

**CITIZENS CHARTER
STEP BY STEP PROCEDURES
UNDER FIVE CLINIC**

STEP	ACTIVITIES	FEE	NECESSARY FORM	MAXIMUM TIME	RESPONSIBLE OFFICER/ STAFF	ALLOWABLE PERIOD OF EXTENSION ACCEPTABLE REASON
1	<p style="text-align: center;">TRIAGE</p> <p>Starts at 7:00 AM (M-F), 8:00 AM Saturdays</p> <p>A. Patients are classified and issued numbers (first come-first served)</p> <p>B. Temperature taking of Newborn babies and patients with fever</p>		Yellow Growth Chart Newborn Record Other Health Records	3 minutes	TRIAGE Officer of the day	
2	<p style="text-align: center;">REGISTRATION</p> <p>Registration time starts at 7:00 A.M. ends at 2:30 P.M.daily except: Thursday starts 7:00 A.M. ends at 12:00 noon Saturday starts at 8:00 A.M ends at 11:00 A.M.</p> <p>New Patient:</p> <p>A. Filling up of information sheet</p> <p>B. Interview/ recording of patient's personal information and pertinent data in the yellow growth chart, treatment card and in the clinic's masterlist logbook</p> <p>C. Encoding of pertinent data in the computer.</p> <p>D. Payment of yellow growth chart or temporary card</p> <p>E. Checking of receipt , issuance of filled-up yellow growth chart</p> <p>F. Socio Economic Classification</p> <p>G. Advise on the use of Yellow Growth Chart</p>	Php20	Yellow Growth Chart Other Health Records Information Sheet	20 minutes for new patient 5 minutes for old patient	Staff assigned in the registration area (Administrative Assistant) Cashier Staff assigned in the Registration area Social Worker Staff assigned in the Registration area	Absence of Registration clerks (all temporary) Multitasking of other staff Language/dialect barrier deaf/mute, no interpreter
3	<p style="text-align: center;">GROWTH MONITORING</p> <p>A. Taking of anthropometric measurements such as weight,length and head circumference.</p> <p>B. Plotting, recording of measurements</p> <p>C. Teaching, counseling parents/guardians</p> <p>D. Giving of Antipyretics when necessary</p>		Growth Chart	8 minutes	Midwife/ Nurse	5 minutes Uncooperative patient
4	<p style="text-align: center;">ANEMIA DETECTION</p> <p>A. Hemoglobin determination- blood extraction</p> <p>B. Educating parents/guardians on the effect of iron deficiency on the growth and development of children.</p>		Growth Chart	5-10 minutes per patient	Medical Technologist	Uncooperative patient
5	<p style="text-align: center;">ASSESSMENT</p> <p>A. Clinical Assessment</p> <p>B. Review of Yellow Growth Chart data</p> <p>C. History taking/ physical examination</p> <p>D. Educating, counseling parents/guardians on health concerns</p> <p>E. Preparing request for appropriate diagnostic exams</p> <p>F. Preparing Prescription of appropriate medicines.</p>		Growth Chart Lab request form Radiology request form Prescription form	30 minutes for complicated cases 10-20 minutes for mild to moderate cases	Nurses Midwives	5 minutes uncooperative patient
	<p style="text-align: center;">NUTRITION</p> <p>A. Assessment and evaluation of nutritional status of patient.</p> <p>B. Educating parents/ guardians on proper</p>		Growth Chart	10-20 minutes per patient	Nutritionist/ Midwives/ Nurses	5 minutes

6	nutrition and breastfeeding. C. Teaching mothers on how to sustain breastfeeding D. Counseling parents on responsible parenthood.		Referral form			
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7	<p style="text-align: center;">IMMUNIZATION</p> Schedule of immunizations: BCG - 2nd & 4th Thursdays A.M. only All other immunizations - Monday to Saturday A. Payment of needle & syringe. B. Recording of immunization status C. Administration of necessary vaccines to patient. D. Administration of IM medication as necessary. E. Skin testing. F. Educating parents as to the importance and reaction of vaccines/IM medication.	Php10 per needle/ syringe	Growth Chart	5 minutes per vaccine administration	Cashier nurse	5 minutes uncooperative patient
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8	<p style="text-align: center;">CONSULTATION</p> A. Assessment/evaluation/ management of acute/chronic illness. B. Preparation of Patient's Chart for admission and notification of ward concerned		Growth Chart Referral form Admission Chart (Prescription form, laboratory request, radiology request form)	5-15 minutes per patient	Physician/ Resident on Duty Nurse in-charge	5-60 minutes Depends on the required medical management (e.g nebulization, oral hydration, laboratory confirmation) Uncooperative patient
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9	<p style="text-align: center;">PHARMACY</p> A. Reviewing the notes in the treatment card and verification of the prescribed medicines conform/correspond to what was ordered by the physician B. Payment of medicines C. Dispensing of medicines	depends on cost of medicines	Growth Chart Filled out prescription	5-10 minutes per patient	Pharmacist Cashier	Depends on the queue of patient in the cashier
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