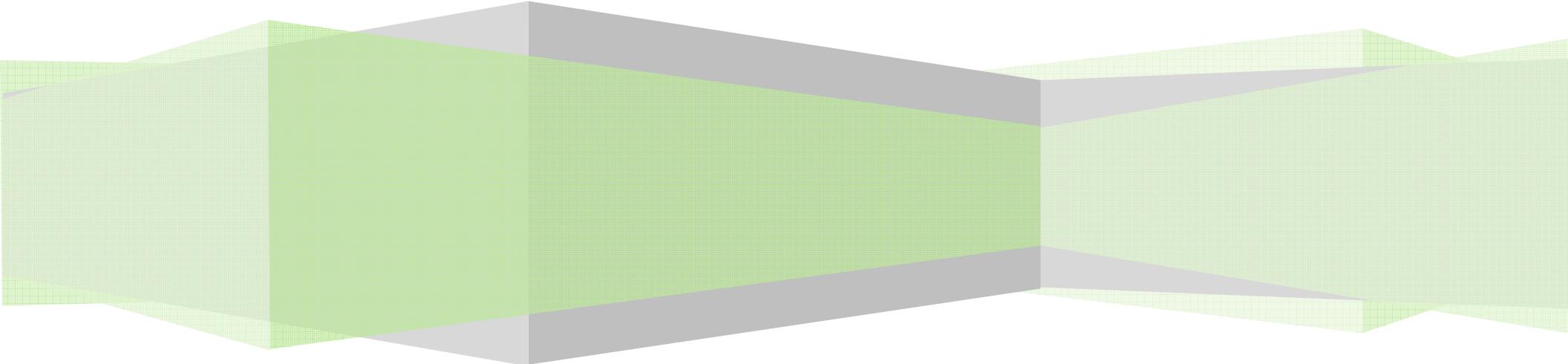


CITIZEN'S CHARTER

WEST VISAYAS STATE UNIVERSITY MEDICAL CENTER

E. Lopez Street, Jaro, Iloilo City, Philippines



FOREWORD

The Republic Act No. 9485, otherwise known as “Anti Red Tape Act of 2007” was signed into law by President Gloria Macapagal-Arroyo on June 2, 2007. This is “An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption and Providing Penalties thereof”. This act highlights the reengineering of systems and procedures of all government agencies which provide frontline services and the setting up of service standards known as Citizen’s Charter.

In compliance to this mandate, the West Visayas State University Medical Center, a PhilHealth Accredited health facility and with a license to operate issued by the Department of Health as a level IV tertiary teaching-training hospital takes cognizance of setting up its Citizen’s Charter. The WVSUMC Citizen’s Charter is an official document, a service standard, or a pledge that communicates in simple terms, information on the services provided to its clients. It describes the step by step procedure for availing a particular service and the guaranteed performance level that clients may expect for the service. It contains the following information:

- Vision, Mission, Core Values
- Performance Pledge
- List of frontline services
- Identification of frontline services and clientele
- Step by step procedure to obtain a particular service
- Officer or employee responsible for each step
- Maximum time to conclude the process
- Documents to be presented by the client with a clear indication of the relevance of the said documents
- Amount of fees, if necessary
- Feedback mechanism clerk to receive clients’ recommendations, inquiries, suggestions, as well as complaints.

The crafting of this Citizen’s Charter manifests the commitment and dynamism of employees of the identified frontline services to translate and actualize their roles as public service providers. It is my fervent hope that this document gives meaning to and serves as a guide post on the way we serve our clients - “Ang Tao”.

FE V. ROBLES
Asst. Hospital Director for
Administrative & Ancillary Service

Republic of the Philippines
WEST VISAYAS STATE UNIVERSITY
OFFICE OF THE PRESIDENT
Luna Street, La Paz, Iloilo City



MESSAGE

My warmest congratulations to the Board of Management and to the members of the Executive Committee of the West Visayas State University Medical Center for having implemented the Citizen's Charter of the RA 9485, the Anti Red Tape Act. The Act requires that all government offices set up a Citizen's Charter. This is a document to be displayed prominently in every office and it will contain the following: the range of specific services provided by that office; a step-by-step guide on how to avail of these services; and standards on quality and timeliness to be expected from the agency in rendering these services.

Responsibility for implementing the law rests squarely on government officials. This means citizens can hold them accountable for unsatisfactory service. The law gives an individual or a group the right to file appropriate charges against cabinet secretaries or Bureau directors whose offices consistently fail to meet the standards of quality services every taxpayer deserves.

For the longest time, horror stories made up the image of Pinoy public service, as imprinted in the minds of the transacting public. Many just shrug off these stories and accept them as inevitable. Fortunately, an increasing number of citizens, non-government organizations, law makers, and forward-thinking members of both local and national governments have had enough. They have banded together for a reformed bureaucracy. For the hapless citizen, this is a reason for encouragement.

Lastly, this whole month of September is "Civil Service Month". It is the perfect time for our University Medical Center to wheel out the newest weapon in its arsenal – RA 9485, or the Anti-Red Tape Act of 2007.

Our sincerest hope that, by implementing this Citizen's Charter, we will be regarded by the public as an institution with Outstanding Medical Services.

PABLO E. SUBONG, Jr., Ed. D., Ph. D.
President

Republic of the Philippines
WEST VISAYAS STATE UNIVERSITY
OFFICE OF THE VICE PRESIDENT FOR MEDICAL AND ALLIED SCIENCES
Luna Street, La Paz, Iloilo City



MESSAGE

The launching of the West Visayas State University Medical Center Citizen's Charter is indeed an auspicious occasion. Congratulations to the staff who worked from its conceptualization to its realization. This reflects the concerted efforts of a multidisciplinary group of government workers who are determined to take appropriate measures leading to the adoption of simplified procedures that will expedite transactions and provide fast, efficient and convenient services. Projects like this are tangible proofs of our core values of team work and sense of urgency.

It is with earnest hope that the momentum generated while writing, rewriting and finalizing the manual will be sustained through the years so that procedures will be continuously evaluated to adapt to the challenge of a fast changing environment.

MA. VICTORIA C. VILLAREAL, M.D., FPPS
Vice President for Medical and Allied Sciences

Republic of the Philippines
WEST VISAYAS STATE UNIVERSITY MEDICAL CENTER
OFFICE OF THE HOSPITAL DIRECTOR
E. Lopez Street, Jaro, Iloilo City



MESSAGE

I commend all the men and women of this institution, the West Visayas State University Medical Center for concretizing R.A. 9485, the Anti-Red Tape Act of 2007. By implementing this important piece of legislation, we have raised the bar of excellence, accountability and efficiency in public service in order to erase the public perception that most of government services are inefficient, ineffective and corrupt.

With our new vision statement “A world class healthcare institution geared towards service, training and research”, it is my fervent hope and desire that as we commit ourselves through the covenant embodied in our Citizen’s Charter, we open a new era of responsibility, a new mindset of efficiency and a new culture of excellence and accountability. Public service thus becomes truly enjoyable, satisfying and fulfilling most especially to our less privileged countrymen.

GIOVANNI A. DE LOS REYES, M.D., FPCS, FPSGS
OIC-Hospital Director

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VISION

A world class healthcare institution geared towards service, training and research.

MISSION

We promote quality and holistic healing and wellness in partnership with our patients and the community.

We provide excellent integrated health care training and research programs in a nurturing environment.

We cultivate professional growth, productivity, creativity and teamwork of our human resource.

CORE VALUES

- Affordable, quality and compassionate Service
- Holistic
- Integrity
- Sense of urgency
- Teamwork

PERFORMANCE PLEDGE

We, the employees of the West Visayas State University Medical Center, commit ourselves to:

- S** erve you with the highest degree of professionalism, accountability and integrity;
- H** eal you through a holistic approach;
- A** fford you excellent accommodation;
- R** espond to your needs promptly, courteously and compassionately;
- E** nsure compliance with existing health care policies and standards.

All these we pledge because we **CARE**.

FEEDBACK AND REDRESS MECHANISM

Requesting all to:

- Accomplish evaluation form
- Talk to the Public Assistance Counter / Complaint Desk

Your feedback / suggestions will help improve our services!!!

Thank You!!!

LIST OF FRONTLINE SERVICES

Administrative and Financial Services

1. Accounting Section
2. Billing Section
3. Cash Section
4. Dormitory
5. Information Section
6. Philhealth Section
7. Security Unit

Medical and Ancillary Services

8. Admitting Section
9. Cardiology Unit
10. CT-Scan Section
11. Dental Unit
12. Laboratory Department
13. Medical Records Section
14. Pharmacy Department
15. Pulmonary Unit
16. Rehabilitation Medicine Department
17. Social Service Unit
18. Ultrasound Section
19. X-Ray Section

Nursing Services

20. 3rd Floor (Private Rooms)
21. 4th Floor (Private Rooms)
22. Artificial Kidney Unit
23. Burn Unit
24. Emergency Room
25. Medical Intensive Care Unit
26. Medical Service Wards
27. Neonatal intensive Care Unit
28. Nursing Service Office
29. Obstetric Service Ward
30. Operating Room
31. Out Patient Department
32. Pediatric Service Ward
33. Post Anesthetic Care Unit
34. Psychiatric Service Ward
35. San Lorenzo / Orthopedic Service Wards
36. San Vicente Pay Ward
37. Sta. Teresita Pay Ward
38. Surgical Intensive Care Unit