



**OFFICE OF THE MUNICIPAL HEALTH /  
RURAL HEALTH UNIT**

<b>MEDICAL CHECK-UP/CONSULTATION</b>				
This service caters to all residents of Albura Leyte who have medical problems manageable in a primary health care setting.				
<b>Office or Division:</b>	<b>Office of the Municipal Health /Rural Health Unit</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Citizen			
<b>Who may avail:</b>	Residents of Albura			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Individual Treatment Record/referral slip			Rural Health Unit Barangay Health Station (BHS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</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 (ITR) >Give priority number	None	1-3minutes	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	None	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	None	10-15 minutes	Physician
4.To Pharmacy- for those patients who don't need laboratory exam	>Dispense medicines prescribed/ order,give instruction on dosage ,timing as ordered > Let patient sign the medicine dispensary logbook	None	2-3 minutes	Nurse/Assistant Pharmacy In-Charge
5.To laboratory- for patient who need laboratory. After paying get the result from the laboratory	>Refer patient to Municipal treasurer Office for payment of laboratory services >Perform laboratory requested by the physician >Give the result to the patients	Refer to Chart for laboratory fees	depends on the type of the laboratory requested Less than a minute	Medical Technologist
6.Back to consultation area and give the laboratory result to the doctor	>Interpret laboratory result and make final diagnosis and managed patient accordingly	None	5 minutes	Physician
<b>TOTAL</b>		<b>Refer to Chart</b>	<b>max 48 minutes</b>	

**IMMUNIZATION PROGRAM SERVICES**

This service provides vaccination for children 0 to 11 months old. Vaccination gives protection against vaccine preventable diseases. The vaccines given to infants are as follows: BCG, OPV, Penta, PCV, Measles, and IPV. The Rural Health Unit (RHU) also immunizes pregnant mothers to prevent the occurrence of Tetanus Neonatorum in infants.

<b>Office or Division:</b>	<b>RURAL HEALTH UNIT(RHU)/BARANGAY HEALTH STATION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Citizen			
<b>Who may avail:</b>	Residents of Albuera			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mother-Baby booklet/Immunization Booklet		Rural health unit/barangay health station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 >Do physical assesment >Review immunization record >Update baby's book/immunization card	None	5 minutes	BHW/RHM/ NURSE
	>Conduct health education on the importance of immunization/exclusive breastfeeding Preparation of antigens	None	20 minutes	PHN/RHM
	>Vaccination of Children	None	2 minutes	PHN/RHM
<b>TOTAL</b>		<b>Refer to Chart</b>	<b>27 minutes</b>	

<b>PRENATAL CARE SERVICES/CHECK-UP</b>				
This service caters to all pregnant women in albuera, who do not belong to the high risk group (primigravida, below 18 years old more than gravida 4, with existing comorbidity). Vaccination of Tetanus Toxoid and supplementation of Ferrous sulfate and calcium carbonate are provided. At least pre-natal check-ups are done to each pregnant woman.				
<b>Office or Division:</b>	<b>RURAL HEALTH UNIT (RHU) BARANGAY HEALTH STATION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Citizen			
<b>Who may avail:</b>	Pregnant Women in Albuera			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prenatal book (mother-baby booklet) Laboratory result			BHS/rural health unit client on the succeeding visits Any licensed laboratory facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. To reception/ Information Area	>Retrieve pregnant women's record book >Issue HBMR card to newly enrolled pregnant women		1 minutes	BHW/RHM
2. 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	None	4 minutes	RHM/PHN
	>Conducts health education on importance of early prenatal examination; early danger signs of pregnancy; health facility delivery; exclusive breastfeeding >Preparation of antigens (tetanus toxoid)	None	20 minutes	PHN/RHM
3. To pre-natal room	>Conduct thorough examination and assessment of patient's status >Make treatment plan Vaccination of pregnant women	None	15 minutes	RHM/PHN
<b>TOTAL</b>		Refer to Chart	<b>40 minutes</b>	

**DENTAL SERVICES**

This service is available to pre-school and school-age children, pregnant mothers and other residents of Albueria to prevent and treat dental diseases manageable in primary health care setting.

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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Citizen
<b>Who may avail:</b>	Residents of Albueria

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To reception Area for dental patients	>Retrieve Record > Taking of vital signs >History taking	None	5 minutes	Dental Aide
2. Go to dental section	>Dental examination /treatment and procedures > Prescribe medicines	None	30 minutes	Dentist
3. Go to MTO for payment of service (tooth extraction)	>Receive payment	100	5 minutes	MTO collector
4. Back to dental section and present the OR	>Record the OR number and refer patient to pharmacy	None	1minute	
5. Go to the pharmacy	>Review any medications prescribed to patient >Giving the instructions to patient on dosage and timing of medications as ordered >Make patient sign the dispensary logbook	None	2-3 minutes	Pharmacy assistant /Nurse
<b>TOTAL</b>		<b>P100.00</b>	<b>44 minutes</b>	

**BIRTHING FACILITY SERVICES**

To provide quality maternal,obstetric and neonatal health care services to normal low risk patients and basic emergency care to normal high risk when needed. Ensure continuous internal quality improvement and strengthen health education and promotion to health volunteers, patients/clients and community in general

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<b>Type of Transaction:</b>	G2B – Government to Citizen			
<b>Who may avail:</b>	Residents of Albura			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admission section	>Ask for HBMR card/Ultrasound result >Filling of admissions form >Taking of vital signs >History taking	None	5minutes	RHM/NURSE
2. Go to examination room	>Assesment on the progress of labor >Records abdominal /Internal examination findings	None	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	None	depending on the stage labor	MD/PHN/RHM
4. Go to recovery room	>Mother and baby are monitored	None	24hours	RHM/NURSE
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	None for philhealth members/ P1000 for non philhealth	2 Minutes	RHM/PHN
<b>TOTAL</b>		<b>P1000.00</b>	<b>1 hour &amp; 12 minutes</b>	

**LABORATORY SERVICES**

To provide medical laboratory testing services in accordance with the applicable standards with the highest quality and reliability to satisfy the expectation of customers.

<b>Office or Division:</b>	<b>RURAL HEALTH UNIT(RHU)BARANGAY HEALTH STATION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Citizen			
<b>Who may avail:</b>	Residents of Albuera			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to laboratory section and present examination request	>Facilitate the laboratory examination as requested refer to MTO for payment of laboratory services	None	2 minutes	Medical technologist
3. Go to Municipal Treasurer's office to pay for laboratory services required	>Receives payment and issues receipt to patient	Refer to MTO	2 minutes	MTO-Representative
3. Go back to laboratory to present receipt and wait for the release of result	>Perform specific laboratory examination requested	None	refer to specific test	Medical Technologist
<b>SPECIFIC TESTS:</b>				
1. Blood chemistry	>Blood extraction Run test/control using blood chemistry machine >Release of official result	P50.00	3 minutes / 3hours	Medical Technologist
2. CBC/Platelet	>Blood collection Examination of specimen	P50.00/P30.00	3 minutes / 45minutes	Medical Technologist
3. Hgb determination Blood Typing	>Blood collection Examination of specimen	P50.00/P40.00	3 minutes	Medical Technologist
4. Urinalysis/Pregnancy test -submits urine to laboratory	>Receive urine specimen Centrifuge/micropic examination of urine	P20.00/P100.00	15 minutes	Medical Technologist
5. Fecalalysis-collects stool and submit to laboratory	>Receive stool specimen Microscopic examination of stool	P20.00	15 minutes	Medical Technologist
6. Sputum examination Collection 1 sputum at home and submits to laboratory	>Smearing of sputum Fixing and staining of sputum Examination	None	45minutes	MT/RHM/BHW
<b>TOTAL</b>		<b>P370.00</b>	<b>5hours &amp;13 min.</b>	

### ISSUANCE OF SANITARY PERMIT

To provide a written certification that an establishment has passed the standards / qualification of a Healthy environment for client satisfaction.

<b>Office or Division:</b>	<b>RURAL HEALTH UNIT(RHU)BARANGAY HEALTH STATION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Residents of Albura			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach sanitary Inspector for transaction	Give the list of requirements and advice to come back once complied	None	1-3 minutes	Sanitary Inspector
2.Back to sanitary inspector and submit the documents required	Sanitary inspector check and review the necessary requirements Process the application of sanitary permit		10-15 minutes	Sanitary Inspector
	For clients with incomplete requirements, sanitary inspector will set an appointment schedule for inspection		variable	Sanitary Inspector
3. Clients with complete requirements go to the Treasurer's office for payment of dues	Treasurer's office collect payments and release official receipt.	50.00		MTO in charge
4. Go back to the sanitary inspector and present the official receipt.	Sanitary inspector release/issue sanitary permit	None	1-2 minutes	Sanitary Inspector
<b>TOTAL</b>		<b>P50.00</b>		



