



REGION 1 MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Secton/Unit: DENTAL CLINIC

Schedule of Availability of Service: Monday – Friday 8AM – 4PM

ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
Consultation of Patients	1	To seat and wait for your name/ no. to be called	1 minute	Dental aide	5 minutes due to simultaneous arrival of Patients
	2	vital signs taking consultation proper issuance of charge slips	1 minute	dental aide	5 minutes due simultaneous arrival of patients
	3	consultation proper	5 minutes	dentist on duty	5 – 10 minutes due to Simultaneous arrival of Patients
	4	issuance of charge slips	5 minutes	dental aide	5-10 minutes due to Simultaneous arrival of Patients
	5	active advice and follow up check up	5 minutes	dentist on duty	5-10 minutes due to Simultaneous arrival of patients

We, Health Workers of Region 1 Medical Center commit to:

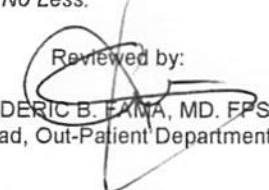
- Serve the best Medical Care within our capacity, as you enter our hospital premises.
- Respond to your complaints and commendations about our services promptly and take corrective and appropriate measures.

We, continue to do the best because you deserve No Less.

Prepared by:


MAY VERONICA U. MANAOIS
Dental Aide

Reviewed by:


RHODERIC B. FARMA, MD, FPSMS
Head, Out-Patient Department

Approved by:


JOSEPH ROLDANDO O. MEJA, MD, FPSMS, MBAH, MPA, DHSM, CESE
Medical Center Chief II