



# **PNOWHA Helpline Teleconsultation Service**

# PNOWHA Helpline

♡ A teleconsultation service project for PNOWHA members and dependents seeking assistance in the form of conversing, counseling, consultation and referral to PN concerned offices on family and mental health issues.







# **PNOWHA Helpline Teleconsultation Service**

## **OBJECTIVES**

1. To alleviate the plight of women and children who fall victim to many forms of abuse among the PN officers' families; and
2. To provide links of needed services for the members' and dependents' general mental health and welfare



# **PNOWHA Helpline Teleconsultation Service**

## **FOR WHOM:**

- ♡ PNOWHA members and their dependents only as clients
- ♡ Minor dependents:
  - 18 year old and below
  - with a parent or guardian consent
  - must be accompanied during screening, conversation, consultation and counseling





# **PNOWHA Helpline Teleconsultation Service**

## **ON WHAT:**

Clients having the following concerns with regards to:

- A. Any forms of abuse  
(physical, mental, emotional or economic)
- B. Marital and familial issues
- C. Mental health issues



# PNOWHA Helpline Process

## CLIENT

- Any PNOWHA member or dependent only
  - Calls
- Globe - 09664916070  
Smart - 09692820228
- Has an email address and uses Google Meet App

## RECEPTIONIST

- Receives calls
- Gathers initial data
- Emails to the client to sign
  - Terms and Condition Form
  - Consent Form
  - Feedback Google Form
- Receives back the signed documents at [pnowhahelpline@gmail.com](mailto:pnowhahelpline@gmail.com)

## SCREENER

- Sets-up Google Meet appointment with the client
- Verifies the signed documents with the client
- Gathers pertinent data
- Classifies the needed services:
  - Conversation; Counseling; Consultation; or Referral to PN concerned offices

## LINKS

- CONSULTANTS
- COUNSELORS
  - Psychologists
  - Trained counselors
  - Chaplains
- PN OFFICES
  - Respective PN Unit, CO
  - OESPA
  - Provost Marshal
- Other Outside Services



# **PNOWHA Helpline Teleconsultation Service**

## **FOR CLIENTS TO AVAIL THE SERVICE:**

1. Call - Globe # 0966 491 6070 or Smart # 0969 2820 228
2. Use GOOGLE MEET APP and has an email address
3. E-signature the TERMS & CONDITIONS FORM and CONSENT FORM  
and to email back to the receptionist
4. Answer and submit the FEEDBACK GOOGLE FORM from the receptionist at [pnowhahelpline@gmail.com](mailto:pnowhahelpline@gmail.com) anytime before the end of all the services



# **PNOWHA Helpline Teleconsultation Service**

**Operation Time:**

**MONDAY TO FRIDAY from 10:00AM until 3:00PM**

**(Except Holidays)**

**Accessible by Calling:**

**GLOBE # 09664916070**

**SMART # 09692820228**

**Platform of Communication:**

**GOOGLE MEET APP and an email address**





# **PNOWHA Helpline Teleconsultation Service**

## **For Your Information**

1. Only PNOWHA members and their dependents may avail.
2. The Google Meet App and the email address of the client are the main medium of communication for this online service.
3. All gathered personal and pertinent data of the client will be kept confidential.
4. The PNOWHA Helpline team are all volunteer members of PNOWHA and in collaboration with the Philippine Navy concerned units.
5. All services are free of charge.



**PNOWHA Helpline is for you, PNOWHA♥**

---