

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Outpatient Consultation Service*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no 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 Assessment	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	Klyde A. Evangelista/ Rosemarie M. Nero/ 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 medication and provide take home instructions.	10-20 minutes	Dr. Gloria A. Liberato Consulting Physician	Individual Treatment Record
3 rd	Proceed to the medicine section and get the prescribed medicines, if available	Dispense medicines and give further instructions.	3-5 minutes	Florida Magno	Physician's Prescription
			TOTAL: 35 minutes		

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: Anti-Tuberculosis Services

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no 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	Christopher N. Carreon/ Rosemarie M. Nero/ 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 GeneXpert test, sputum and chest x-ray examination.	10-20 minutes	Dr. Gloria A. Liberato Consulting Physician	
3 rd	Proceed to Mobile X-ray vehicle	X-ray done by the Municipal Radiologic Technologist.	5-10 minutes	Municipal Radiologic Technologist	
4 th	Proceed to Laboratory	Collect and submit sputum specimen for GeneXpert Testing. Evaluate chest x-ray result.	20 minutes	Robert T. Fabro Princess Stephanie Wico Contractual RMT	

5 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	Christopher N.Carreon/ Rosemarie M. Nero	
6 th	Proceed to TBDC	Evaluate findings. Give recommendations.	2 weeks	TBDC Personnels, DAJPSMGH, Urdaneta City	
	Get and submit to MHO/PHN the TBDC Results	Read TBDC recommendation and give appropriate management/medicine.	1 hour	Dr. Gloria A. Liberato/ Christopher N. Carreon/ Rosemarie M. Nero	
			TOTAL: 2 weeks, 2 hours and 20 minutes		

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

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Maternal Care Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM (with no noon break) Monday - Friday

24 hours – Birthing Facility

Who May Avail of the Service:

Pregnant Women

What are the Requirements:

Duration: 25 minutes (Regular Maternal Check-Up) and 1 day and 1 hour (Maternal Delivery)

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 Rosemarie M. Nero Midwife-on-duty	
2 nd	Wait for patients' assigned number to be called then proceed to physician/midwife's office	Get vital signs and give maternal assessment. Ask the patient on health problems/ reason for consultation. Give tetanus immunization, if necessary. Give the necessary recommendations.	15 minutes	Klyde A. Evangelista/ Rosemarie M. Nero/ Midwife-on-duty	
3 rd	For maternal delivery, proceed to prenatal section, approach MIDWIFE-ON-DUTY to retrieve prenatal folder.	Provide proper instruction for client/patient. Gathers information from client/patient.	3-4 minutes	Midwife-on-duty	
4 th	Submit oneself for vital signs taking (BP, HR,	Assess patient/client and takes vital signs and measures anthropometrics. Gathers	10-15 minutes	Midwife-on-duty	Laboratory Results/

	<p>RR, temperature, height, weight, fetal heartbeat, fundic height). Cooperate as per instruction. Submit oneself for internal examination (IE) for labor progress monitoring. Cooperate and provide necessary information when interviewed for OB history and other pertinent data needed.</p>	<p>information/past medical history/obstetric history and other pertinent health information. Assess patient for OB history and check for any danger signs of pregnancy. Performs internal examination.</p>			<p>Ultrasound results/ Maternal and baby book</p>
5 th	<p>Pay attention and listen to instructions being provided by the health professional. Apply these instructions (on proper bearing down, breathing techniques, etc.)</p>	<p>Provides health education and techniques to patient especially before and during delivery. Does the monitoring, labor watch, charts progress of labor, delivery and after giving birth.</p>	<p>3-5 minutes <i>Until whole duration of labor period</i></p>	<p>Midwife-on-duty</p>	
6 th	<p>Participates and cooperates accordingly during delivery. Takes medication/treatment as per order of staff on duty. Will be admitted (together with newborn child) for 24 hours from time of delivery per BeMONC protocol.</p>	<p>Assists patient during delivery. Provides necessary management to patients per BeMONC protocol. Provides health information and guidelines for the corresponding medication and treatment. Monitors postpartum and newborn for 24 hours. Refers postpartum/newborn per BeMONC protocol or as needed.</p>	<p>24 hours <i>Duration or as long as the patients are admitted.</i></p>	<p>Midwife-on-duty</p>	
7 th	<p>Advised to submit her newborn child for newborn screening and hearing test (to be</p>	<p>Gives instruction for the importance of newborn screening test and newborn hearing test.</p>	<p>24 up to 72 hours of newborn's life (newborn screening only)</p>	<p>Robert Fabro, RMT Midwife-on-duty</p>	

8 th	<p>scheduled by staff-on-duty).</p> <p>Pay attention during discussion on take home medications and discharge instructions by the health care provider. Will come back for follow-up check-up at the RHU for postpartum visits.</p> <p><i>SIGNIFICANT OTHERS of PATIENTS: they are being instructed to maintain cleanliness at Labor/Recovery room before admission and after discharge in courtesy to the next clients/patients.</i></p>	<p>Provides discharge instructions including take follow-up check-up, infant immunizations, home medications for mother and newborn as per physician's order and. Discharge patients (mother and newborn).</p>	<p>Newborn Hearing Test (to be scheduled)</p> <p>3-5 minutes</p>	<p>Midwife-on-duty</p>	
9 th		<p>Performs necessary endorsement protocols to next staff on duty (with or without patient). Maintains sterility and cleanliness at delivery room/labor room. Maintains cleanliness at staff quarters, comfort rooms (labor room, staff shower room).</p>	<p>5 minutes</p> <p>TOTAL: 25 minutes (Regular Maternal Check-Up) 1 day and 1 hour (Maternal Delivery)</p>	<p>Midwife-on-duty</p>	

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

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Family Planning Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Women of Reproductive 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	Rosemarie M. Nero/ 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	Klyde A. Evangelista/ Rosemarie M. Nero	
			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 no 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	Rosemarie M. Nero 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	Klyde A. Evangelista/ Rosemarie M. Nero	
			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 no 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	Christopher N. Carreon/ Rosemarie M. Nero/ 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	Christopher N. Carreon	
			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 no 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 Princess Stephanie Wico Contractual RMT Casual on Duty	Lab-Request Form
2 nd	Client pays at the Municipal Treasury Office (MTO)	Issue Official Receipt	5 minutes	Michelle Almirol	
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 Princess Stephanie Wico Contractual RMT	Official Receipt
4 th	Receive the result of the tests	Release the laboratory results and provide the necessary recommendations	2 minutes	Robert T. Fabro Princess Stephanie Wico Contractual RMT Casual on Duty	
			TOTAL: 25 minutes		

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Diagnostic Radiology (X-ray) Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with no noon break

Monday - Friday

Who May Avail of the Service:

Patients requesting for X-ray

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 Radiologic Technologist. Present X-ray request.	Receive the presented request and give a short briefing on the service and some requirements	3 minutes	Radiologic Technologist-on-duty	X-ray Request Form
2 nd	Client pays at the Municipal Treasury Office (MTO)	Issue Official Receipt	5 minutes	Michelle Almirol	
3 rd	Present the Official receipt to the Radiologic Technologist and wait for the result	Conduct X-ray. Submit x-ray plate to be examined by radiologist.	1 day	Radiologic Technologist-on-duty	Official Receipt
4 th	Receive the result of the tests	Release the x-ray results and provide the necessary recommendations.	2 minutes	Radiologic Technologist-on-duty	
			TOTAL: 25 minutes		

--- End of transaction ---

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	Casual on Duty	
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 Resuello	
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	Michelle Almerol	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	3-5 minutes	Florida Magno	Dentist's Prescription
			TOTAL: 1 hour and 45 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 no 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 Princess Stephanie Wico Contractual RMT	
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 no 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 no 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 no 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 Princess Stephanie Wico Contractual RMT	
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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