

# MUNICIPAL HEALTH OFFICE

## CITIZEN'S CHARTER

**Vision** : Healthy and empowered Albueranos enjoying quality health care delivery system.

**Mission** : To provide quality health services through easy accessibility and availability of all health services for the betterment of all populace especially the underserved.

**Mandate** : Effective delivery of basic health care services in the municipality of albuera.

STEPS	What applicant/ client should do?	Activity of the Service Provider	Duration of the Activity	Person / Office In Charge	Fees	Remarks
<b>MEDICAL CHECK-UP / CONSULTATION</b>						
1	> To Information Area/ (Window 1 & 2) ask priority number	> Retrieve Record for old patient using the family tracking number > Make new patients record > give priority number	1-2 minutes	OFFICE CLERK		
2	> to triage area	> Filling of patients information > History taking of chief complaints > Taking of Vital signs > Making of impression/ treatment plan > Refer patient to specific health worker who will provide services	5 minutes	NURSE / MIDWIFE		
3	> To Consultation Area	> review patient's ITR > conduct history taking, physical examination of patient > request laboratory exam > make final diagnosis and treatment plan	10-15 minutes	PHYSICIAN		
	> To Family planning Area	> review patient's ITR > conduct history taking, physical examination of patient > request laboratory exam > make final diagnosis and treatment plan	10 minutes	MIDWIFE/PHN/MHO		
4.a	> To Pharmacy - for those patients who don't need laboratory exam	> dispense medicines prescribed/ ordered, give instruction on dosage, timing as ordered > Let patient sign the medicine dispensary logbook	2-3 minutes	NURSE ASSISTANT/PHARMACY IN-CHARGE		
4.b	> To Laboratory - for patients who need laboratory exam.	> Refer patient to Municipal Treasurers Office for payment of laboratory services > perform laboratory requested by the physician > give the results to the patient	depends on the type of laboratory requested  less than a minute	Medical Technologist  Medical Technologist		
	> after paying get the result from the Laboratory					
	> back to consultation area and give the laboratory result to the doctor	> interpret laboratory results and make final diagnosis, and managed patients accordingly	5 minutes	physician		
	> To Pharmacy	> dispense medicines prescribed/ ordered, give instruction on dosage, timing as ordered > Let patient sign the medicine dispensary logbook	2-3 minutes	NURSE ASSISTANT/PHARMACY IN-CHARGE		
END OF TRANSACTION						
TOTAL TIME: 20 - 25 minutes						

STEPS	What applicant/ client should do?	Activity of the Service Provider	Duration of the Activity	Person / Office In Charge	Fees	Remarks
<b>DENTAL SERVICES</b>						
1	> To reception Area for dental patients	> Retrieve Record > Taking of Vital Signs > History Taking	5 minutes	Dental Aid		
2	> Go to dental section	> Dental examination / treatment > Prescribe Medicines	30 minutes	Dentist		
3	> Go to MTO for payment of service (tooth extraction)	> receive payment		MTO collector	P100.00	
4	> back to dental section & present the OR	> record the OR number and refer patient to pharmacy	1 minute	Dental Aid		
5	> Go to the pharmacy	> Review any medications prescribed to patient > Giving of instructions to patient on dosage and timing of medications as ordered > Make patient sign the dispensary logbook	2-3 minutes	nurse assistant/pharmacy in-charge		
END OF TRANSACTION						
TOTAL TIME: 40 minutes						

STEPS	What applicant/ client should do?	Activity of the Service Provider	Duration of the Activity	Person / Office In Charge	Fees	Remarks
<b>IMMUNIZATION</b>						
1	> to immunization area present the immunization card/baby's book	> Collects all immunization card/baby's book from mother > Issue new immunization record card to newborn babies  > weighing babies, take vital signs	5 minutes	BHW/ RHM		
		> do physical assessment > review immunization record > update baby's book/immunization card	3 minutes	RHM/NURSE		
2	> stay at Immunization/ Waiting area	> Conducts health education on the importance of Immunization / Exclusive Breastfeeding  > Preparation of antigens	20 minutes	PHN/ RHM		
3	> stay at Immunization area	> Vaccination of Children	2 minute	PHN/ RHM		
END OF TRANSACTION						
TOTAL TIME: 30 minutes						

STEPS	What applicant/ client should do?	Activity of the Service Provider	Duration of the Activity	Person / Office In Charge	Fees	Remarks
<b>PRE-NATAL CHECK UP</b>						
1	> To reception / Information Area	> retrieve pregnant women's record book  > Issue HBMR card to newly enrolled pregnant women	1 minute	BHW/ RHM		
2	> go to pre-natal area	> weigh patients, Taking of vital signs and do physical examination  > Review tetanus immunization record and note if to be given or not  > Update the HBMR card	4 minutes	RHM/PHN		

3	> stay at prenatal waiting area	> Conducts health education on the importance of early prenatal examinations; early danger signs of pregnancy; health facility delivery; exclusive breastfeeding  > Preparation of antigens (tetanus toxoid)	20 minutes	PHN /RHM		
4	> to pre-natal room	> conduct thorough examination and assesment of patient's status  > make treatment plan  > Vaccination of Pregnant Women	15 minutes	RHM /PHN		
END OF TRANSACTION						
TOTAL TIME: 40 minutes						

STEPS	What applicant/ client should do?	Activity of the Service Provider	Duration of the Activity	Person / Office In Charge	Fees	Remarks
<b>BIRTHING FACILITY SERVICES</b>						
1	> Go to Admission Section	> Ask for HBMR card/ ultrasound result  > Filling of admission forms  > Taking of vital signs  > History taking	5 minutes	RHM / Nurse		
2	> Go to Examination Room	> Assessment on the progress of labor  > Records abdominal / internal examination findings	5 minutes	MD/PHN/RHM		
3	> Go to Labor room/ Delivery room	> Regular monitoring of uterine contraction and cervical dilatation  > Start IV line  > Delivery of newborn  > Post partum care to mother and baby	Depending on the stage labor	MD/PHN/RHM		
4	> Go to Recovery room	> mother and baby are monitored	24 hours	RHM		
5	> Signs Philhealth form if member > Settles payment if not Philhealth member	> let patient's family Process philhealth requirements  > Refer patient to Municipal Treasurer's office for birthing fee if can't avail PhilHealth	2 minutes	RHM/PHN		
END OF TRANSACTION						
TOTAL TIME: not less than 24 hours						

STEPS	What applicant/ client should do?	Activity of the Service Provider	Duration of the Activity	Person / Office In Charge	Fees	Remarks
<b>LABORATORY SERVICES</b>						
1	> Go to laboratory section and present examination request	> Facilitate the laboratory examination as requested  > refer pnt to MTO for payment of laboratory services		Medical Technologist		
2	> Go to Municipal Treasurer's Offices to pay for laboratory services requested	> Receives payment and issues receipt to patient		MTO - Representative		
3	> Go back to laboratory to present receipt and wait for the release of result	> Perform specific laboratory examination requested	Refer to specific test	Medical Technologist		

SPECIFIC TESTS:						
1. Blood Chemistry	> Blood extraction > Run test/ control using blood chemistry machine > Release of official results	3 minutes  3 hours	Medical Technologist			
2. CBC/ Platelet	> Blood Collection  > Examination of specimen	3 minutes  45 minutes	Medical Technologist			
3. Hgb determination Blood Typing	> Blood Collection  > Examination of specimen	3 minutes	Medical Technologist			
4. Urinalysis /pregnancy test - Submits urine to laboratory	> Receive urine specimen  > Centrifuge/ microscopic examination of urine	15 minutes	Medical Technologist			
5. Fecalysis - Collects stool and submit to laboratory	> Receive stool specimen  > Microscopic Examination of Stool	15 minutes	Medical Technologist			
6. Sputum examination -Collects 3 sputum at home and submits to laboratory	> Smearing of sputum  > Fixing and Staining of sputum  > Examination		MT/RHM/BHW			
END OF TRANSACTION						
TOTAL TIME: Duration of activity depends on the type of laboratory performed						

STEPS	What applicant/ client should do?	Activity of the Service Provider	Duration of the Activity	Person / Office In Charge	Fees	Remarks
<b>Issuance of Sanitary Permit</b>						
1	> Approach Sanitary Inspector for transaction	> give the list of requirements and advice to come back once complied	1-2 minutes	Sanitary Inspector		
	> back to sanitary inspector and submit the documents required	> Sanitary Inspector check and review the necessary requirements > process the application of sanitary permit	5-10 minutes	Sanitary Inspector		
		> for Clients with incomplete requirements, Sanitary Inspector will set an appointment schedule for inspection.	variable	Sanitary Inspector		
2	> Clients with complete requirements go to the Treasurer's office for payment of dues.	> Treasurer's Office collect payments and release official receipt		MTO in-charge	P 50.00	
3	3. Go back to the Sanitary Inspector and present the official receipt.	Sanitary Inspector release /issue sanitary permit.	1-2 minutes	Sanitary Inspector		
END OF TRANSACTION						
TOTAL TIME: 10-15 minutes if all the requirements are complete						













