

MUNICIPAL HEALTH OFFICE

SERVICE NAME: AVAILING OF ANTI TUBERCULOSIS DRUGS				
Classification: Simple				
Type of Transaction: G2C - Government to Citizens				
Who may avail: All Age of Majority				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Document #1: Patient Record / ITR 9		OPD/Municipal Health Office		
Document #2: Doctor's check-up and request for chest X-ray		Municipal Health Officer		
Document #3: X-ray and sputum request form		Midwife, Nurse and Medical Technologist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go at the OPD Section to have Individual Treatment Record (ITR), for vital signs, and triaging	1. Interview the client and get the record 1.1 Get the vital signs and triaging 1.2 Instruct the patient to proceed at the Municipal Health Office for Physical Examination and check-up by the MHO	NONE	5 minutes	Permanent Nurse and Midwife, JO Nurses and Midwife and Allied Health Workers
2. Doctor's consultation	2. Check up by the Doctor/MHO and give X-ray request and sputum exam	NONE	5 Minutes	Dr. Jerald John Quintero MHO and Attendant Nurse
3. Get the request and proceed at the X-ray room	3. Get the request slip 3.1 Log the patient information 3.2 Prepare the patient for X-ray	NONE	10 Minutes	Radiologic Technician

	3.3 After X-ray, advice the patient to proceed at the TB DOTS room for sputum exam			
4. Proceed to TB DOTS room for sputum exam	<p>4.1 Instruct the client for proper sputum collection.</p> <p>4.2 Collect sputum specimen and submit it to the Medical Technologist</p> <p>4.3 Inform the patient for the schedule of his/her return for the release of the result</p>	NONE	<p>4 minutes</p> <p>5 minutes</p>	Midwife/ Nurse /Medical Technologist
5. Get the result on the scheduled date	<p>5.Release the X-ray result and sputum result</p> <p>5.1 Advice the patient to proceed at the MHO for the consultation</p>	NONE	5 Minutes	Radiologic Technician/ Midwife/ Nurse/Medical Technologist
6. Present the result	<p>6.1 Get the result</p> <p>6.2 Assess the patient, if eligible as National Tuberculosis Program (NTP) beneficiary and give TB drugs.</p> <p>6.3 Give counseling to patient for TB-HIV collaboration and HIV testing done by the Medical Technologist</p>	NONE	15 minutes	TB Coordinator or Midwife, Nurse in charge

	<p>6.4. If eligible, enroll patient and issue NTP identification card.</p> <p>6.5 Give patient information education about TB disease and Control and the importance of Directly Observed Treatment for Short Course Chemotherapy with his/her treatment partner.</p> <p>6.6 Issue initial TB Drugs Supply to treatment partner and instruct patient where to report for his daily intake of TB drugs and schedule of follow up sputum examination.</p> <p>6.7 Advice the patient for the regular scheduled check-up of the patient</p>			
TOTAL			49 minutes	
END OF TRANSACTION				

SERVICE NAME: AVAILING OF IMMUNIZATION SERVICES	
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All Ages
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Document #1: Patient Record / ITR, ECCD card, Home Based Maternal	OPD/Municipal Health Office, Barangay Health Station

Record (1 copy, original)				
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the HBMR card record at the Records Section or at Barangay Health Station for the Under Early Child Care Development card	1. receive and check the record, HBMR, ECCD card and give ITR.	NONE	3 minutes	Permanent Nurse Midwife/ JO Nurses/ Midwife/ Allied Health Workers /Barangay Health Workers
	1.1 Interview the mother for the child book and get the vital sign of the client (height, weight, BMI)	NONE	5 minutes	
	1.2 Advise the mother of the patient of the benefit of the immunization and what medicine will be given to the patient	NONE	5 minutes	
3. Listen to the Midwife, Nurse and Doctor for Health Education and counseling	3. Give Health Education and counseling	NONE	5 minutes	MHO, Nurse and Midwife
4. Ready the baby for immunization, and the pregnant mother for TD vaccination.	4. Immunize the patient	NONE	5 minutes	MHO, Nurse and Midwife
TOTAL			23 minutes	
END OF TRANSACTION				

SERVICE NAME: AVAILING OF LABORATORY SERVICES				
Classification: Simple				
Type of Transaction: G2C - Government to Citizens				
Who may avail: All Age				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Document #1: Patient Record / ITR (1 copy, original)		OPD/Municipal Health Office		
Document #2: Doctor's Laboratory Request (1 copy, original)		Municipal Health Officer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the record at the Records Section	1. Check the record and give ITR, interview client and vital signs.	None	5 minutes	Permanent Nurse Midwife/ JO Nurses/ Midwife/ Allied Health Workers
	1.1 Advise the client to proceed to the Municipal Health Officer to get referral slip	None	5 minutes	
2. Proceed at the Municipal Health Office	2. Interview the client and give the referral slip	None	10 minutes	Dr. Jerald John Quintero MHO
	2.1 instruct the client to pay the required fee at the Municipal Treasurer's Office	None	5 minutes	Attending Nurse
3. Pay the	3. Give	Laboratory Fees:	5 minutes	Collection Clerk

required fee to the authorized collection clerk at the Treasurer's Office	Order of Payment	FBS 100 Hgb 40 CBC 100 Platelet 150 Blood Typing 35 Urinalysis 50 Fecalalysis 75		
4. Proceed at the Laboratory and present the referral slip	4. Explain to the client the procedure	None	5 Minutes	Mark Anthoy S. Yambao Med Tech II
5. Client submit for blood extraction	5. Perform the laboratory procedure	None	10 Minutes	Mark Anthoy S. Yambao Med Tech II
	5.1 Advise the client for the time of reading of the specimen and inform the client to return on the scheduled date.	None	Within 1-2 days	Mark Anthoy S. Yambao Med Tech II
TOTAL			70 minutes (laboratory test is within 1-2 days)	
END OF TRANSACTION				

SERVICE NAME: AVAILING OF MATERNAL CARE SERVICES	
Classification: Simple	
Type of Transaction: G2C - Government to Citizens	
Who may avail: All Age of Majority	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Document #1: Patient Record / ITR (1 copy, original)	OPD/Municipal Health Office
Document #2: Home Based Maternal Record (1 copy, original)	Midwife, Nurse

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Home-Based Maternal Record (HBMR) at the Records Section	1. Check the record and give ITR, interview client and vital signs.	None	5 minutes	Permanent Nurse Midwife/ JO Nurses/ Midwife/ Allied Health Workers
	1.1 Advise the client to proceed to the Municipal Health Officer for the consultation	None	5 minutes	
2. Present the card for the Prenatal check-up	2. Get the card Midwife, Nurse accomplished the Home-Based Maternal Record (HBMR) card of the mother	NONE	10 Minutes	Midwife, Nurse. Job Order Midwife
3. Wait for the pre-natal consultation	3. Interview the mother 3.1 Get the vital signs (Blood pressure, weight, Fundic Height, and fetal heart tone) Then record to the Prenatal Target Client List	NONE	10 Minutes	Midwife, Nurse. Job Order Midwife
4. Get request for laboratory and HIV testing.	4. Give HIV counselling to the mother and advise her to proceed at the laboratory for HIV testing, urinalysis, CBC and blood typing	NONE	10 Minutes	Midwife, Nurse, Medical Technologist
5. Proceed at the Laboratory and present the referral slip	5. Explain to the mother the procedure	None	5 Minutes	Mark Anthoy S. Yambao Med Tech II

5. Client submit for the laboratory procedure	5.Perform the laboratory procedure	None	10 Minutes	Mark Anthoy S. Yambao Med Tech II
	5.1 Advice the mother for the time of reading of the specimen and inform the client to return on the scheduled date.	None	Within 1-2 days	Mark Anthoy S. Yambao Med Tech II
	5.2 Advice the mother to proceed at the MHO			
6. Listen for the health instruction on proper nutrition and maternity care	6.Brief the mother on the health instruction for the proper nutrition and maternity care.	NONE	5 Minutes	Midwife/ Nurse
	6.1 Give Ferrous Sulfate and health education. Inform client of her next visit to the RHU and Barangay Health Station. 1-7 months- monthly visit 8 months- every other week 9 months- weekly	NONE	2 minutes	Midwife/ Nurse
	6.2 Advice the mother to get the result of the laboratory test on the scheduled date.	NONE	2 minutes	Midwife/ Nurse
TOTAL			64 minutes (laboratory result within 1-2 days)	
END OF TRANSACTION				

SERVICE NAME: DISPENSING FREE MEDICINES				
Classification: Simple				
Type of Transaction: G2C - Government to Citizens				
Who may avail: All Age of Majority				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Document #1: Patient Record / ITR (1 copy, original)		OPD/Municipal Health Office		
Document #2: Doctor's Prescription (1 copy, original)		Municipal Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go at the OPD Section to have Individual Treatment Record (ITR), for vital signs, and triaging	1. Interview the client and get the record 1.1 Get the vital signs and triaging 1.2 Instruct the patient to proceed at the Municipal Health Office for Physical Examination and check-up by the MHO and give prescription	NONE	2 minutes	Permanent Nurse Midwife/ JO Nurses/ Midwife/ Allied Health Workers
2. Present the ITR	2. Physical Examination and check-up by the MHO and give prescription 2.1 Advice the client to proceed at the pharmacy	NONE	10 minutes	Dr. Jerald John Quintero MHO
3. Request for the medicine prescribed	3.1 Get the prescription and prepare the medicines	NONE	5 minutes	Pharmacy in Charge
4. Receive the medicine	4. Release the medicine and explain the procedure of	NONE	5 minutes	Pharmacy in Charge

	medicine in take.			
TOTAL			22 minutes	
END OF TRANSACTION				