



**REGION I MEDICAL CENTER**  
Dagupan City

**CITIZEN'S CHARTER**

Department/Section/Unit: **OUTPATIENT DEPARTMENT / FAMILY PLANNING CLINIC**

Schedule of Availability of Service: 8:00am - 4:00pm Mondays - Fridays

8:00am - 12:00pm Saturdays (except Sundays and Holidays)

ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
CHART AND PATIENT PREPARATION	1 2 3	Wait for the Family Planning Staff Give your purpose/ complaint or request Get your number and wait for your call	10 minutes	FP Nurse/ Midwife	10 minutes depending on the number of patients waiting.
CONSULTATION and ASSESMENT	1 2 3	Enter the Family Planning Clinic Discuss your problems/needs/concerns/request/ plans Advocacy on Family Planning and Counseling a. New Patient b. Old Patient	30-45 minutes  15-30 minutes	FP Nurse/FP Midwife  FP Resident FP Consultant	10 minutes depending on the number of patients waiting
POST CONSULTATION	1 2 3	- Explain prescribed medication (mechanism of action; possible adverse side effects; dosage and time). - Health teaching / Counselling. - Instruct patient when to come back for their follow up.	5-10 minutes	FP Nurse FP Midwife	10 minutes depending on the number of patients waiting.

We, Health Workers of Region I 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:

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