

**Municipal Health Unit
Province of Surigao del Sur
Municipality of Carmen**

VISION

**A HEALTHY PRODUCTIVE AND EMPOWERED CITIZENRY
BY THE YEAR 2020**

MISSION

**THE CARMEN HEALTH ZONE IN PARTNERSHIP WITH THE MULTI-
SECTORALGROUP SHALL ENSURE THE EFFICIENT.
EFFECTIVE AND COMPREHENSIVE DELIVERY OF HEALTH CARE SERVICESBY
COMPETENT HEALTH WORKERS.**

MHO Service Profile

Type of SERVICES	What services the client can avail?	Who are Responsible	Who are our Clients
	<p>1. Availing of general consultation, treatment of minor medical cases and emergencies.</p> <p>2. Availing of maternal care services (Pre & Post natal care).</p> <p>3. Availing of family planning services / counseling.</p> <p>4. Availing of immunization services.</p>	<p>Dr. Michelle Paganpan Reno A. Arreza, RN Emilia S. Trillanes, RM Rema D. Alas, RM Rozana R. Bantugan</p> <p>Dr. Michelle Paganpan Reno A. Arreza, RN Emilia S. Trillanes, RM Rema D. Alas, RM Rozana R. Bantugan</p> <p>Dr. Michelle Paganpan Reno A. Arreza, RN Emilia S. Trillanes, RM Rema D. Alas, RM Rozana R. Bantugan</p> <p>Dr. Michelle Paganpan Reno A. Arreza, RN Emilia S. Trillanes, RM Rema D. Alas, RM</p>	<p>All Affiliated Barangays</p> <p>All Pregnant Post-natal Women and</p> <p>Marriage applicant; Reproductive couples</p> <p>0-9 months Infants</p> <p>All Affiliated Infants</p>

	<p>5. Availing of laboratory examinations.</p> <p>6. Availing of TB DOTS / NTP services.</p> <p>7. Securing a Health/medical certificate.</p> <p>8. Availing of dental services</p> <p>9. Securing a Sanitary Permit / Clearance for Business Establishment operation.</p> <p>10. Pursuing sanitation-related complaints-</p>	<p>Rozana R. Bantugan</p> <p>Janneth del Soccoro, RMT</p> <p>Dr. Michelle Paganpan Reno A. Arreza, RN Emilia S. Trillanes, RM Rema D. Alas, RM Rozana R. Bantugan</p> <p>Dr. Michelle Paganpan Janneth del Socorro, RMT Jingle Divino</p> <p>Jenneth B. Garay, DMD Leizl C. Bantugan, D-Aide</p> <p>Maximo D. Guarte, RSI Dr. Michelle Paganapan Janneth del Soccoro, RMT Jingle Divino, Clerk</p> <p>Maximo D. Guarte, RSI Dr. Inocentes S. Bigno Jr.</p>	<p>All TB Patients</p> <p>All Food Establishment Handler and Affiliated Barangays</p> <p>All Affiliated Barangays</p> <p>All Business Owner</p> <p>All Affiliated Barangays</p>
--	--	--	---

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: - CBC - Plt. Cnt. - Malarial Smear - Blood Typing - CT/BT - Hemoglobin - Hematocrit - Fecalysis - Urinalysis - Pregnancy Test - FBS
3	Wait outside the consultation room until your number is called	-RHM conducts initial assessment and get vital signs: • Blood pressure • Weight • Temperature • Pulse rate • Respiratory rate • Heart rate	10 -15 minutes	Lolong/ Leizl		
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>				
--	--	---	--	--	--	--

Type of Services : **PRE-NATAL MATERNAL CARE SERVICES**
Availability of Services : TUESDAY & THURSDAY (Scheduled visit to the Brgy.) FRIDAY (Poblacion)
Who May Avail of the Services : All Pregnant Women

REQUIREMENTS:

1. Individual treatment record
2. Pink card (Home-based maternal record)
3. Pregnancy tracking

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Present the pink card to the BHW on duty or RHM	- BHW on duty receive the pink card and 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 initial assessment	-BHW gives treatment record to the RHM for initial assessment and vital signs. -RHM conducts initial assessment and vital signs	5-10 minutes	Neneng/ Rema Rozana		

3	Proceed to the Family Planning Room for fetal monitoring.	<p>of the patient.</p> <ul style="list-style-type: none"> • Blood pressure • Weight • Temperature • Pulse rate • Respiratory rate • Heart rate <p>-Instruct the patient to proceed to the family planning room for abdominal assessment and fetal monitoring</p> <p>-RHM conducts abdominal assessment and fetal monitoring</p> <p>-RHM gives back the Pink card to the patient and advice the patient to come on the next scheduled prenatal check up if with no other medical concern.</p>	5-15 minutes	Neneng/ Rema Rozana		
4	Proceed to consultation room	<p>-If patient has other medical concern, RHM gives the pink card and ITR to the patient and advice the patient to</p>	5-10 minutes	Dr. Michelle		

5	Proceed to front desk for payment	<p>proceed to the consultation room for MHO's advice and further instruction/s</p> <p>-MHO receive pink card and ITR</p>	1-2 minutes	Epap	<p>Laboratory Fee:</p> <ul style="list-style-type: none"> -CBC - Plt. Cnt. - Blood Typing 	
6	Proceed to the Laboratory room (if with lab. request)	<p>-MHO gives impression and further instruction/s; make prescription/s; lab. Request (if any) to the patient basing on the assessment that's reflected in the patients ITR and pink card.</p>	30 min.-1 hr.	Janneth	<ul style="list-style-type: none"> - CT/BT - Hemoglobin - Hematocrit - Fecalalysis - Urinalysis - Pregnancy Test - FBS 	
7	With laboratory result, proceed to the consultation room	<p>-Advice patient to approach the MTO personnel at the front desk for payment if with lab. Request.</p> <p>MTO personnel receive payment and issue O.R.</p>	5-10 minutes	Dr. Michelle		
8	Proceed to Nurse's room and present ITR	<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	Reno		

		<p>- MHO interprets lab. Result/s, gives medical prescriptions and medical advices; make referral form (if higher level of care is necessary)</p> <p>-Advice patient to proceed to nurse's room for drug issuance and further instruction/s.</p> <p>-PHN receives ITR for drug issuances and further home instruction/s.</p>				
--	--	--	--	--	--	--

Type of Services : **POST-NATAL MATERNAL CARE SERVICES**

Availability of Services : MONDAY; WEDNESDAY; FRIDAY
TUESDAY & THURSDAY (Scheduled visit to the Brgy.)

Who May Avail of the Services : All Post-natal Women

REQUIREMENTS:

1. Individual treatment record
2. Laboratory / X-ray Results / Referral (If any)

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Approach BHW on duty or RHM	- BHW on duty retrieve the patients ITR (Individual Treatment Record) and advice patient to proceed to RHM (Rural Health Midwife) table. -BHW gives treatment record to the RHM for initial assessment and vital signs.	1-2 minutes	-BHW on Duty		
2	Proceed to RHM table for initial assessment	-RHM conducts initial assessment and vital signs of the patient.	5-10 minutes	Neneng/ Rema Rozana		

		<ul style="list-style-type: none"> • Blood pressure • Weight • Temperature • Pulse rate • Respiratory rate • Heart rate <p>-Instruct the patient to proceed to the family planning room for abdominal and perennial assessment.</p>				
3	Proceed to the Family Planning Room for perennial assessment.	-RHM conducts abdominal and perennial assessment, speculum examination if necessary. (RHM calls the MHO if speculum examination is done for assessment)	5-15 minutes	Neneng/ Rema Rozana		
4	Proceed to consultation room	-RHM gives ITR to the patient and advice the patient to proceed to the consultation room for MHO's advice and further instruction/s	5-10 minutes	Dr. Michelle		

5		<p>-MHO receive ITR -MHO gives impression and further instruction/s; make prescription/s; lab. Request (if any) and/or referral form (if higher level of care is necessary) to the patient basing on the assessment that is being reflected in the patients ITR.</p>				
6	<p>Proceed to front desk for payment</p>	<p>-Advice patient to approach the MTO personnel at the front desk for payment if with lab. request.</p>	<p>1-2 minutes</p>	<p>Epap</p>	<p>Laboratory Fee: - CBC - Plt. Cnt. - Blood Typing - CT/BT</p>	
7	<p>Proceed to the Laboratory room (if with lab. request)</p>	<p>MTO personnel receive payment and issue O.R.</p> <p>- 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</p>	<p>30 min.-1 hr.</p>	<p>Janneth</p>	<p>- Hemoglobin - Hematocrit - Fecalysis - Urinalysis - Pregnancy Test - FBS</p>	

8	<p>With laboratory result, proceed to the consultation room</p> <p>Proceed to Nurse's room and present ITR</p>	<p>- MHO interprets lab. Result/s, gives medical prescriptions and medical advices; make referral form (if higher level of care is necessary)</p> <p>-Advice patient to proceed to nurse's room for drug issuance and further instruction/s.</p> <p>-PHN receives ITR for drug issuances give proper instruction/s to the patient as to dosing, frequency and duration of treatment, advice the patient for further health teachings/ home instructions or other treatment procedure</p>	<p>5-10 minutes</p> <p>2-10 minutes</p>	<p>Dr. Michelle</p> <p>Reno</p>		
---	--	--	---	---------------------------------	--	--

Type of Services : **FAMILY PLANNING CONSULTATIONS & COUNSELLING**
Availability of Services : DAILY
Who May Avail of the Services : Marriage applicant; Reproductive couples

REQUIREMENTS:

- Family Planning Service Record

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Approach the RHM and request for Family Planning counseling	-RHM interviews the client and fill up all the necessary information in the family planning form -RHM will conduct physical exam and vital sign assessment -RHM advice the client to proceed to the family planning room for discussion of the different method of birth control.	5-10 minutes	Neneng/ Rema Rozana		FP form

2	Proceed to family planning room	<p>-RHM will discuss different methods of family planning and birth control to the couple and recommend the most suitable method for them. (Note; RHM may refer client to MHO if further family planning consult is necessary).</p> <p>-The RHM will advice the clients for their follow up.</p>	5-10 minutes	Neneng/ Rema Rozana		
---	---------------------------------	--	--------------	---------------------------	--	--

Type of Services : **AVAILING OF IMMUNIZATION SERVICES**
Availability of Services : TUESDAY, THURSDAY & FRIDAY (Brgy. E.P.I. Sched.)
 3rd WEDNESDAY OF THE MONTH (Pob. Carmen)
Who May Avail of the Services : 0-9 months infant

REQUIREMENTS:

1. Growth monitoring chart.
2. Individual immunization record.

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Get priority number then approach BHW on duty and present Home Based Immunization Record.	-BHW retrieves the individual immunization record and gives it to the RHM. -BHW will weigh the infant, then advice client to proceed to the RHM table.	2-5 minutes	BHW on Duty		ITR
2	Proceed to RHM table	-BHW then informs the RHM of the weight of the infant. -RHM will fill up the Growth Monitoring Chart and get the vital signs of the infant and record.	5-10 minutes	Neneng/ Rema/ Rozana		

<p>3</p>	<p>Wait at the waiting area for your name to be called and present the infant for immunization</p>	<p>-RHM advice client to wait at the wailing area until their name is called for immunization.</p> <p>-RHM or PHN will immunize the infant basing on the infants individual immunization record.</p> <p>-RHM or PHN will give home instruction and advice client when to come for the next immunization schedule.</p>	<p>1-2 minutes</p>	<p>Reno/ Neneng/ Rema/ Rozana</p>		
-----------------	--	---	--------------------	---------------------------------------	--	--

Type of Services : **AVAILING OF LABORATORY EXAMINATION**
Availability of Services : DAILY
Who May Avail of the Services : All Affiliated Barangays and neighboring towns

Available Services:

- | | | |
|-------------------------|------------------------------|--------------------------------|
| A) Complete Blood Count | F) Sputum AFB | H) Clotting time/Bleeding time |
| B) Platelet Count | G) Filarial Exam (Nocturnal) | |
| C) Blood Typing | H) Hemoglobin Determination | |
| D) Urinalysis | I) Pregnancy test | |
| E) Stool Exam | J) FBS | |

REQUIREMENTS:

1. Physician's laboratory request.
2. Official Receipt (Laboratory fee)

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	With lab. request, approach MTO personnel for Payment	-MTO personnel receive payment and issue an official receipt to the patient MTO personnel will advice patient to proceed to lab. room.	1-2 minutes	Epap	Laboratory Fee: - CBC - Plt. Cnt. - Malarial Smear - Blood	

2	Present the Laboratory request along with Official Receipt	<p>-MT (Medical Technologist) will now then perform the requested Laboratory</p> <p>-MT will instruct the patient to wait outside the lab. room for the release of Lab. Result/s.</p> <p>-MT will record the laboratory test done and release the result to the patient, then advice the patient to BHW on duty.</p>	10-30 minutes	Janneth	Typing - CT/BT - Hemoglobin - Hematocrit - Fecalysis - Urinalysis - Pregnancy Test - FBS	
3	Approach BHW on	<p>- BHW on duty retrieve the patients ITR (Individual Treatment Record) and advice patient to proceed to RHM (Rural Health Midwife) table.</p> <p>-BHW gives ITR to the RHM for assessment and vital signs.</p>	1-2 minutes	BHW on duty		
4	Proceed to RHM table for assessment	<p>-RHM conducts assessment and vital signs of the patient.</p> <ul style="list-style-type: none"> • Blood pressure • Weight • Temperature • Pulse rate • Respiratory rate • Heart rate <p>-RHM record Assessment and vital sign of the patient in the ITR and</p>	5-10 minutes	Neneng/ Rema Rozana		

	<p>With laboratory result and ITR, proceed to the consultation room</p>	<p>gives ITR to the Patient -RHM instruct the patient to proceed to the consultation room.</p> <p>- MHO interprets lab. Result/s, gives medical prescriptions and medical advices; make referral form (if higher level of care is necessary) -Advice patient to proceed to nurse's room for drug issuance and further instruction/s.</p>	<p>5-10 minutes</p>	<p>Dr. Michelle</p>		
	<p>Proceed to Nurse's room and present ITR</p>	<p>-PHN receives ITR for drug issuances give proper instruction/s to the patient as to dosing, frequency and duration of treatment, advice the patient for further health teachings/ home instructions or other treatment procedure</p>	<p>2-10 minutes</p>	<p>Reno</p>		

Type of Services : **AVAILING OF TB DOTS & NTP SERVICES**
Availability of Services : **DAILY**
Who May Avail of the Services : **All Affiliated Barangays**

REQUIREMENTS:

1. Individual Treatment Record

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Get priority number then approach BHW on duty	-BHW retrieve the patients ITR and advice patient to proceed to RHM. -BHW give treatment record to the RHM for initial assessment and vital signs (for New patient, the Midwife prepares a new record).	2 minutes	BHW on duty		
2	Proceed to RHM table for initial assessment	-RHM conducts initial assessment and get the vital signs : <ul style="list-style-type: none"> • Blood pressure • Weight • Temperature • Pulse rate • Respiratory rate • Heart rate 	5-10 minutes	Neneng/ Rema/ Rozana		

3	<p>Wait outside the consultation room until your number is called</p> <p>When your number is called go inside the consultation room and present ITR to the MHO</p>	<p>-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</p> <p>- Officer of the day will facilitate and call next patient for consultation</p> <p>- MHO receive treatment record and conducts consultation (Clinical History, PE, treatment plans and prescription/s, AFB or DSSM Sputum test request and other Lab. request if necessary.</p> <p>-MHO instructs the patient to proceed to the lab. room for sputum examination and other lab. test.</p>	<p>5-10 minutes</p> <p>5-10 minutes</p> <p>2-5 minutes</p> <p>30 minutes</p>	<p>Lolong & Leizl</p> <p>Dr. Michelle</p> <p>Janneth</p> <p>Janneth</p>		
4	<p>Proceed to the lab. room and present the Laboratory request to the MT</p> <p>Submit the spot collection</p>	<p>-MT will give the patient a sputum cup and instructs the patient on how to collect the sputum specimen properly.</p>				

	<p>of sputum to the MT</p> <p>Claim the result at the laboratory room after the 3rd sputum examination</p> <p>Proceed to the consultation room and present the result to the MHO</p> <p>Proceed to the Nurse's room for enrolment in the NTP (National Tuberculosis Program)</p>	<p>-MT will receive and examine the sputum specimen for the presence of AFB-MT (Acid Fast Bacilli-Mycobacterium Tuberculosis) and record.</p> <p>-Patient is advice to come back for two consecutive days for the 2nd and 3rd sputum examination respectively.</p> <p>-MT releases the result, gives it to the patient and instructs the patient to bring the result to the MHO at the consultation room.</p> <p>-If the result is positive for TB, MHO will refer the patient to the Nurse or the Midwife for initiation of treatment.</p> <p>-If the result is negative for TB, MHO will refer patient to higher center for chest X-ray & if chest X-ray positive for PTB (pulmonary</p>	<p>1-2 minutes</p> <p>5-10 minutes</p> <p>5-10 minutes</p>	<p>Janneth</p> <p>Dr. Michelle</p> <p>Reno Neneng Rema Rozana</p>		
--	---	--	--	---	--	--

	<p>Come back on the scheduled dates of follow up</p>	<p>Tuberculosis), MHO will refer the patient to the PHN or RHM for initiation of treatment (Note: Patient might be refer to the Diagnostic Committee (ASTMMC TB DOTS) if necessary.)</p> <p>-PHN or RHM will interview and enroll the patient and fill up all the necessary information in the NTP treatment card.</p> <p>As well as record the patient in the NTP register book.</p> <p>-PHN/RHN will give to the patient the NTP blister pack for initiation of treatment.</p> <p>-PHN/RHN will advice and instruct the patient and the BHW treatment partner to come back in their schedule dates of sputum examination and follow up check and to secure anti-TB medications.</p>	<p>30 minutes</p>	<p>BHW treatment Partner</p> <p>Dr. Michelle</p> <p>Janneth</p>	<p>NTP treatment card</p>
--	--	---	-------------------	---	---------------------------

		<p>-MHO will examine and inform the patient of the progress of the treatment and check all the Case holding treatment record of the patient.</p> <p>-PHN/RHM will update the NTP treatment card and the NTP register book every time the patient comes back for follow up.</p>		<p>Dr. Michelle</p> <p>Reno Neneng Rema Rozana</p>		
--	--	--	--	--	--	--

Type of Services : **AVAILING OF MEDICAL CERTIFICATE ISSUANCE**
 Availability of Services : DAILY
 Who May Avail of the Services : All Affiliated Barangays
 REQUIREMENTS: 1. Official receipt for medical certificate 2. Official receipt for the laboratory 3. Other related fees
HOW TO AVAIL THE SERVICE:

1	Approach BHW on duty or RHM	- BHW (Barangay Health Worker) retrieve the patients ITR (individual Treatment Record) and advice patient to proceed to RHM (Rural Health Midwife). -BHW give treatment record to the RHM for initial assessment and vital signs (for New patient, the Midwife prepares a new record).	1-2 minutes.	BHW on Duty		
2	Proceed to RHM table for initial assessment	-RHM conducts initial assessment and get vital signs: Blood pressure • Weight Temperature Pulse rate Respiratory rate Heart rate -RHM gives	5-10 minutes 5-10 minutes	Neneng Rema Rozana		
3	Wait outside the consultation room until your number is called	treatment record to the patient after initial assessment and instruct patient to wait outside	5-10 minutes	Lolong		

		<p>the consultation room for his turn for examination by the MHO</p> <p>- Officer of the day will facilitate and call next patient for consultation</p> <p>- MHO receive treatment record and conducts consultation (Clinical History, PE, and Lab. request if any)</p>	<p>1-2 minutes</p> <p>15-30 minutes</p> <p>5-10 minutes</p>	<p>Dr.Michelle</p>		
4	When your number is called go inside the consultation room and present treatment record to MHO					
5	Proceed to front desk for payment	<p>-After consultation, MHO advice the patient to approach the MTO (Municipal Treasurer's Office) personnel at the front desk for payment (Medical Certificate Fee; Lab. Fees)</p>				
6	Proceed to the Laboratory room	MTO personnel receive payment and issue O.R.	3-5 minutes	Epap	A. Med. Fee B. Lab. Fee: CBC; U/A	
7	With laboratory result, proceed to the consultation room	<p>- Med. Tech. receives laboratory request/s</p> <p>- Med. Tech get specimen to be examine and give the lab. result/s to the patient</p>	1-2 minutes	Janneth		
8			3-5 minutes			

9	Proceed to RHU clerk table	<ul style="list-style-type: none"> - Advise patient to bring the result to the MHO - MHO interprets lab. Result/s, gives medical prescriptions and medical advices; make referral form (if higher level of care is necessary) -Advise client to proceed to RHU clerk for Medical Certificate 		Dr. Michelle		Medical Certificate Form
10	<p>Go back to the consultation room and present medical certificate</p> <p>Proceed to nurse's room and present treatment record and O.R.</p>	<ul style="list-style-type: none"> -RHU clerk encode patient personal data and medical findings. -RHU clerk print the medical certificate and give it the client, then advice the client to go back o the consultation room for MHO's signature -MHO sign medical certificate. -If with drug/s prescription, client advice to proceed to nurse room. 		<p>Jingle</p> <p>Dr. Michelle</p>		

		PHN receives ITR for drug issuances give proper instruction/s to the patient as to dosing, frequency and duration of treatment, advice the patient for further health teachings/ home instructions or other treatment procedure		Reno		
--	--	---	--	------	--	--

Type of Services : **AVAILING OF HEALTH CERTIFICATE**
Availability of Services : **DAILY**
Who May Avail of the Services : **All Food Establishment Handler**

REQUIREMENTS:

1. Official receipt for medical certificate
2. Official receipt for the laboratory
3. Other related fees

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Proceed to RSI office	-RSI advice client to proceed to MTO personnel table to pay lab. fee/s and Health certificate	1 minute	Lolong		
2	Proceed to MTO personnel table for payment	-MTO personnel receives payment and issue O.R. -Advices client to proceed to the lab. room	1-2 minutes	Epap	A. Health Certificate Fee	
3		- Med. Tech. receives laboratory request/s			B. Lab. Fee: CBC; U/A ; S/E	
4	Proceed to the Laboratory room, present the official	- Med. Tech get specimen to be examine and give the lab. result/s to the patient - Advice patient to go back to	5-10 minutes	Janneth		

5	<p>receipt of the requested Lab. Exam to the Med. Tech.</p> <p>Go back to RSI office</p> <p>Proceed to MHO's office</p>	<p>RSI office</p> <p>-The sanitary inspector interview clients and fill up all necessary information in the health cert. form & facilitate the client to the MHOs office</p> <p>- MHO conducts physical and medical exam to the client.</p> <p>- MHO interprets lab. Result/s, gives medical prescriptions and medical advices; make referral form (if higher level of care is necessary)</p> <p>-MHO Sign Health Certificate prior to the release.</p>	<p>4-5 minutes</p> <p>5-10 minutes</p>	<p>Lolong</p> <p>Dr. Michelle</p>		<p>Health certificate form</p>
---	---	---	--	-----------------------------------	--	--------------------------------

Type of Services : **AVAILING OF DENTAL EXAMINATION AND TOOTH EXTRACTION**
Availability of Services : **DAILY**

Who May Avail of the Services : All Affiliated Barangays

REQUIREMENTS:

1. Patient Individual Treatment Record

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Proceed to Dental Room and ask for individual treatment record	Dental Aid will retrieve ITR, (for new patient, the Dental Aid prepares new records) gives it to the patient and instruct the patient to proceed to the RHM table for initial assessment.	1-2 minutes	Bebot		
2	Proceed to RHM table Present the treatment record to the Dental aide	RHM conducts initial assessment and get vital signs: Blood pressure • Weight Temperature Pulse rate Respiratory rate	5-10 minutes	Neneng Rema Rozana		
3	Go back to the Dental room and present ITR to the Dental Aid	Heart rate -RHM gives treatment record to the patient after initial assessment and instruct patient to go back to the dental room.	15-30 minutes	Leizl		

4		<p>-Dental Aid receives ITR of the patient and gives it to the Dentist.</p> <p>-Dentist conducts oral examination and perform dental procedure/s to the patient base on clinical diagnosis:</p> <p>a.)Extraction</p> <p>b.) Filling</p> <ul style="list-style-type: none"> -temporary -permanent <p>c.) Oral prophylaxis</p> <ul style="list-style-type: none"> -AP -Preschool -Schoolers <p>- While doing dental procedure, the dentist gives chair side instructions and dental health education to the patient.</p> <p>- Dentist prescribes drug/s if necessary.</p> <p>- Dentist advice the patient to proceed to MTO personnel table for payment</p>	1-2 minutes	Dra. Jenneth	Dent. fee A. Tooth Extraction B. Permanent Filling C. Dental Prophy-	laxis/Cleanig
5		<p>-MTO personnel receives payment and issue the official receipt to the patient.</p> <p>The patient then is instructed to proceed to Nurses room for drugs issuance if any.</p>	3-5 minutes	Epap		

6	<p>Proceed MTO personnel table for payment.</p> <p>Proceed to Nurse's Room and present ITR and O.R.</p> <p>Proceed to RHU Clerk table and accomplish feedback Form. (client feedback/ survey forms) and drop it to the suggestion box</p>	<p>- PHN receives ITR for drug issuances, gives proper instruction/s to the patient as to dosing, frequency and duration of treatment, advice the patient for further health teachings/ home 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>	3-5 minutes	Reno		Feed-back Form
---	---	--	-------------	------	--	----------------

Type of Services : SANITARY PERMIT / CLEARANCE FOR BUSINESS ESTABLISHMENT
Availability of Services : DAILY
Who May Avail of the Services : All Business Establishment Owner

REQUIREMENTS:

1. Settle all the payments required at the Municipal Treasurer Office
2. Business site inspection
3. Health Certificate

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Proceed to RSI office and inform sanitary inspector that you are applying for Sanitary Permit.	- RSI Interviews the client and fill up all necessary information in the Sanitary Permit form.	5-10 minutes	Lolong	-Sanitary Permit Fee -Health Certificate Fee -Laboratory Fee	Sanitary permit form Health Certificate Form
2	Proceed to MTO personnel for payment	- Advice client to pay sanitary permit and health certificate (follow steps how to avail Health Certificate) at the MTO personnel table.				
	Go back to RSI Office and present O.R	- MTO personnel receive payment and issue O.R. -MTO personnel will instruct client to go back to the RSI.	1-2 minutes	Epap		
3	Come back to RSI office after inspection/re-inspection	-RSI will inform client that he will conduct an inspection of the establishment with in 7 days. -Upon inspection, RSI will advice	7 days	Lolong		

4		<p>client to improve the business establishment if necessary for approval. (Clients are give 15 days to 1 month to correct deficiencies)</p> <p>-Upon completion of improvement, RSI will re-inspect the business establishment for approval of sanitary permit.</p> <p>-RSI will instruct the client to come back at the RHU after re-inspection of the business establishment to claim the Sanitary Permit.</p>	15 days to 1 month			
	Proceed to MHO's office together with the RSI	-RSI will prepare all the necessary documents and assist the applicant to the MHO's office for final approval and signing of the sanitary permit form.	3-5 minutes	Lolong		
5		<p>-RSI will present the complete documents to the MHO.</p> <p>-MHO will evaluate the documents and sign the sanitary permit form for approval.</p>	3-5 minutes	Dr. Michelle		

Type of Services : PURSUING SANITATION – REALTED COMPLAINTS
Availability of Services : DAILY

Who May Avail of the Services : All Affiliated Barangays

REQUIREMENTS:
 NONE

How to avail:

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	CUSTOMER	OFFICE SERVICE PROVIDER				
1	Visit the Barangay office to file an incident report of sanitary problem.	-Barangay official make a report basing on the narrative explanation of the client -Barangay official together with the client will approach the sanitary inspector for appropriate action of the complaint.	10-15 minutes	Lolong	NONE	NONE
2	Go to RSI office together with the Barangay Official		5-10 minutes	Lolong		
3	Just wait for an action to be done by the sanitary inspector.	-RSI will entertain the complainant/s and give them some of advices on how to solve their problem. -RSI will visit the area to verify the complaint. -If sufficient evidence is verified,	1-2 days	Lolong		

		<p>the sanitary inspector will inform the owner to make necessary changes with in15-30 days.</p> <p>-In case the concern party does not comply, RSI will make sanitary order basing on the code of sanitation. Incompliance of the sanitary order, an appropriate formal charge/s will be filed against the concern party.</p> <p>-RSI will then make a report about the incident and the actions that had been done to solve the problem.</p> <p>-The RSI will inform the client that his / her complaint had been resolved.</p>				
--	--	---	--	--	--	--