



CITY HEALTH OFFICE



1. OUTPATIENT CONSULTATION SERVICE

Service Description: The purpose of this service is to provide for diagnosis and treatment of illnesses and give appropriate and necessary medical services.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C– Government to Client			
Who may avail:	Any person/individual who needs medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Integrated Clinic Information Sytem (iCLINICSYS) INDIVIDUAL TREATMENT		From the Rural Health Midwives in the barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission of patient/client for consultation: -Patient submits his/her Individual Treatment record (from the RHM in the barangay) upon arrival to Midwife on duty at the City Health Office	1. Patients are interviewed/assessed/ admitted for consultation	None	5 minutes	<i>Midwife/nurse on duty</i>
2. Client undergoes assessment of the patient:	1. RHM on duty reviews ITR of the client re: medical history, vital signs etc.) 1.1. RHM on duty refers patient to the Medical Officer on duty			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client submits itself/herself for examination by the Medical Officer on duty	1. Medical Doctor examines the patient 1.1 Patients are given the necessary medicines as prescribed by the Medical officer with instruction 1.2. Examines/interviews the patient 1.3. Prescribes appropriate medicine/s and give medical advice 1.4. Instructs patient to proceed to the Pharmacy for the dispensing of the medicines with proper instructions 1.5. For emergency cases, Medical Officer to refer patients to hospital of choice	None	20 minutes (waiting time of patients depend on the number of patients in line: first come first served) 5-10 minutes 5 minutes	<i>Medical Officer on Duty (for consultation)</i> \ <i>Midwife/nurse on duty</i>
4. RHM/nurse on duty to fill up referral form to the hospital of choice	1. Patients are referred to the hospital choice if further medical treatment is needed (for extreme emergency cases)		10-15 minutes via ambulance	<i>Nurse/Midwife/ Driver on duty</i>
	Total:		1 hour	



2. IMMUNIZATION SERVICE

Service Description: To facilitate provision of immunization to children 1 to 11 mos. old to avoid the development of childhood diseases.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C– Government to Client			
Who may avail:	Children 0 to 11 mos. Old, 15-49 y/o pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record (Child Health Record) -Early Childhood Care & Dev't Card (ECCD Card) -Home-based Maternal Record, TT Certificate of Immunization		From the Rural Health Midwives in the barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IN THE BARANGAY/ CITY HEALTH OFFICE 1. Client present documentary requirement to Midwife/BNS/BHW and the child	1. Midwife/BNS/BHW gathers data about the child/mother to be immunized; reviews immunization history, fills-up ECCD card of the Infant or the Mother and baby book 1.1. Midwife reviews MBF Handbook of Pregnant Mother for Immunization 1.2. Midwife conducts immunization as scheduled	NONE	5 minutes 2 minutes	All Midwives in the barangay/City Health office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3. Midwife gives post immunization instructions and informs mother of the schedule of the next round of immunization of the child/or the mother</p> <p>1.4. Provision of immunization of infants and children 0-11 months to avoid the development of childhood diseases</p> <p>1.5. Provision of Tetanus Diphtheria vaccine to pregnant women (1st dose – as soon as pregnancy is confirmed/detected; 2nd dose-six (6)months after the first dose, 3rd dose-six mos. After the 2nd dose)</p> <p>1.6. Infants/children are immunized at all Barangay health Station and at the City health office</p>	None	5 minutes	All Midwives in the barangay/City Health office
	TOTAL:		12 minutes	



3. DENTAL SERVICE

Service Description: This service, inclusive of oral prophylaxis, dental examination, tooth extraction, and dental restoration is available to Pre-school and school-age children, pregnant mothers and other adults to prevent and treat dental diseases.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C– Government to Client			
Who may avail:	Pre-school and school-age children, pregnant mothers and other adults			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Dental Health Record		From the Rural Health Midwives in the barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration - Patients go to the RHM-Barangay Health Station for their referral to CHO (Individual Treatment Record) - Patients present their ITR to the Midwife on duty; and proceed to the Dental Aide for registration	1. Patients are examined by the Dentist conducts tooth examination/extraction 1.1 Gives oral health education and post extractions 1.2 Nurse on duty at Pharmacy to dispense medicines	None	15 minutes	<i>Nurse/Midwife on duty</i> <i>Dentist</i>
2. Tooth extraction/ examination	1. Dentist perform tooth extraction, gives post extraction instructions and on Oral health Care		45 minutes	<i>Dental Aide</i>
- Present himself/ herself dentist for examination patient - Undergo tooth extraction (if needed)	Prescribes medicines, instructs patients proceed to pharmacy for medicines, if available, if not, patients but outside the facility	If medicines are available, it is being given for free	15 minutes	<i>Nurse on Duty at Pharmacy</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Submits himself/ herself post dental care oral care as per instruction of Dentist prescription of medicines				<i>Nurse on Duty at Pharmacy</i>
	TOTAL:		1 hour and 15 minutes	



4. FAMILY PLANNING SERVICES

Service Description: This service, inclusive of oral prophylaxis, dental examination, tooth extraction, and dental restoration, is available to Pre-school and school-age children, pregnant mothers and other adults to prevent and treat dental diseases.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C– Government to Client			
Who may avail:	Women of Reproductive Age 15-49 y/o			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Family Planning record form		From the Rural Health Midwives in the barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client undergo FP Motivation to be done by Midwives/ Barangay Nutrition Scholars as Barangay Population Service Point Officers/BHWs and through Pre-marriage Orientation	1. Clients are provided with family Planning information, counselling and services through health teachings, Buntis Congress, pre-marriage Orientation, Usapan Serye Sessions	None	Motivation-15-30 mins Buntis Congress-4 hours Pre-Marriage orientation-4 hours Usapan Serye-2 hours	<i>Rural Health Midwives BNS/BHWs FP Coordinator ND III/CPO-Designate</i>
2.All prospective clients/couple should undergo FP Counselling on their chosen FP method	1. RHMs/FP Coordinator conducts counselling to couples on their chosen FP Method		10-15 minutes	<i>FP Coordinator/ RHM</i>
3.Provision of FP Method Client shall undergo any of the FP Modern Method: -Pills, IUD, DMPA injection, condom	1. These FP Methods are being done/conducted at BHSs and/or at the City Health Office Birthing Center		Provision of Services/ dispensing Pills-5minutes IUD-10-15 minutes DMPA-5 minutes Condom-2 minutes	<i>RHMs RHM trained on IUD Insertion RHMs RHMs</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-IUD insertions is done at CHO and Birthing Center and at BHSs where there are trained RHMs for IUD insertion				
4. Client may also prefer a. Natural FP Method: -Cervical Mucous Method -Basal Body Temperature -Sympto Thermal Method -Lactational Amenorrhea -Standard Days Method b. Permanent Method -Bilateral Tubal Vasectomy	On NFP: this needs one-on-one counselling to couples on their chosen method Permanent methods are done at CVMC	None	On NFP- 30 minutes	<i>Medical Doctors at CVMC</i>
	TOTAL:		10 hours & 42 minutes	



5. MATERNAL CARE SERVICE

Service Description: The City Health Office provides a comprehensive maternal care program for pregnant and lactating mothers.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pregnant and lactating mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maternal Record, Home-based Maternity Record (HBMR) book		From the Rural Health Midwives in the barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client through midwife accomplishes the Maternal record, Home-based Maternity Record (HBMR) book of the mother at the Barangay health Stations, give instructions to go/proceed to the City Health Office for laboratory examination and medical consultation	1. Maternal Record and HBMR accomplished and mothers were given instructions to proceed to the City health office on a Tuesday or a Thursday following their visit from the RHM at 7:30 am (due to the numerous number of pregnant women	None	5-10 minutes	All Rural health midwives in their respective barangay where pregnant women reside
2. Client report to Medical Technologists for the conduct of laboratory examination: -Urinalysis -Blood extraction for hgb/hct determination -complete blood count	1. Conduct of Urinalysis, blood extraction/CBC accomplished		20-30 minutes	<i>Medical Technologists</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client undergo medical consultation, interpretation of laboratory result and prescription of medicines/vitamin supplement	1. Consultation/ examination done by Medical Officer on duty	None	5-10 MINUTES (depending on the number of pregnant women to be seen)	<i>Medical Officers on duty</i>
4. Undergo Cervical Smear (if ordered by the Medical Officer)	1. Cervical Smear, if ordered done by Nurse on duty or RHM on duty	None	5-10 minutes	<i>RHM/Nurse on duty</i>
5. Undergo Dietary Counselling/health education and dispensing of Ferrous Sulfate + Folic tablets, ascorbic acid tabs and calcium carbonate tabs to pregnant women	1. Dietary counselling/ instructions on how to take in vitamin supplements/medicines dispensed 1.1. Instructs mothers for their next schedule of check-up and visits at their BHS	None	3-5 minutes	<i>Nutritionist Dietitian MNCHN Coordinator Midwife on duty</i>
	TOTAL		1 hour and 6 minutes	



6. HEALTH AND SANITATION SERVICES

Service Description: The City Health Office issues a Sanitary Permit to Operate in business establishments stated under PD 856 (Code on Sanitation of the Philippines) after the actual inspection with no deficiencies and lacking requirements. Health Certificates shall used to the operators and employees of the business establishments (Food and Non-Food) as stated in PD 856 (Code on Sanitation of the Philippines).

Office or Division:	CITY HEALTH OFFICE			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity) G2G (Government to Government)			
Who may avail:	Operators and employees of business establishments (Food and Non-Food)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Chest X-ray result, Fecalysis result, (For Food establishment) -X-ray result (for Non-Food establishment)		City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.ISSUANCE OF HEALTH CERTIFICATE 1.Foodhandlers must bring with them their X-ray result, fecalalysis result for evaluation/ assessment by Sanitary Inspectors	1. Sanitary Inspectors on duty check on the clients documents, validated	None	5 minutes	<i>Sanitary Inspectors on duty</i>
2. For Non-Foodhandlers-clients must present their X-ray result for evaluation	1. Sanitary Inspectors assess, evaluate and prepare Health Certificate (if documents are complete and validated/verified)	None	3 minutes	<i>Sanitary Inspectors on duty</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Clients with (+) PTB x-ray result are referred to the Lung Clinic coordinator for gene expert	1. TB Coordinator assess x-ray result of clients and refer to proper office for further evaluation	None	3 minutes	<i>Sanitary Inspectors on duty Nurse TB Coordinator</i>
4. For employees in the business sector, clients must present assessment record official receipt paid at the City Treasurers Office	1. Sanitary Inspectors assess papers/documents of clients	P50.00	5 minutes	<i>Sanitary Inspectors on duty</i>
5. For walk-in clients, they are instructed to proceed to the City health Officer/Medical Officer for final evaluation, signature and release of certificate	1. Prepare Health Certificate must be presented to the City Health Officer/ Medical Officer for final evaluation, signature and release	None		<i>City Health Officer/ Medical Officer on duty</i>
6. For Bacteriologically confirmed clients, Health Certificates will be issued after one (1) month of treatment and negative Direct Sputum smear microscopy result -For clinically diagnosed, Health Certificate will be issued after a two week treatment	1. Issuance of a Health Certificate after a one (1) month treatment for Bacteriologically confirmed case a clinically diagnosed case	None	5 minutes	<i>Sanitary Inspector TB Coordinator Medical Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. SANITARY PERMIT TO OPERATE 1. Clients present/ submit requirements for evaluation (Assessment record, Official Receipts, Health Certificate of employees, list of employees)	1. Sanitary Inspectors receive documents for evaluation	None	2 minutes	<i>Sanitary Inspectors</i>
	2. Actual inspection of business establishments		Actual inspection-20 to 30 minutes <i>(Inspections schedule will depend on the local or number of establishments to be inspected)</i>	<i>Sanitary Inspectors</i>
2. Client shall comply If there are deficiencies/ lacking in the documents during the scheduled actual inspection, recommendations are presented to the owner/operator and to the City Health Officer	1. The CHO gives seven (7) days for the owner/ operator to comply with the recommendations set by the Sanitary Inspector		7 working days	<i>Sanitary Inspectors</i>
	2. After corrections/ recommendations have been a re-inspection will be done for final inspection report		30 minutes	<i>Sanitary Inspectors</i>
	3. Sanitary Inspectors to prepare a Sanitary Permit to Operate		3-5 minutes	<i>Sanitary Inspectors</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Approval/signing/ release of Sanitary Permit to Operate from the Office of the City Health Officer	None	5 minutes	<i>City Health Officer</i>
<p>Note: It is the protocol of the Office that the owner/ operator of the business shall be the one to secure its Sanitary Permit.</p> <p>If the owner/operator is not available, he/ she must make an Authorization letter addressed to the City Health Officer authorizing somebody to secure the permit on his/her behalf, with valid ID attached.</p>				
	Total		1 hour and 3 minutes	



7. VITAMIN/MICRONUTRIENTSUPPLEMENTS

Service Description: The City Population/ Nutrition Office (CPNO) provide vitamin supplements to underweight preschool children and pregnant mothers to improve their nutritional status. This forms part of the city's campaign against malnutrition in pre-school children and expectant mothers.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Underweight preschool children and pregnant mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record		From the Rural Health Midwives in the barangay/City Health office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall present himself/herself for .Prescription of a Medical Officer after consultation/ assessment to a: -CHILD -ADULT	1. After consultation, patient proceeds to the pharmacy for the dispensing of vitamin supplements for children and adult	None	2 minutes	<i>Nurse on duty at Pharmacy, Nutritionist Dietitian</i>
	2. Assessment of Nutritional Status of the Child through Operation Timbang/weighing at the barangays	None		<i>RHM/BNS/ND</i>
	3. Provision of vitamin supplements to intended individuals	None	1 minute	<i>Nurse on duty at pharmacy</i>
2. Patients/Mothers sign in the logbook after receiving the vitamins for monitoring	1. Nurse on duty at CHO Pharmacy dispense/let parents sign in the logbook	None	2-3 minutes	<i>ND</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. ND gives instructions to mother on proper nutrition to improve nutritional and well-being of the child/or adult	None	2 minutes	ND
	TOTAL		8 Minutes	



8. PRE-MARRIAGE ORIENTATION

Service Description: Pre-Marriage Counselling seminars are held every Friday, from 8:00 am to 12:00 pm. Trained facilitators from different agencies conduct the orientation. The PMC certificate is awarded to participants right after the activity to be submitted to the OLCR.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Would-be couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage License Application		From the Rural Health Midwives in the barangay/City Health office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Would-be couples register and sign in the PMC Logbook and FDS Activity. Client fill-up Report Form at 7:30-8:30 in the morning during Fridays (after application of marriage license)	1. CPO-Designate (ND) presents logbook to would-be couples for registration		2 minutes	<i>PMC Team: ND/City Population Officer-Des</i>
2. Client attend actual conduct of PMC Orientation and counselling	ND/CPO-Designate/ FP Coordinator/Social Worker conducts PMC Orientation to would-be couples at the CHO Conference Hall		4 hours	<i>Nurse/FP Coordinator Social Welfare Officer City Civil Registrar</i>
3. Receive of PMC Certificate	PMC team issue PMC certificates to couples who attended the session (immediately after PMC session)	P50.00	2 minutes	<i>PMC Team</i>
	TOTAL		8 minutes	



9. TB PROGRAM

Service Description: The City Health Office (CHO) manages an anti-tuberculosis program. The purpose is to identify and treat patients with tuberculosis (TB). Drugs and medicine are provided free-of-charge to patients.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Any person manifesting symptoms like persistent cough for 2 weeks, fever, progressive weight loss, haemoptysis or recurrent blood streak sputum, loss of appetite, tiredness/night in seating and sweating			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Individual Treatment Record, NTP ID Card - Chest X-ray result, collection and submission of specimen (SPUTUM)		From the Rural Health Midwives in the barangay/City Health office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the TB Drug dispensary and requirements	1. RHM/TB Coordinator explains what TB is all about and gives instructions for sputum collection		5 minutes	<i>RHM/TB Coordinator</i>
2. Client receives instructions for proper sputum collection	1. Medical Technologists collect sputum specimen for examination and instruct patient to come back on the date of release of result		3 minutes	<i>RHM/TB Coordinator</i>
3. Client or treatment partner collects sputum specimen and bring the specimen to the City health office laboratory for examination	1. TB Coordinator/ RHM gives information on the Directly Observed Treatment		10 minutes	<i>Medical Technologists</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2. Assess patients, if eligible to the National Tuberculosis Program</p> <p>-if eligible, enrolls patient and issues NTP ID Card</p> <p>2.1. Gives patient information education about the disease, control and importance of the Directly Observed treatment (for short course therapy with a treatment partner (either be a family member or BNS/ BHW)</p>		30 minutes	<i>TB Coordinator</i>
4. Receive initial TB drug supply	TB Coordinator issues drug supply good for one week			<i>TB Coordinator</i>
	TOTAL		48 minutes	



10. SOCIAL HYGIENE SERVICES

Service Description: The Social Hygiene Clinic (SHC) is established in line with the STI/HIV/AIDS program to cater to the most at risk population (MARPs) groups and the general population infected with sexually transmitted illnesses. Its services include, Health Information, Education & Advocacy, Diagnosis and Treatment and referral to higher levels of care / treatment hubs.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Registered Entertainment Establishment Workers (EEWs), Walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For EEWS: Health Card, Birth Certificate (NSO), CSWD Clearance, Barangay Clearance, Serological result For walk-in patients: Individual Treatment Record		CITY HEALTH OFFICE (Social Hygiene Clinic)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.REGISTRATION: 1.Client submit requirements for verification.	1. Nurse-incharge of Social hygiene Clinic received/verifies records of clients		5 minutes	<i>STI/HIV/AIDS Nurse Coordinator</i>
2. Client request for retrieval of records for old registrants (as EEW) for monitoring	1. Nurse incharge registers new EEW		5 minutes	
	2. Nurse incharge retrieves records of old registrants for monitoring		3 minutes	
B.FOR SMEAR: Client undergo 1.Distribution of slides 2.vaginal or cervical smear 3.Collection of specimen	1. Slides distributes, smear done 1.1 Specimen stained, read and lab result recorded		5 minutes	<i>Medical Technologists</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Staining & reading of specimen & recording of laboratory result 2.1. Interpretation of laboratory result 2.3. Receive of medicines if found positive(+) 2.4. Releasing of health card for those with negative result 2.5. Medicines prescribed for those found positive	None	10 minutes	<i>Medical Technologists</i> <i>Medical Officer</i> <i>STI/HIV/AIDS Nurse Coordinator</i>
	TOTAL		28 minutes	