

Type of Services : **GENERAL MEDICAL CONSULTATION, TREATMENT OF MINOR MEDICAL/SURGICAL CASES AND EMERGENCIES**

Availability of Services : MONDAY, WEDNESDAY & FRIDAY (No noon Break)

Who May Avail of the Services :

The constituents of Carmen as well as the neighboring municipalities are entitled to seek medical check-up with regards to their health conditions. The schedule of consultations are Mondays, Wednesday and Fridays, (MWF) 8:00-11:30 a.m. in the morning only. For in the afternoon, the MHO staffs are doing the paper sorting and recording of patients data done in the morning. Tuesdays and Thursdays (TTH) are intended for a Barangay visit and consultations.

REQUIREMENTS:

- Patients Treatment Record (PTR)
- Laboratory / X-ray Results / Referral (If any)

How to avail of the service:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Get a priority number at information counter and present it to the BHW on duty	BHW (Barangay Health Worker) retrieve the patients ITR (individual Treatment Record) and advice patient to proceed to RHM (Rural Health Midwife).	1 - 2 minutes	BHW on duty		
2	Proceed to RHM table for	BHW give treatment	5-10 minutes	Rema/Neneng		A.

	initial assessment	record to the RHM for initial assessment and vital signs (for New patient, the Midwife prepares a new record).				Consultation Fee B. Laboratory Fee:
3	Wait outside the consultation room until your number is called	-RHM conducts initial assessment and get vital signs: <ul style="list-style-type: none"> • Blood pressure • Weight • Temperature • Pulse rate • Respiratory rate • Heart rate 	10 -15 minutes	Lolong/ Leizl		- CBC - Plt. Cnt. - Malarial Smear - Blood Typing - CT/BT - Hemoglobin - Hematocrit - Fecalalysis - Urinalysis - Pregnancy Test - FBS
4	When your number is called go inside the consultation room and present treatment record to MHO	RHM gives treatment record to the patient after initial assessment and instruct patient to wait outside the consultation room for his turn for examination by the MHO - Officer of the day will facilitate and call next patient for consultation	5-10 minutes 2-20 minutes	Dr. Michelle Dr. Michelle Reno		C. Surgical Procedure Fee: - Suturing of Wounds - Circucision

5	Proceed to front desk for payment	MHO receive treatment record and conducts consultation (Clinical History, PE, treatment plans and prescription/s and Lab. request if any)	1-2 minutes	Ester Neneng Rema Epap		
6	Proceed to the Laboratory room (if with lab. request)	- For minor surgical cases, patient will be instructed to proceed to the treatment room for minor surgical procedure (Wound dressing; wound/s suturing; Incision & drainage; Minor surgical mass excision).	30 min. -1hr	Janneth		
7	With laboratory result, proceed to the consultation room	-After consultation and minor surgical procedure/s, advice the patient to approach the MTO (Municipal Treasurer's Office)	5-10 minutes	Dr. Michelle		

		<p>personnel at the front desk for payment (consultation fees; minor surgical Fees; Lab. Fees)</p> <p>MTO personnel receive payment and issue O.R.</p>	2-3 minutes	Epap		
8	Proceed to nurse's room and present treatment record and O.R.	<ul style="list-style-type: none"> - Med. Tech. receives laboratory request/s - Med. Tech get specimen to be examine and give the lab. result/s to the patient - Advice patient to bring the result to the MHO 	2-10 minutes	Janneth		
9	Proceed to RHU Clerk table and accomplish feedback Form. (client feedback/ survey forms) and drop it to the suggestion box	<ul style="list-style-type: none"> - MHO interprets lab. Result/s, gives medical prescriptions and medical advices; make referral form (if higher level of care is necessary) <p>PHN (Public Health Nurse) ITR for drug</p>	2-3 minutes	Reno		
				Information Officer		

		<p>issuance, give proper instruction/s to the patient as to dosing, frequency and duration of treatment, advice the patient for further health teachings/instructions or other treatment procedure</p> <p>-Advice the patient to proceed to RHU Clerk table</p> <p>-RHU clerk will give the client feedback form to be accomplished by the patient.</p> <p>-Instructs the patient to drop the feedback form to the suggestion box before leaving.</p>				
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