

## A. Service Description

<b>Service Provided:</b>	<b>EMERGENCY MEDICAL SERVICES</b>
<b>Simple, Complex, or Highly Technical</b>	<b>SIMPLE</b>
<b>Internal or External</b>	<b>EXTERNAL</b>
<b>Who may avail of Service</b>	<b>C2G, All citizen currently in Taguig City</b>

# Final Citizen`s Charter

Checklist of Requirements	Where to Secure
NONE	

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person/s Responsible
1. Client will call Doctor On Call EMS hotline	1.1 Receive call and assess call if urgent or non urgent, medical vs trauma	NONE	2-3 minutes	All emergency calls		Willie Buenaventura, MD (Supervisor)  Julie Ann Lapeña, RN (OIC)  PHYSICIANS: Jay Joseph Lascano, MD  Jonathan Dimol, MD  Adrian Jonathan Velasco, MD  Corinna Coria, MD  NURSES: Michael Francis Bumal-o, RN, EMT-B  Michael Angelo Aloña, RN, EMT-B  Ariel Silva, RN, EMT-B Jan Remington Monsanto, RN, EMT-B  Rafael Cabrera, RN, EMT-B  Tanya Joy Chaokas, RN, EMT-B  Ren Daphne Aggalot, RN, EMT-B  Sheren-Ann Tomas, RN, EMT-B
	1.2 Locate, re-assess on site and determine if: "Stay & Play"/"Load & Go"	NONE	5-20 minutes (depending on distance, road conditions, traffic situation)			
	1.2.a Management on site "Stay and Play" Team will manage, give treatment, and give advise on home management	NONE	30-60 minutes (depending on patient condition)			
	1.2.b Immediate transfer to definitive care "Load and Go": TPDH or Other hospitals outside Taguig	NONE	20 minutes-90 minutes (depending on distance, road conditions, traffic situation, status of ER census)			
2. Sign consent form and Receive management/instructions/prescriptions	Record all given management/instructions/prescriptions in patient care report form and file	NONE	3-5 minutes			