



**Comprehensive Family Planning Center
 CITIZEN'S CHARTER
 PROCEDURE FOR NEW ACCEPTORS OF INTRAUTERINE DEVICE**

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 IUD	Couples Individuals of reproductive age	None	1. For OUTPATIENT: Go to Comprehensive Family Planning Center Registration area for interview and issuance of client's FP card 2. For INPATIENT: Wait for the Midwife to invite you for interview and counseling.	15 minutes	None	Midwife
		FP Form I Consent Form Client's Chart	2. Go to Comprehensive Family Planning Center (CFPC) 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, Client's Chart	4. Once you have decided for IUD as your method, go back to Comprehensive Family Planning Center consultation room for the provision of the method. Similarly go back if you need further clarifications.	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 IUD insertion	15 minutes	None	Medical specialist/ Medical Officer /Nurse/ Midwife



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		Philhealth Availment Form	6. A. For Philhealth client , your relative or companion will go to Philhealth section to process the Philhealth availment	>20 minutes depends on the queue	A. Free for Philhealth members	Philhealth Staff
		Order of Payment	<p>B. For PHIC non-member:</p> <p>For those Outpatient without Philhealth, an order of payment will be issued, then proceed to the cashier for payment.</p> <p>For those Inpatient without Philhealth, an order of payment will be attached to your chart as part of your billing upon discharge</p>	10 minutes	B1. P200.00	Midwife Cashier
				10 minutes	B2. P195.50	Midwife
		Signed informed consent form	7. Wait for the CFPC staff to bring you to the examination room and perform IUD insertion.	>15 minutes if with complications	None	Medical specialist/ Medical Officer Nurse/ Midwife
		FP chart FP card	8. After the procedure, you will be brought or directed to go to CFPC waiting area to receive instructions on post IUD insertion care and schedule of follow up.	10 minutes	None	Medical specialist/ Medical Officer/ Nurse/ Midwife
		Customer Satisfaction Survey Form	7. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Nurse/ Midwife
END OF TRANSACTION						