



**Comprehensive Family Planning Center
CITIZEN'S CHARTER
PROCEDURE FOR CHECK-UP/REVISIT**

Services Provided to: Patients

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

Duration: 5 minutes – 45 mins (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 follow-up check-up of FP clients	Couples Individuals of reproductive age	FP card Referral letter if any	1. Present your client health card to the Comprehensive Family Planning Center (CFPC) Registration area so that your chart can be retrieved.	10 minutes	None	Midwife
		FP Chart	2. Wait for the issuance of order of payment.	10 minutes	None	Midwife
		Order of payment	3. Go to cashier to pay it.	>10 minutes depends on the queue	₱140.00 – pills and injectable resupply, IUD and BTL, checkup	Cashier
		FP chart	4. Proceed to the assigned examination room for interval history taking, physical examination, post procedure care (e.g. wound dressing, IUD placement check) and counseling.	>10 minutes depending on the client's inquiries and concerns as well as if with complications	None	Medical specialist/ Medical Officer Nurse/ Midwife IV (clinician)
		None	5. Wait for the issuance of laboratory request and charge slip if needed then proceed to number 3.	>10 minutes depending on the queue on laboratory and cashier	Depends on the laboratory test requested	Midwife
		None	6. Proceed to the laboratory to have it done then bring back the result to CFPC once available.	Depends on the laboratory requested	None	Midwife/ Medical Technologist /Medical Laboratory Technician
		Customer Satisfaction Survey Form	7. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Nurse/ Midwife
END OF TRANSACTION						