



Republic of the Philippines
Province of Surigao del Sur
Municipality of Carmen

OFFICE OF THE MUNICIPAL HEALTH

Located at Sablas Street
Carmen, Surigao del Sur

Dr. Michelle R. Paganpan. – Municipal Health Officer

The Municipal Health Office is responsible for providing healthcare services to the municipality's citizenry; particularly the poor and vulnerable groups in the community and participate meaningfully in community life and practice healthy lifestyles.

Formulate and implement policies, plans, programs and projects to promote the health of the people in the municipality.

VISION:

A Healthy and Empowered community working collaboratively towards socio-economic progress and resiliency.

MISSION:

To ensure just and equitable access to quality basic health services in the promotion of a complete physical, mental and emotional well-being among Carmenanons.

ORGANIZATIONAL OUTCOME : EFFICIENT AND EFFECTIVE DELIVERY OF BASIC HEALTH SERVICES.



Republic of the Philippines
PROVINCE OF THE SURIGAO DEL SUR
Municipality of Carmen



CITIZEN CHARTER

A. THE OUT-PATIENT SERVICES OF THE RURAL HEALTH UNIT

SERVICE SCHEDULES:

Monday, Wednesday, Friday 8:00 am to 5:00pm

HOW TO AVAIL SERVICES

A.1. MEDICAL SERVICES

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Approach the information counter, get priority number and see midwives.	Admit patient for OPD check up	5 minutes	BHW on Duty	ITR
		Ask patient on purpose of consultation and write patients data on daily patients's logbook.			
		Interview patient, ask for chief complaint and take vital signs			
2	Proceed to Consultation Room	Take history and physical examination, request for laboratory exams if needed. Manage complaint and give treatment instructions	10 minutes	DR. MARY MICHELLE PAGANPAN	
3	Approach the dispense section, fill-up feedback form and may go home	Dispense available medicines and instruct the patient on the right timing.	5 minutes	RENO, JACKIE, YALYN, VIOLY, MARY ANN, BRENDA, JAYA	
		Remind of the schedule for follow-up check up or refer if necessary.			
END OF TRANSACTION					

A.2. DENTAL SERVICES

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Approach the information counter and ask for the priority number for dental check up	Admit patient for Dental Care	5 minutes	BHW ON DUTY	ITR
		Interview patient and take vital signs to be recorded in the Individual Treatment Record (ITR)		LIEZL	
2	Proceed to the Dental Room	Examine the patient. Render needed dental care	Variable	DR. JEANETTE GARAY	
3	Proceed to Treasurer's Office for payment then go to dispense section, fill-up feedback form and may go home	Collect payment and issue receipt	5-10 minutes	Officer on duty	Official Receipt, Feedback Form
		Dispense available medicines and instruct the patient on the right timing.		RENO, JACKIE, YALYN, VIOLY, JAYA, MARY ANN BRENDA	
		Remind of the schedule for follow-up check up or refer if necessary.			
END OF TRANSACTION					

C. EXPANDED PROGRAM OF IMMUNIZATION SERVICE

B. PRE-NATAL CHECK UP

SERVICE SCHEDULES:

EVERY FRIDAY 8:00 am to 5:00pm

HOW TO AVAIL SERVICES

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Go to Admitting Section	Take Personal Data , Obstetrical History, Vital Signs, fill-up Individual Patients Record Chart and issue number	5 minutes	RAQUEL	Prenatal Record
2	Proceed to the examination room	Conduct physical examination: Leopold's maneuver, fundic height measurement and take fetal heart rate. Do internal examination if necessary. Request for laboratory exam as needed. Give Tetanus Toxoid as scheduled. Refer to MHO for other complaints.	10-15 minutes	EMILIA,REMA, ROZANA	
3	Proceed to the dispense section, fill-up feedback form and may go home	Advise patient for the next prenatal schedule. Patients referred to the physician are advised and discharged by the physician	5 minutes	EMILIA,REMA, ROZANA, DR. MARY MICHELLE PAGANPAN	Feedback Form

END OF TRANSACTION

SERVICE SCHEDULES:

EVERY THIRD WEDNESDAY OF THE MONTH 8:00 AM to
12:00PM

AT BIRTH	SIX (6) WEEK OF LIFE	TEN (10) WEEK OF LIFE	FOURTEEN (14) WEEKS OF LIFE	NINE (9) MONTH	1YEAR OLD
BCG	PENTA 1	PENTA 2	PENTA	3 Measles	MMR
Hepatitis B	OPV 1	OPV2	POPV3/IPV	Viamin A	
	PVC 1	PVC	PVC3		

HOW TO AVAIL SERVICES

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Go to Admiting Section for registration and bring along immunization record or baby's book for hospital delivery	Take personal data of the client, review the immunization record or baby's book and add or check the name of the client in the masterlist.	3 minutes	EMILIA,REMA, ROZANA	IMMUNIZATION RECORD
2	Proceed to vaccination area	Administer the necessary vaccine and record details.	3-5 minutes	EMILIA,REMA, ROZANA, YALYN, BRENDA, MARY ANN, JACKIE, VIOLY	
3	May go home	Advise and instruct client for follow-up check-up and next schedule of immunization.	2-3 minutes	EMILIA,REMA, ROZANA, YALYN, BRENDA, MARY ANN, JACKIE, VIOLY	
END OF TRANSACTION					

D. PROVISION ON ANTI-TB DRUGS

SERVICE SCHEDULES:

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

HOW TO AVAIL SERVICES

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Approach the admitting section, then proceed to consultation room.	Take patient's personal data, vital signs and chief complaint and recorded in the Individual Treatment Record (ITR), releases sputum result if any.	10-15 minutes	EMILIA,REMA, ROZANA	ITR
		Examine patient for proper evaluation and assessment		DR. MARY MICHELLE PAGANPAN	
2	Proceed to laboratory room for sputum examination:	Instruct patient on proper collection of sputum and/or collects specimen.	Variable	JEANETH	
	(a) TB patients for 2nd and 3rd sputum specimen to collection approach the midwife in charge of his/her barangay	Instructs patient on the 2nd and 3rd sputum collection and collect then submit sputum to medical technologist		EMILIA,REMA, ROZANA BHW's assigned to concerned barangay	
		Medical Technologist smears and fixes specimen collected and releases result to midwives		JEANETH	
	(b) Patient with sputum result proceed to consultation room	Midwife on duty refers patient to physician		EMILIA,REMA, ROZANA	
		Physician examines patient for appropriate management		DR. MARY MICHELLE PAGANPAN	
	3	Proceed to treatment room for enrollment to TB-DOTS, dispensing of meds and health education.		Nurse on duty enrolls and registers patient to Direct Observe Treatment with short course Chemotherapy of the National Tuberculosis Program (DOTS) and endorses to midwife in charge as DOTS treatment Partner.	
(A) TB Symtomatic Patients with (-) Sputum go for chest xray exam		(A) Request and advice patient to underwent chest xray			

	<p>(B) TB Symtomatic patients with (+) sputum start the medication and follow up as instructed</p> <p>(C) TB Symtomatic Patients with (-) Sputum and with x-ray result</p>	<p>(B) midwife in charge directly supervises the patient's compliance to drug intake.</p> <p>(C) Follow up patient and or refer to Diagnostic Committee (TBDC) in accordance with the guidelines.</p>			
END OF TRANSACTION					

E. FAMILY PLANNING SERVICES**SERVICE SCHEDULES:**

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

**HOW TO AVAIL
SERVICES**

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Go to admitting section	Take Personal data (LMP, LB, GP) and take the vital signs.	4-5 minutes	EMILIA,REMA, ROZANA	FP RECORD
2	Proceed to Family Planning Room	Conduct physical examination and administer desired Family Planning Method. Do health teaching on the different Family Planning Methods.	8-10 minutes	EMILIA,REMA, ROZANA	
3	May go home	Instruct client for follow-up and discharge.	3-5 minutes	EMILIA,REMA, ROZANA	
END OF TRANSACTION					

E. RESOLVING ENVIRONMENTAL SANITATION COMPLAINTS

SERVICE SCHEDULES:

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

HOW TO AVAIL SERVICES

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Approach the Sanitary Inspector	Ask client regarding the nature and history of complaint and coordinate with the Barangay Chairman concerned	15-20 minutes	MAXIMO	COMPLAINT FORM
2	Complainant together with the sanitary inspector, further verify the source of the complaint.	Validate the filed complaint by inquiry and conduct proper investigation on both parties regarding the problem presented.	30 minutes to 1hr.	MAXIMO	
3	Complainant follows the result of the complaint	File a written report and issues recommendation to solve the filed complaint submitted to the Municipal Health Officer and Mayor's Office if necessary	2-3 days	MAXIMO	

END OF TRANSACTION

E. BASIC LABORATORY EXAMINATION SERVICES

SERVICE SCHEDULES:

Monday, Wednesday, Friday 8:00 am to 5:00pm

HOW TO AVAIL SERVICES

FEES:

Lipid Profile

Total

Cholesterol

Triglycerides

HDL

LDL

220.00

220.00

200.00

200.00

Complete Blood Count (CBC) 60.00

Platelet Count

60.00

Blood Typing

70.00

Urinalysis

35.00

Fecalysis

20.00

Uric Acid test

200.00

FBS

RBS

SGOT

SGPT

Creatinine

β- hCG

HOW TO AVAIL SERVICES

PSA

ft3

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Patient with laboratory request, proceed to Treasury Department for payment.	Collect payments and issue receipt.	3-5 minutes	Officer on duty	Official Receipt
2	Proceed to laboratory room	Ask for receipt prior to laboratory the conduct procedures. Perform the laboratory work-up or extration and instruct client to wait for the results.	5-30 minutes	JEANETH	Laboratory Result
3	Return to referring physician	Attending physician evaluates laboratory results.	05-Oct	DR. MARY MICHELLE PAGANPAN	
END OF TRANSACTION					

(H.) ISSUANCE OF SANITARY PERMIT AND HEALTH CERTIFICATE**SERVICE SCHEDULES:**

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

**HOW TO
AVAIL
SERVICES**

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Approach the Sanitary Inspector for transaction	Check and review the necessary requirements brought by the client for application of sanitary permit.	3-5 minutes	MAXIMO	
2	(a) Client with incomplete requirement have to set an appointment for inspection schedule (b) Client with complete requirements may proceed to Treasurer's Office for payment of dues	(a) Schedule the date or inspection and subsequent release of Inspection Report (b) Treasurers Office collects payment and release Official Reciept	(a) Variable (b.) 5-10 minutes	MAXIMO OFFICER-IN CHARGE	OFFICIAL RECEIPT
3	Go back to the Sanitary Inspector and present the official receipt.	Release/Issue the permit.	2-3 minutes	MAXIMO	SANITARY PERMIT
END OF TRANSACTION					

H.2. HEALTH CERTIFICATE**REQUIREMENTS:**

1. Urinalysis Result
2. Fecalalysis Result
3. Sputum Result

FEE:**P 100.00 OR 150.00****HOW TO AVAIL SERVICES**

STEP	ACTIVITY		DURATION OF ACTIVITY	PERSON IN CHARGE	FORM & OUTPUT
	CLIENT STEPS	OFFICE SERVICE PROVIDER			
1	Approach the midwife on duty	Ask patient regarding the purpose of obtaining medical certificate. Get vital signs and record in the ITR- Individual Treatment Record.	3-5 minutes	EMILIA,REMA, ROZANA	ITR
2	Approach the Municipal Health Officer	Examine the patient and request for laboratory exams if needed Record findings and diagnosis. Order issuance of medical certificate.	5-10 minutes	DR. MARY MICHELLE PAGANPAN	
3	Approach the Clerk	Encode and release medical certificate.	5 minutes	LORDSON	MEDICAL CERTIFICATE
END OF TRANSACTION					