

1. MEDICAL CONSULTATION/ OUT-PATIENT CARE

This service caters to the primary health needs of our constituents. It includes consultation, diagnosis and giving of appropriate medical services. Medical, Minor Surgeries and Dental Health services are available at the Rural Health Unit (RHU) to any person or individual who needs assistance

SERVICE SCHEDULES:

Monday, Wednesday, Friday

8:00 am to 5:00 pm

FEES:

No fee is collected in availing of the outpatient services of the Rural Health Unit

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phil Health ID/ MDR		Client		
2. Number Card		Admitting Room		
3. Individual Treatment Record		Admitting Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the admitting nurse/midwife	1.Retrieves patient's folder 1.1Take medical-personal information; vital signs 1.2Admit patient for OPD Check up	None	3 minutes	Nurse/ Midwife on duty
2.Client register at the admission area	2.History taking; personal information; vital signs and gives the ITD	None	2minutes	Nurse/ Midwife on duty

<p>3. Proceed to the Doctor's Consultation Room</p>	<p>3. .Examination of patients 3.1.Physician takes history and proper physical examination, request for some laboratory exams if needed 3.2.Make the proper disease diagnosis 3.3.Administer proper management 3.4.Prescribe necessary available medicines 3.5.Advice and discharge patient</p>	<p>None</p>	<p>10-15 minutes</p>	<p>Dr. Clarish Gei L. Atienza</p>
<p>4. Client proceeds to the Pharmacy to get the prescribed medicines</p>	<p>4. Dispense the available medicines and instruct the client the proper way of taking the medications 4.1. Gives Schedule of Medicines form</p>	<p>None</p>	<p>2-5 minutes depending on the medications that needs to be instructed</p>	<p>Nurse/ Midwife on duty/ Public Health Associate</p>
<p>5. Client returns to admitting area give back the ITR and he/she may go home</p>	<p>5. Records patient chart at the daily service record</p>	<p>None</p>	<p>1 minute</p>	<p>Nurse/ Midwife on Duty</p>

TOTAL		18-30 minutes	
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3. Proceed to the Doctor's Consultation

2. ISSUANCE OF MEDICAL/PHYSICAL EXAMINATION CERTIFICATE

Clients are issued Medical Certificates examined by the Doctor for various purposes such as (employment, leave of absence, study grants,

SERVICE SCHEDULES:

Monday, Wednesday, Friday

8:00 am to 5:00 pm

FEES:

100 pesos only

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical Examination Form		Admitting Room		
2. Number Card and Order of Payment		Admitting Room		
3. Civil Service Medical Certificate/ Examination Form		Client		
4. Official Receipt from the Treasury Office		Treasury's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the admitting nurse/midwife	1. Interviews the client and gives the order of payment and advised to pay the required fee at the MTO	None	1 minute	Nurse/ Midwife on duty
2. Pay the required fee at the MTO admission area	2. Issue official receipt 5 minutes	100	3 minutes	Treasury's Office Cashier

3. Proceed to the Doctor's Consultation Room	3. Physician takes history and proper physical examination request and review for some laboratory exams if needed.	None	10-15 minutes	Dr. Clarish Gei L. Atienza
4. For injured clients, treatment is administered	4. Wound suturing and dressing	None	5-10 minutes	Dr. Atienza/ Nurse/ Midwife on duty
5. Client is issued medical certificate	5. Fill up and issue medical certificate	None	2 minutes	Dr. Clarish Gei L. Atienza
6. Client proceeds to the Pharmacy to get the prescribed medicines (if indicated)	6. Dispense the available medicines and instruct the client the proper way of taking the medications 6.1 Gives Schedule of Medicines form	None	2-5minutes depending on the medications that needs to be instructed	Nurse/ Midwife on duty
TOTAL		100	23-35 minutes	

3. ISSUANCE OF MEDICO LEGAL CERTIFICATES

Clients are examined for medico-legal and certified by the Physician for Medico-Legal Purposes.

SERVICE SCHEDULES:

Monday, Friday or 24/7 as deemed necessary

8:00 am to 5:00 pm

FEES:

75 pesos only

Office or Division:	Municipal Health Office
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All, persons with medico-legal request from the Philippine National Police			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical Examination Form		Admitting Room		
2. Medico-Legal Examination Form		Admitting Room		
3. Order of Payment		Admitting Room		
4. Request Letter from the Chief of Police		PNP		
4. Official Receipt from the Treasury Office		Treasury's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the admitting nurse/midwife	1. Interviews the client and gives the order of payment and advised to pay the required fee at the MTO	None	1 minute	Nurse/ Midwife on duty
2. Pay the required fee at the MTO admission area	2. Issue official receipt 5 minutes	100	3 minutes	Treasury's Office Cashier
3. Proceed to the Doctor's Consultation Room	3. Physician takes history and proper physical examination request and review for some laboratory exams if needed.	None	10-15 minutes	Dr. Clarish Gei L. Atienza
4. For injured clients, treatment is administered	4. Wound suturing and dressing	None	5-10 minutes	Dr. Atienza/ Nurse/ Midwife on duty
5. Client is issued medical certificate	5. Fill up and issue medical certificate	None	2 minutes	Dr. Clarish Gei L. Atienza

6. Client proceeds to the Pharmacy to get the prescribed medicines (if indicated)	6. Dispense the available medicines and instruct the client the proper way of taking the medications 6.1 Gives Schedule of Medicines form	None	2-5 minutes depending on the medications that needs to be instructed	Nurse/ Midwife on duty
TOTAL		100	23-35-minutes	

4. DENTAL SERVICES

Provides dental consultation, oral examinations, preventive, primitive, curative and restorative dentistry

SERVICE SCHEDULES:

Monday, Wednesday, Thursday

8:00 am to 5:00 pm

FEES:

75 pesos only

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All, persons with medico-legal request from the Philippine National Police			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vital Signs Record Form		Admitting Room		
2. Individual Treatment Record		Admitting Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits self for vital signs taking	1. Interviews and take the client's vital signs 1.2. Admits client for dental care.	None	3 minutes	Nurse/ Midwife on duty

2. Go to the Dentist's consultation room	2. Examine the patient 2.1. Render necessary needed dental care 2.3. Give dental advice treatment and discharge the patient	None	10-20 minutes	Dr. Jhonison Flores
3. Client proceeds to the Pharmacy to get the prescribed medicines (if indicated) and he/she may go home	6. Dispense the available medicines and instruct the client the proper way of taking the medications 6.1. Gives Schedule of Medicines form	None	2-5 minutes depending on the medications that needs to be instructed	Nurse/ Midwife on duty
TOTAL		100	15-35- minutes	

5. ISSUANCE OF POST-MORTEM CERTIFICATE

Issue documents that will attest to the result of the post-mortem examination of a dead person by the physician

SERVICE SCHEDULES:

Monday, Friday or 24/7 as deemed necessary

8:00 am to 5:00 pm

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All, persons with post-mortem request from the Philippine National Police			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical Examination Form		Admitting Room		
2. Medico-Legal Examination Form		Admitting Room		
4. Request Letter from the Chief of Police		PNP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Letter from PNP	1. Interviews the client	None	1 minute	Dr. Clarish Gei L. Atienza

2. Proceed to MHO Room / Proceed to the place of occurrence/ place of post mortem examination	2. Record and document findings	None	variable	Dr. Clarish Gei L. Atienza
3. Return to scheduled date, proceed to Records Office and secure Post-Mortem Certificate	3. Release Post Mortem Examination Result	None	5 minutes	Dr. Clarish Gei L. Atienza
TOTAL			1-2 days	

6. FILLING UP OF DEATH CERTIFICATE

Fills up Death Certificates that will attest the cause of death of a person died based on the interview, narrative of the person related to the deceased and also to the past medical history of the patient.

SERVICE SCHEDULES:

Monday-Friday
8:00 am to 5:00 pm

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All, persons who died within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract if died at a hospital		Client, Hospital where death occurs		
2. Narrative Report/ Certification from the barangay if died at home		Barangay Office		
3. Death Certificate Form		Municipal Civil Registrar		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents and proceeds to MHO room	1. Interviews the client 1.2. Fills up the Death Certificate	None	5 minutes	Dr. Clarish Gei L. Atienza

2. Return Back the Death certificate form to the MCR	2. Advise the client to return the death certificate form to the MCR	None	1 minute	Dr. Clarish Gei L. Atienza
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TOTAL			6 minutes	
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7. WOUND SUTURING AND DRESSING

Wound management to effectively care for a patient with laceration, physical injuries, and the like.

SERVICE SCHEDULES:

Monday-Friday

8:00 am to 5:00 pm

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Phil Health ID/ MDR	Client
2. Informed Consent	Informed Consent
3. Number Card	Admitting Room
4. Individual Treatment Record	Admitting Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the admitting nurse/midwife	1. Take medical-personal information; vital signs 1.2.	None	3 minutes	Nurse/ Midwife on duty
2. Client signs an informed consent	2. Explain procedure to the client and let the client sign the informed consent 2.1. Admits the patient for wound suturing and dressing	None	3 minutes	Nurse/ Midwife on duty

3. Proceed to the Doctor's Consultation Room	3. Physician takes history and proper physical examination 3.1. Sutures and dressed the wound	None	10-15 minutes	Dr. Atienza/ Nurse or Midwife on duty
4. Client proceeds to the Pharmacy to get the prescribed medicines	4. Dispense the available medicines and instruct the client the proper way of taking the medications 4.1. Gives Schedule of Medicines form	None	2-5 minutes depending on the medications that needs to be instructed	Nurse/ Midwife on duty/ Public Health Associate
5. Client returns to admitting area give back the ITR and he/she may go home	5. Records patient chart at the daily service record	None	1 minute	Nurse/ Midwife on Duty
	TOTAL		19-25 minutes	

8. REQUEST FOR BLOOD WITHDRAWAL SLIP

The Blood Withdrawal Slip is given to clients requesting for blood products

SERVICE SCHEDULES:

Monday-Friday
8:00 am to 5:00 pm

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CIKAB Card		Client		
2. Blood Withdrawal Slip		MHO		
3. Blood Requisition Form		Client, Admitting Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to the MHO Room and present required documents	1. MHO reviews the blood requisition form 1.2. Call Blood Bank regarding the availability and reservation of blood products	None	5 minutes	Dr. Clarish Gei L. Atienza
2. Secure Blood Withdrawal Slip	2. MHO fills up and approves the blood withdrawal slip	None	3 minutes	Dr. Clarish Gei L. Atienza
TOTAL			3 minutes	

9. PRENATAL CARE SERVICES

Maternal Care is one of the featured programs in the Department of Health Reform Agenda in conjunction with the country's Millennium Goal, hence we offer regular pre-natal check up to would-be, and expectant mothers in our community to be able to achieve a zero maternal mortality rate, and to make sure that every delivery is a safe delivery. The service provide regular check-ups that allow health care providers to treat and prevent potential health problems through the course of the pregnancy and to promote healthy lifestyles that benefit both mother and child.

SERVICE SCHEDULES:

Monday-Friday

8:00 am to 5:00 pm

FEES:

No fee is collected in availing the prenatal care services

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Women of reproductive age			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Phil Health ID/ MDR	Client			
2. Number Card	Admitting Room			
3. HBMR Card	Patient			
4. Individual Treatment Record	Admitting Room			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Register at the admission area	1. Take personal data, obstetrical history and vital signs and record them in the individual patient record chart and issue number	None	3 minutes	Midwife on duty
2. Proceed to the examination room	2. Midwife in the examination room do the prenatal abdominal palpation and other necessary examination suited to the patient. Other patients who need further examinations are referred to the physician for further check-up	None	8-10 minutes	Midwife on duty/ Dr. Atienza
3. Client proceeds to the Pharmacy to get the prescribed medicines	4. Dispense the available medicines and instruct the client the proper way of taking the medications 4.1. Gives Schedule of Medicines form	None	2-5 minutes depending on the medications that needs to be instructed	Nurse/ Midwife on duty/ Public Health Associate
4. May go home	3. Midwife in charge do the final advice and schedule patient for further follow up if necessary. Patients referred to the physician are advised and discharged by the physician	None	10-15 minutes	Midwife -in-charge
TOTAL			23-35 minutes	

10. TB DOTS FACILITY

Caters the screening of household contacts for confirmed TB patients. Provision for pretreatment evaluation such as Blood Chemistry, Chest X-ray and sputum examinations. Provision of Patient Initiated Counselling and Testing on TB HIV. "DOTS" or Tutok gamutan on both regular and Resistant TB patients. Providing free and complete treatment for tb patients enrolled under TB-DOTS Program

SERVICE SCHEDULES:

Monday-Friday
8:00 am to 5:00 pm

FEES:

No fee is collected in availing the TB DOTS services/packages/ treatment

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TB patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phil Health ID/ MDR		Client		
2. Number Card		Admitting Room		
3. Gene Xpert, PPD, AFB, X-ray Result		Client		
4. NTP Card		Client		
5. Individual Treatment Record		Admitting Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the admitting section	1.1 Interview patient 1.2. History taking 1.3. Assess Patient and for requirements needed 1.4. Take medical-personal information; vital signs	None	3 minutes	Fely Joy Casasola, RN
2. All TB symptomatic admitted are referred to the physician	2. Physician further examine patient for proper evaluation and assessment.	None	5 minutes	Dr. Clarish Gei L. Atienza

3. Symptomatic TB patients submit collected sputum specimen to medical technologist	3. Med tech smear and fix the specimen collected and read the results. 3.1. Submit the results to the physician	None	2 hours	Marlo Gonzales, RMT
4. Clients with TB related laboratory results proceed to admitting section	4. Nurse/ Midwife on duty refer patient to the physician.	None	3 minutes	Nurse/ Midwife on duty
5. For follow-up check-up, submit self for weighing, present NTP Card and request for additional TB drugs	1.1 Interview patient 1.2. History taking 1.3. Asses Patient and for requirements needed 1.4. Take medical-personal information; vital signs 1.5. Refer to physician if indicated 1.6. Dispense additional TB drugs	None	8 minutes	Fely Joy Casasola, RN
6. Proceed to the Doctor's Consultation Room	5. Physician examine, evaluate and diagnose patient for proper management	None	8 -10 minutes	Dr. Clarish Gei L. Atienza
7. Undergo process of TB DOTS admission together with his/her treatment partner	6. Dispense TB medicines and instruct the client the proper way of taking the medications 6.1. Records patient chart at the daily service record	None	3-5 minutes depending on the medications that needs to be instructed	Fely Joy Casasola, RN
TOTAL			20 minutes -3 hours	

11. EXPANDED PROGRAM FOR IMMUNIZATION SERVICES

This is one of the core programs of the Department of Health, under the Maternal and child care, giving free vaccines for all the different childhood diseases to the susceptible populace from birth to nine (9) months old. The Municipal Health Office gives bacillus Calmette-Guérin (BCG) vaccine, Hepatitis B vaccine, Diphtheria, Pertussis, Tetanus Hepatitis B and Haemophilus Influenza type B Conjugate Vaccine (PENTA), Oral Polio vaccine (OPV), Inactivated Polio Myelitis Vaccine (IPV), measles vaccine and Measles Mumps Rubella (MMR) vaccine to neonates before one year of age.

The program aims to immunize all infants/children against the most common vaccine-preventable diseases
SERVICE SCHEDULES:

Monday, Wednesday, Friday

8:00 am to 5:00 pm

FEES:

No fee is collected in availing immunization services

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	0-12 months old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Mother and Baby Book		Client		
2. Immunization Card		Admitting Room		
3. Individual Treatment Record		Admitting Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to admitting section for registration a.)Hospital born baby-bring along the immunization record or baby's book. b.)Baby delivered by Rural Health Midwives	1. Midwife on duty get the personal data of the client. a.)Nurse on duty review the immunization record or baby's book and add the name of the client to the masterlist b.)The midwife on duty checks the name of the client in the masterlist	None	3 minutes	Midwife-in-charge

2. Mother and baby proceed to vaccination area	The midwife administer the necessary vaccines to the client on a first-come, first-served basis.	None	2 minutes	Midwife-in-charge
4. Proceed to MHO Room for further management and evaluation if needed	4. . Administer proper management 4.1. Prescribe necessary available medicines 4.2. Advice and discharge patient	None	2-5 minutes depending on the medications that needs to be instructed	Dr. Clarish Gei L. Atienza
5. Proceeds to the Pharmacy to get the prescribed medicines	5. Dispense the available medicines and instruct the client the proper way of taking the medications 5.1. Gives Schedule of Medicines form	None	2 minutes	Nurse/ Midwife on Duty
6. May go home	6. Midwife advise and instruct client for follow-up and further discharge.	None	3 minutes	Midwife-in-charge
TOTAL			10-15 minutes	

12. BASIC LABORATORY EXAMINATION

This service caters to all the constituents of Palanan would like to avail of the services of the laboratory. Laboratory examination such as complete blood count (CBC), urinalysis, fecalysis, and sputum examination are available for free.

SERVICE SCHEDULES:

Monday to Friday

8:00 am to 5:00 pm

FEES:

No fee is collected in availing basic laboratory examinations such as Complete Blood Count (CBC), Blood Typing , Urinalysis, Fecalalysis, Sputum AFB, HBsAg Screening, Dengue NS1.

Office or Division: Municipal Health Office

Classification: Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Result		Laboratory Room		
2. Laboratory Request Slip		Doctor's Room/ Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client with laboratory request, proceed to the laboratory section and present your request to the medical technologists	1. Medical Technologist review the laboratory request and instruct the patient, depending on what laboratory examination is needed	None	Variable, depending on what kind of laboratory exam is requested	Marlo Gonzales, RMT
2. Client return lab results to requesting physician	2. Attending physician evaluate laboratory results. 2.1 . Administer proper management 2.2.Prescribe necessary available medicines 2.3. Advice and discharge patient	None	5-10 minutes	Dr. Clarish Gei L. Atienza
3. Secure prescription and proceed to pharmacy	3. Dispense the available medicines and instruct the client the proper way of taking the medications 3.1. Gives Schedule of Medicines form	None	2 minutes	Nurse/ Midwife on Duty
4. May go home	4. Midwife advise and instruct client for follow-up and further discharge.	None	3 minutes	Nurse/ Midwife on Duty
TOTAL			15-60 minutes	

13.ISSUANCE OF SANITARY PERMIT

Sanitary Permits are issued to all business owner/managers with complete requirements. To regulate and to guarantee establishments passed the minimum sanitary requirements

SERVICE SCHEDULES: Monday, Wednesday, Friday 9:00 am to 3:00 pm				
Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	ALL business establishments with complete sanitary requirements and those who passed the sanitary inspection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection Report of the establishment		Sanitary Inspector		
Health Certificate (with Food Handlers)		Sanitary Inspector		
Official Receipt (included during the payment of Business Permit)		Treasury's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Sanitary Inspector for transaction	1. Sanitary Inspector check and review the necessary requirements brought by the client for application of sanitary permit.	None	5 minutes	Charivel C. Manzano, RM
2. Client (for new businesses) set an appointment for inspection schedule. Client receives copy of sanitation report.	2. Sanitary Inspector schedule the date for inspection and subsequent release of inspection report.	None	NEW: 1-2 days RENEWAL: 5 minutes	Charivel C. Manzano, RM
3. Pay Sanitary Permit Fee at Treasury Office	3. Receive payment 3.1 Issue Official Receipt	PHP 300.00	5 minutes	Revenue Collection Clerk Treasury Office
4. Proceed to Municipal Health Officer for signing	4. Sign the Sanitary Permit	None	2 minutes	Dr. Clarish Gei L. Atienza / Charivel C. Manzano, RM
5. Clients goes back to the Sanitary Inspector	5. Sanitary Inspector release /issue the permit.	None	2 minutes	Charivel C. Manzano, RM

TOTAL	PHP 300.00	NEW: 14 minutes and 1 to 2 days RENEWAL: 19 minutes
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14.ISSUANCE OF HEALTH CERTIFICATE FOR SANITARY PERMIT

Any food related establishment without securing sanitary permit and all other individuals involved in food preparation and handling are required to secure health certificate.

SERVICE SCHEDULES:

Monday-Friday
9:00 am to 3:00 pm

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	ALL qualified food and non-food handlers

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
FOOD HANDLERS: Laboratory Results for Food Handlers (Chest X-ray, Fecalysin and HAV)	Any Accredited Laboratory Facility
NON-FOOD HANDLERS: Laboratory Results for (Chest X-ray, Fecalysin, Thyroid IgG,IgM, and HBsAg)	Any Accredited Laboratory Facility
Official Receipt (included during the payment of Business Permit)	Treasury's Office
2x2 picture - 1 piece	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Sanitary Inspector for transaction	1. Sanitary Inspector check and review the requirements.	None	2-3 minutes	Charivel C. Manzano, RM

2.Proceed to Municipal Health Officer for interpretation of lab result and fo medical examination	2. Interpret result and give health education	None	2-3 minutes	Dr. Clarish Gei L. Atienza
3.Client with abnormal results is referred to the physician	3. Physician evaluate clients for further management.		variable	Dr. Clarish Gei L. Atienza
4. Clients goes back to the Sanitary Inspector ang get the signed health certificate	4.Sanitary inspector issue/ release the health certificate if found physically fit without any pre-requisites abnormal laboratory findings	None	2-3 minutes	Charivel C. Manzano, RM
TOTAL			6-10 minutes	

15. RESOLVING ENVIRONMENTAL SANITATION COMPLAINTS AND ISSUES

Promotion of hygiene and the prevention of disease and other consequences of ill-health, relating to environmental factors.

SERVICE SCHEDULES:

Monday-Friday
8:00 am to 5:00 pm

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	ALL qualified food and non-food handlers
CHECKLIST OF REQUIRMENTS	
WHERE TO SECURE	
Narrative Report/ Documentation	Client
CLIENT STEPS	AGENCY ACTION
FEES TO BE PAID	PROCESSING TIME
PERSON RESPONSIBLE	

1. Approach the Sanitary Inspector for transaction	1. The Sanitary Inspector ask the client about the history of the complaint and coordinate with the Barangay Chairman concerned.	None	10-15 minutes	Charivel C. Manzano, RM
2. Complainant together with the sanitary inspector, further verify the source of the complaint.	2. The sanitary inspector validate the filed complaint by inquiry and conduct proper investigation of both parties regarding the problem presented.	None	variable	Charivel C. Manzano, RM/ Barangay Official in that particular area
3.3. Complainant follow up the result of the complaint.	3. The sanitary inspector make a report and recommendation to solve the filed complaint submitted to the Office of the Mayor, furnish copy to the Sangguniang Bayan Member- Committee on Health		2-3 days	Charivel C. Manzano, RM
TOTAL			1-2 days	

16. FAMILY PLANNING AND COUNSELLING SERVICES

Services include information and counseling by health worker about modern contraceptive methods, provision of these methods or prescriptions, and related surgical procedures

SERVICE SCHEDULES:

Monday, Wednesday, Friday

8:00 am to 5:00 pm

FEES:

No fee is collected in availing the Family Planning Services

Office or Division: Municipal Health Office

Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All women of reproductive age			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Phil Health ID/ MDR		Client		
2. Number Card		Admitting Room		
3. Family Planning Form		Admitting Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the admitting nurse/midwife	1.Take personal information Ask for FP Method used Register at the CDLMS (For new Acceptors, fill up Screening Form 1) 1.1Take medical-personal information; vital signs 1.2.	None	3 minutes	Nurse/ Midwife on duty
2. Proceed to Family Planning Room and submit self for physical examination	2.Listens for Family Planning Lectures	None	2minutes	Genalyn V. Bernardo, RN
3. Client choose the Family Planning Method	3.Give / administer Family Planning(FP) services needed and Provide Health Education	None	3-5 minutes	Genalyn V. Bernardo, RN

3.Proceed to MHO Room for further management and evaluation if needed	3. Examination of patients 3.1.Physician takes history and proper physical examination, 3.2.Prescribe/ Advice necessary methods/ treatment	None	10-15 minutes	Dr. Clarish Gei L. Atienza
4.Client will be instructed when to come back for next schedule	4. Give proper instruction regarding next visit	None	2-5 minutes depending on the medications that needs to be instructed	Genalyn V. Bernardo, RN
TOTAL			10-40 minutes	

CLARISH GEI L. ATIENZA, MD

OIC-MUNICIPAL HEALTH OFFICER