

**CITIZEN'S CHARTER SERVICE GUIDE
PHILIPPINE GENERAL HOSPITAL
EXECUTIVE OFFICES**

CLIENT'S CONCERN/REQUEST FOR INFORMATION

WHERE: Client Service Center

Location: (Office Hours – 8:00 AM to 4:30 PM)
Ground Floor, PGH Administration Building
(Formerly, Public Assistance Office)

(After Office Hours)
Division of Clinical Nursing Operations (DCNO) Office
2nd Floor, Central Block Building (Near Ward 6)

Contact Nos. : 554-84-00 local 8888 and 8889
554-84-88 (Direct Inward Dialing)

CLIENTS: PGH patients, visitors, suppliers, other government and private offices/agencies

SCHEDULE OF AVAILABILITY OF SERVICE: 24 Hours Daily

HOW TO AVAIL OF THE SERVICE

STEP	ACTIVITY/TRANSACTION	ACTIVITY OF THE OFFICE	DURATION OF ACTIVITY	EMPLOYEE RESPONSIBLE
1	Client's concern/request for information (telephone call or walk-in)	Receives/Takes the details of the client's concern/request for information	Up to 5 minutes (or longer, depending on the nature of the client's concern/request for information)	Ms. Arlene Rodriguez, Administrative Aide IV (Office Hours); Rotating Nurse VI / (After Office Hours); Chief of DCNO (as needed)
2	Coordination with proper authorities/personnel and other hospital offices/units	Makes calls; discusses client's concerns and directs/guides client on what to do	Up to 5 minutes (or longer, depending on the nature of the client's concern/request for information)	Ms. Arlene Rodriguez, Administrative Aide IV (Office Hours); Rotating Nurse VI / (After Office Hours); Chief of DCNO (as needed)
3	Preparation of official response (as needed)	Writes client regarding status/actions taken	Within 3 working days (or longer depending on the nature of the client's concern/request for information)	Ms. Arlene Rodriguez, Administrative Aide IV (Office Hours);
4	Documentation	Maintains records/reports	Up to 15 minutes (or longer, depending on the nature of the client's concern/request for information)	Ms. Arlene Rodriguez, Administrative Aide IV (Office Hours); Rotating Nurse VI / (After Office Hours); Chief of DCNO (as needed)

FEEDBACK AND REDRESS MECHANISM:

Please let us know how we can improve our services.

- Call our Client Service Center (PGH-CSC) at 554-84-00 local 8888 / 8889; 554-84-88
- Send your feedback through email: od.uppgh@up.edu.ph