



CITIZEN'S CHARTER

DENTAL DEPARTMENT

STEP	ACTIVITIES	MAXIMUM TIME	FEE	NECESSARY FORM	RESPONSIBLE OFFICER /STAFF	ALLOWABLE PERIOD OF EXTENSION ACCEPTABLE REASON
1	Advise patient to get a priority number	1 min.	None		Dental Aide	
2	Instruct / Assist patient to fill out the Master's Patient Index	2 mins.		Master's Patient Index	Dental Aide	
3	Advise patient to wait for his/her number	5 mins.		Master's Patient Index Hospital Care Number Card	Dental Aide	
4	Call patient based on the priority number	1 min.			Dental	
5	Encode data to HOMIS and generate hospital case number and save	2 mins.			Dental Aide	
6	Prepare the dental record and hospital case number	3 mins.			Dental Aide	
7	Dental charting and consultation of patient	1-15 mins.			Dentist	
8	Instruct patient to pay the required fee at the OPD cashier	5-10 mins.			Cashier Section	
9	Validate of official receipt	1 min.			Dental Aide	
10	Perform procedure	90 mins depending on the procedure to be done			Dental Aide	Depending on the procedure to be done
11	Advise and discharge patient	2 mins.			Dentist	

DENTAL PROCEDURE	AMOUNT
MINOR ORAL SURGICAL INTERVENTION	SIMPLE TOOTH EXTRACTION Php 300.00
	COMPLICATED Php 1,400.00
ORAL PROPHYLAXIS (CLEANING)	LIGHT Php 550.00
	RECALL Php 550.00
	WITH FLOURIDE TREATMENT Php 850.00
PERMANENT RESTORATION (FILLING)	SIMPLE Php 400.00
	COMPOUND Php 600.00
TEMPORARY RESTORATION (FILLING)	Php 200.00
IMPACTION	SIMPLE Php 3,850.00
	COMPLICATED Php 6,000.00
ALVEOLECTOMY (FULL)	Php 5,000.00
OPERCULECTOMY	Php 1,500.00
GINGIVECTOMY	Php 1,000.00
Administrative Cost:	
PANORAMIC X-RAY	Php 650.00
REGISTRATION FEE - REGULAR	Php 100.00
REGISTRATION FEE - SENIOR CITIZEN	Php 50.00
DENTAL CERTIFICATE	Php 50.00
LOST CARD	Php 50.00

Suggestions and Complaints can be addressed to:

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