

CITIZENS CHARTER
STEP BY STEP PROCEDURE
WOMEN AND CHILDREN PROTECTION UNIT

STEP	ACTIVITIES	FEE	NECESSARY FORM	MAXIMUM TIME	RESPONSIBLE OFFICER/STAFF	ALLOWABLE PERIOD OF EXTENSION
1	ENTRY OF PATIENTS 1. Greet the patient 2. Introduce herself, the Unit's services 3. Ask the purpose of the Visit	none		2	Social Worker(SW)	
2	TRIAGE 1. Identify urgency of the condition whether with complications/not and / incident is urgent (within 72 hrs) or non-urgent(>72hrs)	none	Quick check form	5	SW/WCPU physician	30 minutes-if there is no SW on duty. -If during the day ,the WCPU physician attends meetings, seminars, errands ,etc
	2. Identify legal age of Client	none			SW/Physician	
	3. Identify type of abuse and the particular department involved 4. Call the resident on duty	none		2	SW/WCPU Physician	
	5. Determine the presence of legal person to sign the consent			1	SW/MD	1-2hrs-If child is not accompanied by guardian, the local social welfare office will be informed to come
3	REGISTRATION 1. Log in the the HOMIS Portal and get case no.	none		3	SW/WCPU Physician/SW	1 day-if the system cannot be accessed.
	CONSULTATION 1. Get the consent	none	Consent/Pahintulot form	5	SW	
	2. Interview client/guardian for the general data and risk assessment of client	none	WCPU Intake form/General data on client	5	SW	
	3. Perform forensic interview and ,physical examination, collection of specimens, photodocumentation	none	WCPU Intake forms pp 2-6	2 hrs and 30 min	Resident and Consultant for OB & Pedia. Residents only for other depts. and. /SW	4-5 hrs- Residents have other assignments at E.R, OPD, wards.
	4. Referral to Psychiatry Dept		WCPU Psychiatric Referral Form			
5	MEDICAL CERTIFICATE 1. Fill up The Medico-legal Certificate 2. Explain the findings to the client and/guardian 3. Let the client/guardian sign	none	Medico-L:egal Certificate	15		
6	DISPOSITION 1. Explain the medication 2. Risk and safety assessment of client and/family and referral to other agencies 2. Instruct client for follow-up and case update	none	BGH Prescription Form. BGH Alagang Pinoy Tagubilin WCPU referral form	22	Resident SW	