



## MUNICIPAL HEALTH OFFICE

### EXTERNAL SERVICES

#### 1. MEDICAL/SURGICAL

A standard protocol in which the doctor explores at a subjective and objective level need of a patient, review patients medical history, examines the patient, makes recommendation as to care and treatment

<b>Office or Division:</b>	<b>Municipal Health Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Treatment Record		Before consultation while taking patient's information		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Municipal Health Office for check up	1. Admit patient for check-up. 1.1. Ask clients/patients on purpose of consultation and write patients data on Individual Treatment Record (ITR). 1.2. Get vital signs to be recorded in an ITR  1.2 Refer patient to the Municipal Health Physician.	None	5 Minutes	Catherine Mallo



<p>2. Approach the Municipal Health Officer</p>	<p>2.Examination of patients. The Municipal Health Officer: 2.1 Take history and proper physical examination, request for some laboratory exams if needed. 2.2. Make the proper disease diagnosis. 2.3. Administer proper management. 2.3. Prescribe and dispense necessary available meds.</p>	<p>None</p>	<p>10 Minutes</p>	<p>Noella Bayona</p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>20 Minutes</p>	



## 2. PROVISION OF MEDICINES

Provision of medicines prescribed by Physician. All medicines available must cater to the health needs of client with appropriate dosage.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription Medicine Logbook		RHU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patients/Clients proceed to medicine dispensing area	1. Checks prescription or Compact Card for availability of medicines	None	2 Minutes	Juvelle Baldove
2. Processing for Medical Certificates (needed for further request of medicine).	2. Ask client's information, get initial vital signs, validate and encode.	None	5 minutes	John Rofel Santo
<b>TOTAL:</b>		None	7 Minutes	



### 3. PROVISION OF TB DRUGS

After the check-up, x-ray and gen-expert test, it is important that people who have TB disease are treated, finished the medicine and took the drugs exactly as prescribed for six (6) months

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<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Treatment Record for TB patients		RHU		
NTP Card		RHU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to admitting section	1. Staff on duty takes the patient's personal data and these are all logged in the patient's individual chart.	None	3 Minutes	Ma. Candelaria Parrenas
2. If TB symptomatic, wait for referral to the physician.	2. Physician further examine patient for proper evaluation and assessment. 2.1 Advised to have Chest XRAY.	None	10 Minutes	Marine Damasco
3. If TB symptomatic proceed to the laboratory for sputum examination.	3. Medical Technologist collects first sputum specimen. 3.1 Medical Technologist endorse patient for second and third collection of sputum specimen		3 Minutes	Ma. Candelaria Parrenas



	to midwife in charge of the patient's barangay.	None		
4. TB Symptomatic patient with (+) sputum start the medication and follow-ups as instructed. 4.1 Tb Symptomatic patients with (-) sputum and with chest x-ray results start medication as instructed by the physician.	4. Midwife in charge directly supervise the patient's compliance to drug intake. 4.1 Physician follows up patient in accordance with the proper assessment.		10 Minutes	Ginny Palomar/ Arnaty Carnaje
<b>TOTAL:</b>		None	26 Minutes	



## 4. LABORATORY EXAMINATION

Different laboratory examinations are being performed by skilled health professionals who prepare, collect and analyse blood and other body fluids. Collaborate with pathology and other medical specialists to determine correct diagnosis.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client comes to laboratory for examination	1. Check patients data if applicable adequacy label of specimen	None	2 Minutes	Ma. Candelaria Parrenas
2. Submit request for laboratory test 2.1 Wait for pricing of Laboratory Examination	2. Assign Price accurately for every laboratory examination needed	FBS - 70.00 LIPID- 440 TRIGLYCERIDES- 50 URICACID- 130 RBS- 80 CREATININE- 85 SGPT/ALT- 200 SGOT/AST- 225 SODIUM- 225 POTASSIUM- 225 CALCIUM- 225 CHLORIDE	1 minute	Marivic Damasco



		E-200 BUN -130 SODIUM, POTASSI UM,CALCI UM,CHLO RIDE-615 CBC-70 CBC/PLA TELET- 140 PLATELE T COUNT- 70 PLATELE T/HEMAT OCRIT- 100 HEMOGL OBIN-65 CLOTTIN G TIME/BLE EDING TI- 95 ABO RH- BLOOD TYPING- 130 HEMOGL O BIN/HEM ATOCRIT- 100 URINALY SIS, CBC, HBsAg- 300 URINALY SIS CBC,HBs Ag,ANTI- TP-405 URINALY SIS,CBC, HBsAg,AN TI-TP, BLOOD TYPING-- 470 HBsAg-- 470		
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		ANTI-TP- -140 PREGNA NCY TEST (SERUM)- 190  DENGUE Ns1 IgG, IgM--850 TYPHID OT-900 URINALY SIS-60 FECALY SIS---60 GRAM'S STAIN-95 AFB-95 DENGUE Ns1/IgM, CBC,PLA TELET- 1,045		
3.Pay at the Treasurer's Office	3.Accept payment and issue Official Receipt		10 Minutes	Revenue Collection Clerk II
4.Receipt of payment given back to the Medical Technologist on duty	4.Receives and copy the OR number		1 Minute	Ma. Candelaria Parrenas
5.Entry to Logbook	5.Log all request and/or cases in their respective logbooks		10 Minutes	Marivic Damasco
6.Specimen Extraction	6.Extract or collect specimen		5 Minutes	Ma. Candelaria Parrenas
7.Client submits his/her specimens	7.Check Official Receipt		1.5 hour	Marivic Damasco





8.Recording of results	8.Entry Results to logbook		10 minutes	Marivic Damasco
9.Verification of results	9.Verify Results		10 minutes	Ma. Candelaria Parrenas
10.Releasing of results	10.Release results		2 minutes	Ma. Candelaria Parrenas
<b>TOTAL:</b>		Dependin g on tests requeste d	2 hours and 22minutes	



## 5. PROCESSING OF HEALTH CERTIFICATE AND SANITARY PERMIT

Oversee health and sanitation aspects in names and business establishments. Inspect potability and safeness of drinking water. Collects and verifies necessary requirements prior to releasing of health/sanitation permit.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory results (stool & sputum)		Laboratory request from the Physician Laboratory result from any accredited laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Municipal Health Office. Present complete requirements and properly filled-up EHS Form No. 110 for Laboratory result (Sputum and Stool)	1. Accept and review submitted requirements and application form 1.1 Issue order of payment.		10 Minutes	Anabelle Parreno
2. Pay at the Treasurer's Office	2. Accept payment and issue Official Receipt (OR).	₱50.00	5 Minutes	Revenue Collection Clerk II
3. Present OR to the Municipal Health Office	3. Evaluate affix signature and issue sanitary permit		5 Minutes	Catherine Mallo
<b>TOTAL:</b>		₱50.00	20 Minutes	



## 6. OTHER SERVICES OFFERED

Wound dressing is designed to be in direct contact with the wound to promote healing and protect it from further harm. Tetanus Toxoid vaccine is given to provide protection against tetanus and best way to protect against life threatening disease

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Doctor's order/referral		Physician (private or public)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Patients come to health facility for Wound Dressing	1. RHU staff charge duty for the day, does wound dressing.	None	10 Minutes	Joan Agnes
2. Proceed to vaccination area for Tetanus toxoid Injection 2.1 Present request form from the Physician.	2. Nurse and midwives administer the necessary vaccines to the client on first-come first serve basis.	(Medical/health Certificate ₱50.00	5 Minutes	Arnaty Carnaje
<b>TOTAL:</b>		₱50.00	15 Minutes	