



**Comprehensive Family Planning Center
CITIZEN'S CHARTER
PROCEDURE FOR BILATERAL TUBAL LIGATION**

Services Provided to: Patients

Days/Hours: Monday – Saturday 8:00 a.m. – 5:00 p.m. (NO NOON BREAK)

Duration: 5 minutes – 45 minutes (depending on the case)

Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PhP	Person in Charge Position, Unit/ Division
Procedure for new acceptors of BTL	Couples Individuals of reproductive age	None	1. A. For OUTPATIENT: Go to Comprehensive Family Planning Center Registration area for interview and issuance of client's health card. B. For INPATIENT: Wait for the Midwife to invite you for interview and counseling.	15 minutes	None	Midwife
		FP Form I Consent Form FP Card	2. Proceed to the assigned consultation room for medical history taking; physical examination and detailed counselling on the different Family planning options or methods.	>30 minutes depending on the client's inquiries and concern as well as if with complications	None	Medical Specialist Medical Officer Nurses Midwife
		None	3. You will be then given time to discuss the options or methods with your partner, and decide on an FP method	None	None	Medical Specialist/ Medical Officer /Nurse / Midwife
		FP form I, Consent Form and FP Card	4. Once you have decided for BTL as your method, go back to Comprehensive Family Planning Center for the provision of the method. Similarly go back if you need further clarifications. In either case, do not forget to bring your Client FP Card.	10 minutes	None	Medical specialist/ Medical Officer Nurse/ Midwife
		Informed consent form	5. Read the informed consent form and listen as the staff explains it to you, then sign if you consent to undergo the BTL procedure.	>10 minutes depending on the client's inquiries and concerns	None	Medical specialist/ Medical Officer /Nurse/ Midwife
		Signed informed consent form Pre-operative checklist	6. Wait for the CFPC staff to bring you to the CFPC operating room and perform BTL.	>45 minutes if with complications	None	Medical specialist/ Medical Officer Nurse/ Midwife



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		Philhealth Availment Form Order of Payment	7. A. For Philhealth client , go to Philhealth section to process the Philhealthavailment and submit to CFPC B. For PHIC non-member: For In-patients without Philhealth , an order of payment will be attached to your chart as part of your billing upon discharge For Outpatients without Philhealth , ask for the order of payment then go to the Cashier to pay it. Alternately, you can ask your relative or companion to do it	A.>20 minutes depends on the queue B.>15 minutes depends on the queue	A. Free for PHIC members B.P530.00 for non-PHIC member	A. Midwife B. Cashier
		FP chart	8. After the procedure, you will be brought or directed to go to CFPC recovery room to receive instructions on post-operative care and schedule of follow up	10 minutes	None	Medical specialist/ Medical Officer/ Nurse/ Midwife
		Official Receipt	9.If payment was made, go back to the CFPC to present the receipt for documentation (10 minutes)	10 minutes	None	Nurse Midwife
		Customer Satisfaction Survey Form	7. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Nurse/ Midwife
END OF TRANSACTION						