	----	Out Patient Record
	Treat bite or scratch area with antiseptic solution.	1-2 minutes	Animal Bite Coordinator	----	Out Patient Record
Go to the Municipal Hall – Treasurer's Office	Receive Anti-Rabies Payment	1-2 minutes	Treasurer's Office	P 325.00	Referral for Payment/ Payment Receipt
Return back to RMMEC	Queue patient for consultation	1-2 minutes	Administrative Aide - Records Services	----	Out Patient Record
Consultation proper	1. Administer Anti-rabies vaccine.	1-2 minutes	Animal Bite Coordinator	----	Out Patient Record
	2. Schedule next schedule of animal bite treatment.		Animal Bite Coordinator	----	Out Patient Record
-END OF CONSULTATION-					
BOTIKA NG BAYAN					
Go to the information section for assistance	Redirect patient to the "Botika ng Bayan" – 3 rd floor of RMMEC	10 seconds	Administrative Aide	----	----
Present Voter's Certification and Prescription	1. See validity of voter's certification and availability of prescribed medicine/s.	1-2 minutes	Botika ng Bayan Personnel	----	Voter's Certification and Prescription
	2. Dispense medication needed		Botika ng Bayan Personnel	----	Voter's Certification and Prescription
-END OF TRANSACTION-					
NORMAL SPONTANEOUS DELIVERY (NSD)					
Go to the information section for assistance	Redirect patient towards midwifery services.	10 seconds	Administrative Aide	----	----
Go to the midwifery services for assistance	Ask basic information of the client/patient (name, address, age, etc.).	1 minute	Midwife/ Midwifery Services	----	----
Inform midwife about concern - labor pain.	1. Document subjective and objective data presented by the patient.	1-2 minutes	Midwife/ Midwifery Services	----	OB Record
	2. Conduct assessment to determine current labor status.	2 minutes	Midwife/ Midwifery Services	----	OB Record



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	3. Recommend either to admit or send home and return until labor pains become more frequent.	1-2 minutes	Midwife/ Midwifery Services	----	OB Record
Prepare for admission and prepare things needed for delivery.	1. Monitor patients labor progression. 2. Provide consent form.	5 minutes	Midwife/ Midwifery Services	----	----
Prepare for delivery	Guide patient accordingly throughout process of labor.	3-5 minutes	Midwife/ Midwifery Services	----	----
Actual delivery	1. Handle patient with care observing an aseptic technique. 2. Assure complete expulsion of placenta. 3. Perform perineal care.	1-2 hours	Midwife/ Midwifery Services	----	----
Newborn Care	1. Perform newborn care 2. Document objective data from the baby. 3. Administer vaccines and medications. 4. Observe aseptic technique	5 minutes	Midwife/ Midwifery Services	----	----
Postnatal care	1. Administer medications needed. 2. Perform perineal care	5 minutes	Midwife/ Midwifery Services	----	----
Prepare for ward transfer	Observe safety and privacy	3-5 minutes	Administrative Aide	----	----
-END OF DELIVERY PROCESS-					
BIRTH CERTIFICATE					
Go to the information section for assistance	Redirect patient to the "Certificate of Livebirth (COLB) Encoder's office" – 3 rd floor of RMMEC	10 seconds	Administrative Aide	----	----
Inform COLB Encoder about concern (Timely or Delayed Registration).	Checking the authenticity of submitted documents and client interview.	1-2 minutes	Administrative Aide		Health Center Record of Mother and Baby.
Go to the Municipal Hall – Treasurer's Office	Receive Birth Certificate Form Payment	1-2 minutes	Treasurer's Office	P 90.00	Payment Receipt
Return back to RMMEC – COLB Encoder's Office – 3 rd Floor.	Typing and Printing of Certificate of Live Birth.	1-3 minutes	Administrative Aide		COLB Form
-END OF TRANSACTION-					
MINOR SURGERY (Scheduled)					
Go to the information section for assistance	Redirect the patient to the records section	10 seconds	Administrative Aide	----	----
Go to the records section	Ask basic information of the client/patient (name, address, age, etc.).	1-2 minutes	Administrative Aide - Records Services	----	----
Queue for consultation	Notify client/ patient's turn for consultation.	2-3 minutes	Administrative Aide - Records Services	----	Out Patient Record
Enter consultation and treatment room for check-up	Direct patient towards consultation and treatment room.	1 minute	Nursing Services/ Midwifery Services	----	Out Patient Record
Consultation proper	1. Assess client/patient's vital signs. 2. Provide consent form. 3. Explain procedure to be done. 4. Educate patient of what to expect after the procedure.	3-5 minutes	Nursing Services/ Midwifery Services Medical Officer III/ Physician	----	Out Patient Record
Actual Operation	1. Maintain safety and privacy of the patient. 2. Observe aseptic technique	10-15 minutes	Medical Officer III/ Physician	----	----
Post-Surgery	Prescribe medication, request diagnostic tests, advice follow-up's.	2-3 minutes	Medical Officer III/ Physician	----	----
-END OF PROCEDURE-					
FAMILY PLANNING COUNSELLING					
Go to the information section for assistance	Redirect the patient to the midwifery section	10 seconds	Administrative Aide	----	----
Registration: a. Provide any document of identification. b. Provide correct information. c. Answer questions given by the family planning staff. d. Sign documents required.	a. Register the new client or re-registration of clients. b. Complete the potential clients list, FP Form 1 client card and logbook. c. Ask the client questions based on the counselling strategies as required and base on the guidelines provided. d. Let the client sign the document.	10 minutes	FP staff on duty	----	Family Planning Form 1 Logbook
Counselling: a. Provide correct information for recording and documentation.	a. Counsel the client and provide information about what FP method is highly recommended for the client.	10 minutes	FP staff on duty	----	Family Planning Form 1
Assessment Screening: a. Follow the FP staff instructions and cooperate well especially in answering necessary questions. b. Client should be clean and wearing comfortable clothes for easy physical assessment.	a. Perform physical assessment to the client. b. Take vital signs and record. Determine the clients' safety in using the method of their choice.	10 minutes	FP staff on duty	----	Family Planning Form 1



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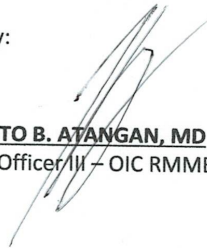
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Service Delivery: a. Follow the FP staff instructions for specific methods. b. Choose the best FP method as recommended.	a. Give correct instructions for the clients and provide the service. Let the client sign the require consent. b. Provide client with complete information and point person if BTL was chosen.	10 minutes	FP staff on duty	----	Family Planning Form 1
Discharge Care: a. Follow discharge instruction and report if any complications occur. b. Follow the advice discharge plan and follow-up visits.	a. Provide client with FP client card and FP method information card. b. Schedule Clients next visit.	10 minutes	FP staff on duty	----	FP Client Card
-END OF PROCEDURE-					

Prepared by:


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Noted by:


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