



PHILIPPINE AIR FORCE  
HEADQUARTERS 520<sup>TH</sup> ABW  
1301<sup>ST</sup> PAF DENTAL DISPENSARY  
Colonel Jesus Villamor Air Base, Pasay City



# **CITIZENS CHARTER**

## **Services Offered**

**FRONTLINE SERVICE: DENTAL SERVICE**

**AVAILABILITY: MONDAY – FRIDAY (8:00AM – 5:00PM)  
SATURDAY – SUNDAY (Emergency Cases Only)**

**ORAL EXAM ROENTGENOLOGY (Dental X-Ray)  
(Periapical X-Ray, Panoramic X-Ray,  
Cephalometric X-Ray)**

**ORAL & MAXILLO FACIAL SURGERY (Tooth Extraction)  
Odontectomy, Treatment of Hard and Soft Tissue  
Diseases**

**PERIODONTICS (Treatment of Gingiva and Surrounding  
Structures)**

**ORTHODONTICS (Alignment of Mal-Aligned Teeth)**

**ENDODONTICS (Root Canal Therapy)**

**GENERAL DENTISTRY**

**RESTORATIVE DENTISTRY (Tooth Filling of Carious  
Lesions of the Teeth)**

**PROSTHODONTICS (Complete Denture, RPD, Porcelain  
Bridge; Post and Core Restorations)**



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# CITIZEN'S CHARTER

## FRONTLINE SERVICES

Title of Frontline Service: Dental Service  
 Schedule of Availability of Service: Mondays-Fridays 8:00AM – 5:00PM  
 Contact Person: Duty of the Day  
 Who may avail?: Military, Dependents and Authorized Civilians  
 What are the Requirements: (ID) Military, Dependents and Authorized Civilians  
 Duration: 45 minutes to 1 Hour  
 Fees/Charge: Prosthodontics and Surgery  
 How to avail?:

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEE	FORM/DOCUMENT
1.	<b>ADMISSION:</b>	Inspects identification and provide dental health record documents	3 Minutes	NCOD & DAM	None	ID/Sick Call Slip
	-Presents ID/ Sick Call Slip					
2.	<b>EXAMINATION:</b>	Examines/Evaluates the patient	5-10 Minutes	DENTIST	None	Dental Health Record/Logbook
	-Submits oneself for dental examination					

3.	<b>TREATMENT:</b>	Undergo appropriate treatment based on dental problem	30-45 Minutes	DENTIST	None	Dental Health Record/Logbook
	-Proceed to different sections					
4.	<b>MEDICATION:</b>	Gives advice on proper dental health education and/or prescribes medicine	5-7 Minutes	DENTIST	None	Prescription
	-Secure Prescription and Issuance of Medicine					
5.	<b>FEEDBACK MECHANISM:</b>	Assists patient in filling out Patient Satisfaction Survey Form (PSSF)	3 Minutes	DENTIST	None	PSSF Form
	Accomplishes PSSF Form					
6.	-END OF TRANSACTION-					

