

## A. Service Description

<b>Service Provided:</b>	<b>EMERGENCY MEDICAL, NSD and Newborn care, Prenatal consultation and management</b>
<b>Simple, Complex, or Highly Technical</b>	SIMPLE
<b>Internal or External</b>	EXTERNAL
<b>Who may avail of Service</b>	Taguig residents

# Final Citizen`s Charter

Checklist of Requirements	Where to Secure
Taguig resident ( government issued ID or Voter's ID/stub/ certificate)	Any government institution
Referral form from HC with ultrasound and laboratory work-ups	Respective HC
Philhealth membership (optional )	PHILHEALTH

- *Walk-in patients < 28 weeks AOG ref to respective Health Center*
- *> 28 weeks AOG proceed to PNCU*
- *To encourage patients to have a PHILHEALTH membership during prenatal patients are assisted by our Mother Movers*

## PRENATAL CHECK UP

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. Submit requirements ( Patient's receiving area. )	VS , Review of documents, labs and brief history taking	None	10 mins	Referral from HC, labs and Lab work-ups		Aide and Midwife/ Nurse
2. Proceed to Examination area	PE, Assessment and Evaluation of patient	None	15-20 minutes			Doctor on duty  Nurse/ midwife
3. Proceed to Consultation area ( <i>receive schedule for next check-up, medicines/ prescription if not available and request form if needed</i> )	Management and Advise (Send home patient)	None	20-30 minutes	None		Doctor on duty  Nurse/ midwife

## NORMAL DELIVERY

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. Submit requirements (patient receiving area.)	VS , Review of documents, labs and brief history taking	None	10 mins	Recent lab work-ups and ultrasound		Aide and Midwife/ Nurse
2. Proceed to Examination area	<p>2. PE, Assessment and Evaluation of patient</p> <p>2.1. In active labor- admit and proceed with delivery</p> <p>2.2 Not active labor- send home and advise.</p> <p>2.3. If High risk pregnancy</p> <p>2.3a. In active Labor- ref to TPDH OBER.</p> <p>2.3b. Not Active labor- ref to TPDH OPD + follow up schedule</p>	None	20-30 minutes (depending on PX Status)			Doctor on duty  Nurse/ midwife
3. Receive discharge instructions			10 mins			Doctor on duty  Nurse/ midwife

♦ If full bed capacity ref to other SHC, If other 2 facility are full ref to TPDH even low-risk patients.

## EMERGENCY MEDICAL CASES

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. Initial Assessment	VS , Review of documents and labs ( If Any )	None	10-20 mins	Referral if from other private lying-in , Clinical history, labs		Aide and Midwife/ Nurse
2. Proceed to Examination area	2. PE, Assessment and Evaluation of patient 2.1. If for admission- ref to TPDH ER. 2.2. Stable and can be treated- manage and send home	None	20-30 mins (depending on clinical case)			Doctor on duty Nurse/ midwife