

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Outpatient Consultation Service*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break
Monday - Friday

Who May Avail of the Service:

People with illnesses who need to be provided with primary treatment

What are the Requirements:

Medical record, if any

Duration: 40 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|--|---|--|---|---------------------------------------|
| 1 st | Go to the admission table for consultation | Retrieve old record for old patients. Prepare new folder for new patients. Take note of the medical history of patients and record on the Individual Treatment Record (ITR) | 5-10 minutes | Josue M. Abrenica/ Raquel Maerina/ Casual on Duty/ BHW on Duty | Record of medical examination, if any |
| 2 nd | Wait for patients' assigned number to be called then proceed to physician | Diagnose the patient. Prescribe appropriate medicine and give medical advise | 10-20 minutes | Dr. Gloria A. Liberato Contractual Consultant | Individual Treatment Record |
| 3 rd | Proceed to the medicine section and get the prescribed medicines, if available | Dispense medicines and give further instructions | 10 minutes | Florida Magno/ Freddie Velasco | Physician Prescription |
| | | | TOTAL: 40 minutes | | |

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: Anti-Tuberculosis Services

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

People diagnosed with tuberculosis

What are the Requirements:

- 1) X-ray result, if any
- 2) Sputum exam, if any

Duration: more than 2 weeks

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|---|--|--|---|---------------------------------------|
| 1 st | Go to the admission table for consultation | Retrieve old record for old patients. Prepare new folder for new patients. Take note of the medical history of patients, and record on the Individual Treatment Record (ITR) | 5-10 minutes | Josue M. Abrenica/ Raquel Maerina/ Casual on Duty/ BHW on Duty | Record of medical examination, if any |
| 2 nd | Wait for patients' assigned number to be called then proceed to physician | Diagnose the patient. Instruct the patient to undergo sputum and chest x-ray examination | 10-20 minutes | Dr. Gloria A. Liberato Contractual Consultant | |
| 3 rd | Proceed to Laboratory | Collect and examine sputum specimen. Evaluate chest x-ray result | 20 minutes | Robert T. Fabro | |
| 4 th | Get laboratory result and go back to PHN / RHM | If sputum is (+) for AFB, enroll patient and issue NTP identification card. Give patient info-education on PTB & DOTS. Issue initial TB drug to RHM in charge of patient or treatment partner. If sputum is (-) for AFB but w/ PTB CXR, then refer to TBDC. | 15 minutes | Josue M. Abrenica/ Raquel Maerina | |

| | | | | | |
|-----------------|---|--|---|--|--|
| 5 th | Proceed to TBDC Get and submit to MHO/PHN the TBDC Results | Evaluate findings. Give recommendations. Read TBDC recommendation and give appropriate management/medicine. | 2 weeks 1 hour TOTAL: 2 weeks, 2 hours and 5 minutes | TBDC Personnels, DAJPSMGH, Urdaneta City Dr. Gloria A. Liberato/ Josue M. Abrenica/ Raquel Maerina | |
|-----------------|---|--|---|--|--|

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Maternal Care Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

Pregnant Women

What are the Requirements:

Duration: 25 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|--|---|--|---|--------------------------------------|
| 1 st | Go to the admission table for consultation | Retrieve old record for old patients. Prepare new folder for new patients. Take note of the medical history of patients and record on the Individual Treatment Record (ITR) | 5-10 minutes | BHW on Duty Casual on Duty Raquel Maerina | |
| 2 nd | Wait for patients' assigned number to be called then proceed to physician/midwife's office | Get vital signs and abdominal palpations. Ask the patient on health problems. Give tetanus immunization, if required. Give the necessary recommendations. | 15 minutes | Raquel Maerina | |
| | | | TOTAL: 25 minutes | | |

----- End of transaction -----

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Family Planning Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

Women of Child-Bearing Age

What are the Requirements:

Duration: 35 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|--|---|--|---|--------------------------------------|
| 1 st | Go to the admission table for consultation | Retrieve old record for old patients. Prepare new folder for new patients. Take note of the medical history of patients and record on the Individual Treatment Record (ITR) | 10-15 minutes | Josue M. Abrenica/ Raquel Maerina/ Casual on Duty/ BHW on Duty | |
| 2 nd | Wait for patients' assigned number to be called then proceed to midwife's office | Get vital signs, evaluate patient, dispense appropriate contraceptive and give the necessary recommendations | 15-20 minutes | Josue M. Abrenica/ Raquel Maerina | |
| | | | TOTAL: 35 minutes | | |

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *CHILD CARE SERVICES*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

Infants

What are the Requirements:

Duration: 30 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|--|--|--|---|--------------------------------------|
| 1 st | Go to the admission table for consultation | Retrieve old record for old patients. Prepare new folder for new patients. Take note of the medical history of patients, get vital signs and record on the Individual Treatment Record (ITR) | 5-10 minutes | Josue M. Abrenica/ Raquel Maerina/ Casual on Duty/ BHW on Duty | |
| 2 nd | Submit child for assessment and immunization | Assess/Check status of the baby/child. Immunize the baby. Accomplish/ fill up record. Give instructions for next schedule of immunization day | 20 minutes | Josue M. Abrenica/ Raquel Maerina | |
| | | | TOTAL: 30 minutes | | |

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Anti-Leprosy Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

People suspected with Leprosy cases/ with Leprosy cases

What are the Requirements:

Duration: 50 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|---|---|--|---|--------------------------------------|
| 1 st | Go to the admission table for consultation | Retrieve old record for old patients. Prepare new folder for new patients. Take note of the medical history of patients and record on the Individual Treatment Record (ITR) | 5-10 minutes | Josue M. Abrenica/ Raquel Maerina/ Casual on Duty/ BHW on Duty | |
| 2 nd | Wait for patients' assigned number to be called then proceed to physician | Get vital signs and evaluate the patient on his/her illness | 10 minutes | Dr. Gloria A. Liberato | |
| 3 rd | Proceed to PHN to get medicines | Enroll patient for multi-drug therapy and provide counseling. Give initial MDT Drugs and provide the necessary recommendations | 30 minutes | Josue M. Abrenica | |
| | | | TOTAL: 50 minutes | | |

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Laboratory Examination Services*

Schedule of Availability of Service:

7:00 AM – 4:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

Patients requesting for laboratory tests

What are the Requirements:

1) Laboratory requests from MHO/Physicians

2) Official Receipt

Duration: 25 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|--|--|--|---|--------------------------------------|
| 1 st | Proceed to the clinic of the Medical Technologist. Present laboratory requests | Receive the presented request and give a short briefing on the service and some requirements | 3 minutes | Robert T. Fabro | Lab-Request Form |
| 2 nd | Client pays at the Municipal Treasury Office (MTO) | Issue Official Receipt | 5 minutes | Adelaida Organo/ Gladys Salazar/ Gloria Pulmano | |
| 3 rd | Present the Official receipt to the Medical Technologist and wait for the result | Conduct laboratory tests. Examine the result of the tests conducted | 15 minutes / test | Robert T. Fabro | Official Receipt |
| 4 th | Receive the result of the tests | Release the laboratory results and provide the necessary recommendations | 2 minutes | Robert T. Fabro Casual on Duty | |
| | | | TOTAL: 25 minutes | | |

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MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Dental Services*

Schedule of Availability of Service:

8:00 A.M – 12:00 NN (Check-up) Mon/Wed/Fri

8:00 - 12:00 (extraction) Mon/Wed/Fri

Who May Avail of the Service:

People with dental problems & dental-related concerns

What are the Requirements:

- 1) O.R. of Fee (Treatment specified)
- 2) Others (as requested)

Duration: 1 hour and 50 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|---|--|--|--|--|
| 1 st | Register for admission. Accomplish the admission slip | Retrieve old record for old patients. Prepare new folder for new patients. Take note of the dental history of patients & record. Get vital signs. Advise patients to take a rest (esp. 20 y/o above). | 25 minutes | Ronald Peher | |
| 2 nd | Proceed to the Dentist | Conduct Oral examination and give a short briefing on the service and some requirements. Accomplish Form-1 slip and issue to the patient | 15 minutes | Arnelio Resuelllo | |
| 3 rd | Proceed to Municipal Treasury Office (MTO). Get a number from the machine and wait for the number to appear. Proceed to the cashier and present the slip. Pay the required fees. | Issue Official Receipt | 15 minutes | Adelaida Organo / Gladys Salazar/ Gloria Pulmano | P 75.00 (oral prophylaxis) P 50.00/cavity (for temporary filling) P 75.00/cavity (for permanent filling) P 75.00 / tooth (tooth extraction) |

| | | | | | |
|-----------------|--|--|-------------------------------------|-----------------------------------|------------------------|
| 4 th | Present the Official Receipt to the Dental Clinic | Conduct the operations needed. Prescribe medicines | 30-45 minutes | Arnelio Resuello | |
| 5 th | Proceed to medicine section and get the prescribed medicines, if available | Dispense medicines and provide the necessary recommendations | 10 minutes | Florida Magno/ Freddie Velasco | Dentist's Prescription |
| | | | TOTAL: 1 hour and 50 minutes | | |

---- End of transaction ----

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Issuance of Sanitary Permit for food handlers with laboratory test*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

People with Business Establishments with laboratory test

What are the Requirements:

- 1) Business Application

Duration: 55 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|---|---|--|---------------------------|----------------------------------|
| 1 st | Present the Application for Business Permit to the Sanitary Inspector's office. | Receive and instruct the client to undergo laboratory test | 3-5 minutes | Haily Florence V. De Asis | |
| 2 nd | Present the specimen required | Examine the sample submitted. Issue health certificate card | 30-40 minutes | Robert T. Fabro | |
| 3 rd | Present the laboratory result and health certificate card | Type the information, sign and record on the logbook. Release the permit. Instruct the client to go to the Municipal Health Officer for his signature | 10 minutes | Haily Florence V. De Asis | |
| | | | TOTAL: 55 minutes | | |

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MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Issuance of Sanitary Permit for food handlers without laboratory test*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

People with Business Establishments without laboratory test

What are the Requirements:

- 1) Business Application

Duration: 10 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|---|--|--|---------------------------|--|
| 1 st | Present the Application for Business Permit to the Sanitary Inspector's office. | Receive, type the information, sign and record on the logbook. Release the permit. Instruct the client to go to the Municipal Health Officer for his signature | 10 minutes TOTAL: 10 minutes | Haily Florence V. De Asis | |

---- End of transaction ----

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Issuance of Sanitary Permit for Poultry and Piggery Establishments*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

People with Poultry and Piggery Business Establishments

What are the Requirements:

- 1) Business Application

Duration: 3 hours and 5 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|---|---|---|------------------------------|---------------------------------|
| 1 st | Present the Application for Business Permit to the Sanitary Inspector's office. | Receive and verify the submitted documents. Set a schedule for ocular inspection | 3 minutes | Haily Florence V. De Asis | Business Application |
| 2 nd | Accompany the ocular inspector to the site | Conduct ocular inspection. Prepare inspection report. Record on the logbook | 3 hours | Haily Florence V. De Asis | |
| 3 rd | Go back to the office of the Sanitary Inspector. Receive the Sanitary Permit | Release the permit. Instruct the client to go to the Municipal Health Officer for his signature | 2 minutes | Haily Florence V. De Asis | |
| | | | TOTAL: 3 hours and 5 minutes | | |

---- End of transaction ----

MUNICIPAL HEALTH OFFICE**SERVICE RENDERED:** *Issuance of Sanitary Permit for Hotel and/or Resort Establishments***Schedule of Availability of Service:**

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:People with Hotel and/or Resort Establishments**What are the Requirements:**

- 1) Business Application

Duration: 3 hours and 5 minutes

How to Avail of the Service:

| Steps | Applicant / Client | Service Provider / Office Activity | Duration of Activity (Under Normal Circumstances) | Person in charge | Required documents / Fees |
|-----------------|---|---|--|---------------------------|--|
| 1 st | Present the Application for Business Permit to the Sanitary Inspector's office. | Receive and instruct the client to undergo laboratory test | 3 minutes | Haily Florence V. De Asis | |
| 2 nd | Present the specimen required | Examine the sample submitted. Issue health certificate card | 15 minutes | Robert T. Fabro | |
| 3 rd | Present the laboratory result and health certificate card | Set a schedule for ocular inspection | 2 minutes | Haily Florence V. De Asis | |
| 4 th | Accompany the ocular inspector to the site | Conduct ocular inspection. Prepare inspection report. Record on the logbook | 3 hours | Haily Florence V. De Asis | |
| 5 th | Go back to the office of the Sanitary Inspector. Receive the Sanitary Permit | Release the permit. Instruct the client to go to the Municipal Health Officer for his signature | 2 minutes | Haily Florence V. De Asis | |
| | | | TOTAL: 3 hours and 5 minutes | | |

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