

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Outpatient Consultation Service*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with 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 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	Josue M. Abrenica/ Raquel Maerina/ 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 medicine and give medical advise	10-20 minutes	Dr. Gloria A. Liberato Contractual Consultant	Individual Treatment Record
3 rd	Proceed to the medicine section and get the prescribed medicines, if available	Dispense medicines and give further instructions	10 minutes	Florida Magno/ Freddie Velasco	Physician Prescription
			TOTAL: 40 minutes		

--- End of transaction ---

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Anti-Tuberculosis Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with 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	Josue M. Abrenica/ Raquel Maerina/ 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 sputum and chest x-ray examination	10-20 minutes	Dr. Gloria A. Liberato Contractual Consultant	
3 rd	Proceed to Laboratory	Collect and examine sputum specimen. Evaluate chest x-ray result	20 minutes	Robert T. Fabro	
4 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	Josue M. Abrenica/ Raquel Maerina	

5 th	Proceed to TBDC Get and submit to MHO/PHN the TBDC Results	Evaluate findings. Give recommendations. Read TBDC recommendation and give appropriate management/medicine.	2 weeks 1 hour TOTAL: 2 weeks, 2 hours and 5 minutes	TBDC Personnels, DAJPSMGH, Urdaneta City Dr. Gloria A. Liberato/ Josue M. Abrenica/ Raquel Maerina	
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MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Maternal Care Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

Pregnant Women

What are the Requirements:

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	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 Raquel Maerina	
2 nd	Wait for patients' assigned number to be called then proceed to physician/midwife's office	Get vital signs and abdominal palpations. Ask the patient on health problems. Give tetanus immunization, if required. Give the necessary recommendations.	15 minutes	Raquel Maerina	
			TOTAL: 25 minutes		

---- End of transaction ----

MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Family Planning Services*

Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

Monday - Friday

Who May Avail of the Service:

Women of Child-Bearing 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	Josue M. Abrenica/ Raquel Maerina/ 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	Josue M. Abrenica/ Raquel Maerina	
			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 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	Josue M. Abrenica/ Raquel Maerina/ 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	Josue M. Abrenica/ Raquel Maerina	
			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 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	Josue M. Abrenica/ Raquel Maerina/ 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	Josue M. Abrenica	
			TOTAL: 50 minutes		

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MUNICIPAL HEALTH OFFICE

SERVICE RENDERED: *Laboratory Examination Services*

Schedule of Availability of Service:

7:00 AM – 4:00 PM with 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	Lab-Request Form
2 nd	Client pays at the Municipal Treasury Office (MTO)	Issue Official Receipt	5 minutes	Lourdes Beltran/ Gladys Salazar/ Gloria Pulmano	
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	Official Receipt
4 th	Receive the result of the tests	Release the laboratory results and provide the necessary recommendations	2 minutes	Robert T. Fabro Casual on Duty	
			TOTAL: 25 minutes		

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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	Ronald Peher	
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	Dentist on Duty	
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	Lourdes Beltran/ Gladys Salazar/ Gloria Pulmano	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	Dentist on Duty	
5 th	Proceed to medicine section and get the prescribed medicines, if available	Dispense medicines and provide the necessary recommendations	10 minutes	Florida Magno/ Freddie Velasco	Dentist's Prescription
			TOTAL: 1 hour and 50 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 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	Rosie Sales	
2 nd	Present the specimen required	Examine the sample submitted. Issue health certificate card	30-40 minutes	Robert T. Fabro	
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	Rosie Sales	
			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 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	Rosie Sales	
			TOTAL: 10 minutes		

----- 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 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	Rosie Sales	Business Application
2 nd	Accompany the ocular inspector to the site	Conduct ocular inspection. Prepare inspection report. Record on the logbook	3 hours	Rosie Sales	
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	Rosie Sales	
			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 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	Rosie Sales	
2 nd	Present the specimen required	Examine the sample submitted. Issue health certificate card	15 minutes	Robert T. Fabro	
3 rd	Present the laboratory result and health certificate card	Set a schedule for ocular inspection	2 minutes	Rosie Sales	
4 th	Accompany the ocular inspector to the site	Conduct ocular inspection. Prepare inspection report. Record on the logbook	3 hours	Rosie Sales	
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	Rosie Sales	
			TOTAL: 3 hours and 5 minutes		

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