



MUNICIPAL HEALTH OFFICE

External Services



44. Attending Deliveries to Pregnant Women

This service is provided to pregnant women about to give birth.

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| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Pregnant residents of the Municipality | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. PhilHealth ID (for members) | | Patient's own copy/PhilHealth | | |
| 2. Mother's booklet/record | | Patient | | |
| 3. Laboratory/Ultrasound result | | Patient | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present booklet/record to MHO midwife. | 1.1 Receipt of record by the midwife in-charge. | None | 5 minutes | PHN/RHM on duty |
| | 1.2 Retrieval of record. | None | 3 minutes | |
| | 1.3 Conduct interview and taking of vital signs/physical examination. | None | 10 minutes | |
| 2. Actual delivery of the baby. | 2.1 Midwife delivers the baby. | None | Case to case basis depending on the Gravida of client & progress of labor | RHM on duty |
| | 2.2 If no complications arise, mother and baby will be discharged after 24 hours. | None | 5 minutes | |
| | 2.3 For complications, | None | 10 minutes | |



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| | MHO refers to the hospital. | | | |
| 3. Patient pays prescribed fee to the OMT. | 3.1 Receipt of payment and issuance of OR. | 1,800.00 Newborn screening 700.00 Delivery fee | 3 minutes | RHM on duty |
| 4. Patient presents the OR to the midwife. | 4. Issuance of discharge slip to the patient. | None | 3 minutes | RHM on duty |
| TOTAL: | | 2, 500.00 | 21 minutes | |



45. Issuance & Sanitary Permit and Health Card

This is issued to all business establishments to ensure they adhere to the Sanitation Code of the Philippines.

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|--|---|---|------------------------|---------------------------|
| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Individuals/business owners & entities | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application form | | Municipal Health Office (MHO) | | |
| 2. Laboratory result | | MHO or any facility administering lab services | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly accomplished application form and supporting documents. | 1.1 Receipt of form and assessment of supporting documents. | None | 2 minutes | Sanitation Inspector |
| 2. Client pays the prescribed fee to the OMT. | 2.1 Issuance of payment order. | Sanitary fee: 100.00 | 1 minute | |
| | 2.2 OMT staff issues an OR. | Health Card: 25.00 Lab fee: Stool: 40.00 Sputum: None | 1 minute | |
| 3. Client claims the sanitary permit and health card. | 3.1 Release of documents and recording in the log book. | None | 1 minute | |
| TOTAL: | | 165.00 | 5 minutes | |



46. Immunization of EP (Expanded Program) of Immunization Services

This service is administered to individuals who wish to avail of free vaccinations offered by the MHO. This includes vaccines for children and flu and pneumonia shots for adults.

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| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | individuals | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Baby's Immunization booklet | | To be provided by the patient. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Parent presents baby's immunization booklet. | 1.1 Receipt of booklet for assessment. | None | 5 minutes | Midwife in-charge |
| | 1.2 MHO staff takes vital signs of the baby. | None | 5 minutes | |
| | 1.3 Recording and home instructions to the parent. | None | 2 minutes | |
| 2. Baby receives vaccine. | | None | 3 minutes | |
| TOTAL: | | None | 15 minutes | |



47. Provision of Consultation

This free service includes pediatric, adult, geriatric and pregnant individuals.

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|--|--|------------------------|---|--|
| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Residents in the Municipality | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Patient's Record Card | | Patient's copy | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Patient Record card to MHO staff. For new patient, present ID or fill out information form. | 1.1 Retrieval of Patient's record. | None | 2 minutes | Nurse/ Midwife |
| 2. Patient waits for his/her number to be called for checking of vital signs. | 2.1 Conduct of interview, weighing and taking of blood pressure. | None | 3 minutes | |
| | 2.2 MHO staff forwards result to the Municipal Health Officer for evaluation. | None | 1 minute | |
| 3. Patient waits for his/her name to be called for consultation. | 3.1 MHO conducts consultation/ evaluation to patient and gives medical recommendations | None | 10-15 minutes, depending on the medical condition | Dr. Maridel P. Fuentes (Municipal Health Officer) |
| | 3.2 MHO gives free medicines to the patient and sends him/her home. | None | 2 minutes | Dr. Maridel P. Fuentes |



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| | If needed, MHO forwards the patient to the laboratory for procedures necessary for further analysis of symptoms. | | | Dr. Maridel P. Fuentes |
| 4. Patient proceeds to the laboratory to have his/her blood/urine extracted. | 4.1 The Medical Technologist conducts laboratory procedures based on the request of the MHO. | None | 5 minutes | Shiela Marie Dorego |
| 5. Patient waits for the result | 5.1 The MedTech forwards the result to the MHO for evaluation. | None | 2 minnute | Shiela Marie Dorego |
| 6. Patient receives medicines and instructions from the MHO. | 6. MHO explains result of the laboratory and prescribes necessary medications. | None | 5 minutes | Dr. Maridel P. Fuentes |
| TOTAL: | | None | 35 minutes | |



48. Dental Consultations

This free service includes check up and tooth extraction by a Government dentist.

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|---|--|------------------------------|--------------------------------------|---------------------------|
| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Residents in the Municipality | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Patient's Record Card | | Patient's copy | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Patient approaches the Dental staff and submits Record Card. | 1.1 interview of client and takes vital sign. | None | 2 minutes | Asuncion Apines |
| 2. Patient sees the Dentist. | 2.1 Consultation and assessment of patient. | None | 5 minutes | Dr. Joebel M. Castaño |
| | 3.1 In case of extraction, patient receives payment order and pays at the OMT. | Tooth extraction: P 50.00 | 3 minutes | Dr. Joebel M. Castaño |
| 3. Patient waits for his/her name to be called. | 3.1 Dentist performs procedure. | None | 5-10 minutes depending on the tooth. | Dr. Joebel M. Castaño |
| | 3.2 Dental staff releases free medicine to the patient and gives instruction on dosage/administration of medicine. | None | 3 minutes | Asuncion Apines |
| TOTAL: | | 50.00 | 23 minutes | |



49. Prenatal Check up

This service caters to pregnant women to prepare them for child birth. They are given clinical care to ensure the health and safety of both the mother and the child.

| Office or Division: | | Municipal Health Office | | |
|---------------------------------|---|-------------------------------|-------------------|------------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Residents in the Municipality | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Mother's Booklet/record Book | | Municipal Health Office (MHO) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present booklet | 1.1 Midwife in-charge retrieves record and checks vital signs of client. | None | 7 minutes | RHU Personnel |
| | 1.2 Conduct physical examination | None | 3 minutes | |
| | 1.3 Conduct of prenatal/postnatal counselling. | None | 2 minutes | |
| | 1.4 Administers immunizations to pregnant mothers. | None | 3 minutes | |
| 2. Client avails of services. | 2.1 Perform Leopold's maneuver and check FHB (Fetal heart beat) | None | 4 minutes | RHU Personnel |
| | 2.2 Refer to Laboratory for CBC, Urinalysis, Hepa Test for Premigravida mothers and high-risk mothers | None | 10 minutes | Shiela Marie D. Dorego |
| | 2.3 Give instruction clearly on schedule of TBC (Time to Back) | None | 1 minute | |
| TOTAL: | | None | 30 minutes | |



50. Issuance of Medical Certificate

This is issued to individuals for the purpose of employment, sick leave, school requirement and other purposes.

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|---|---|-------------------------------|------------------------|---------------------------|
| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Residents in the Municipality who seek employment | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Letter | | To be provided by the client. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client presents request letter indicating the purpose of the request to the MHO staff. | 1.1 Interview of the client. | None | 2 minutes | RHM on duty |
| | 1.2 Conduct of med. examination to patient. | None | 5 minutes | |
| | 1.3 Carrying out of Doctor's order and preparation of Medical Certificate | None | 2 minutes | |
| | 1.4 Issuance of payment order to the client. | None | 1 minute | |
| 2. Client pays prescribed fee at the OMT and returns the OR to MHO staff | 2.1 Receipt of payment and issuance of OR. | None | 3 minutes | OMT staff |
| | 2.2 Preparation of certificate | None | 2 minute | RHU Personnel |
| | 2.3 MHO signs the certificate | None | 1 minute | Dr. Maridel P. Fuentes |
| 3. Client accepts the certificate. | 3.1 Release of certificate | None | 1 minute | RHU Personnel |
| TOTAL: | | None | 17 min. | |



51. Issuance of Medico Legal/Medical Certificate

This is issued to the nearest of kin of a cadaver who is examined by the medical officer for whatever legal purpose it may serve.

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| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Residents clients w/ unsolved medico legal cases and individuals needing medical certificate for whatever legal purpose. | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Referral from PNP (for medic-legal cases) | | Philippine National Police (PNP) | | |
| 2. PhilHealth ID (if member) | | Phil health | | |
| 3. Result of laboratory (if any) | | Rural Health Unit (RHU) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client approaches the MHO staff | 1.1 History taking check vital signs & fill up OPD forms | None | 5 minutes | Nurse/Midwife |
| | 1.2 Conduct medical exam to patient (Diagnosis, prescription, laboratory referral to hospital request by MHO) | None | 10 minutes | Dr. Maridel P. Fuentes |
| 2. Client pays prescribed fee at the OMT. | 2.1 Receipt of payment and issuance of OR. | 500.00 | 3 minutes | Office of the Municipal Treasurer (OMT) staff |
| 3. Client claims medical certificate | 3.1 Release of certificate | None | 2 minutes | Nurse/Midwife |
| TOTAL: | | 500.00 | 20 minutes | |



52. TB Dots services

This service is given to individuals with symptoms of tuberculosis. They are given a complete treatment and monitoring by the MHO.

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| Office or Division: | | Municipal Health Office | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Patients with symptoms of Tuberculosis | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. PhilHealth ID, if member | | Patient/Phil Health | | |
| 2. Individual Treatment Record Card | | Rural Health Unit (Dumarao) | | |
| 3. Sputum Exam Result | | Rural Health Unit (Dumarao) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to TB Dots Admitting Section | 1.1 Nurse interviews client and take vital signs | None | 3 minutes | Renetes M. Espinosa |
| | 1.2 Refer to Physician for Medical Examination | None | 15 minutes | Dr. Maridel P. Fuentes |
| | 1.3 Nurse carries out Doctor's Order. | None | 3 minutes | Renetes M. Espinosa |
| 2. Proceed to Laboratory | 2.1 MedTech collect sputum specimen from patient | None | 30 minutes | Shiela Marie D. Dorego |
| | 2.2 Present Sputum specimen to Laboratory | None | 1 minute | |
| 3. Wait for the result | 3.1 Refer the specimen to GENEXPERT Facility (Passi City Health) | None | 3 to 5 days | Shiela Marie D. Dorego |
| | 3.2 Referred to Physician for Medical Advice if with GeneXpert result | None | 5 minutes | Dr. Maridel P. Fuentes |



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| 4. If positive result, attend lecture/ counseling on Pulmonary Tuberculosis Bacillus If negative, Proceed to TB Dots Nurse for further instructions | 4.1 Nurse conducts counseling and lectures | None | 10 minutes | Renetes M. Espinosa |
| | 4.2 Release medicine then observed/advised client for follow-up check-up | None | 30 minutes | Renetes M. Espinosa |
| 5. Patient avail of medicine | | None | | |
| TOTAL: | | None | 5 days, 1 hour & 37 minutes | |



53. Laboratory Services

The laboratory is equipped with devices and instruments for performing tests to individuals that would help in the determination, management and treatment of an illness.

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| Office or Division: | | Municipal Health Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Residents in the Municipality | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Laboratory request | | Patient's Physician | | |
| 2. Specimen | | Patient | | |
| 3. Individual Treatment Record | | Rural Health Unit (Dumarao) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the laboratory request to the Medical Technologist | 1.1 MedTech receives laboratory request for admission and instruction | None | 5 minutes | Shiela Marie D. Dorego |
| | 1.2 Advise the patient to pay the laboratory fee at OMT. | None | 1 minute | |
| 2. Pay the laboratory fees to the Treasurer's Office | 2.1 Receive the payment then issue OR | Depend on the type of Lab fee: Complete blood count (CBC) -60.00 Platelet count: 40.00 Urinalysis: 45.00 Stool Examination: 45.00 | 2 minutes | Office of the Municipal Treasurer (OMT) staff |



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| | | Blood typing : 60.00 Pregnancy Test urine: 50.00 Serum:60.00 Hemoglobin determination : 50.00 HbsAg: 160.00 Lipid profile: 450.00 Uric Acid: 80.00 Cholesterol FBS:110.00 SGPT: 150.00 RPR: 150.00 | | |
| 3. Proceed to Laboratory for examination and present the OR to Medical Technologist | 3.1 MedTech extract/ conduct lab test to the patient then advise to wait for the result | None | 1 hour | Shiela Marie D. Dorego |
| | 3.1 for chemistry | None | 5 hours | |
| 4. Patient claims the lab. result | 4.1 Release the lab. result to patient | None | 2 minutes | |
| TOTAL: | | | 6 hours & 10 minutes | |



54. Newborn Screening

This screening is performed on infants shortly after birth to determine developmental, genetic and metabolic disorders in the new born babies.

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| Office or Division: | | Municipal Health office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Newborn infants born in the Municipality | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Phil Health ID (for members) | | Patient's own copy /Phil health | | |
| 2. Mother's booklet/record | | Patient's own copy | | |
| 3. Laboratory/Ultrasound result | | Patient's own copy | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The client (mother) presents Newborn screening request to the MedTech. | 1.1 The MedTech receives the request. | None | 1 minute | Sheila Marie Dorego |
| | 1.2 Prepare the newborn for the extraction of blood. | None | 11 minutes | |
| 2. Client pays the prescribed fee at the OMT. | 2.1 Issuance of payment order for Newborn Screening. | 1, 800.00 (Non-PhilHealth member) No fees (Phil health member) | 3 minutes | Office of the Municipal Treasurer (OMT) staff |
| 3. Client waits for the result of the screening and claims the result of the screening and claims the result at the Municipal Health Office. | 3.1 Laboratory staff releases the result of the test. | None | 1 month | Sheila Marie Dorego Darrel Beato |
| TOTAL: | | 1, 800.00 | 1 month & 15 minutes | |



55. Family Planning Services

This service is for couples who want to have plan in the spacing of their pregnancies in order to attain their desired number of children

| Office or Division: | | Municipal Health Office | | |
|--|---|-----------------------------|-------------------|--------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Couples in the Municipality | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Clients appear at MHO on their scheduled appointment. | 1.1 Assessment of clients and taking of vital signs. | None | 3 minutes | Midwife assigned |
| | 1.2 Data gathering and recording of patient's history and data. | None | 2 minutes | |
| 2. Clients attend lecture/counseling | 2.1 Conduct counselling and lecture of the different family planning method. | None | 10-15 minutes | |
| | 2.2 Clients may choose among the different family planning methods, especially to the female. DMPA Pills/Pop Pills IUD Post-Partum IUD Implant | None | 10 minutes | |
| 3. Clients sign in the record card. | 3.1 Instruct clients on the date of follow-up. | None | 3 minutes | Midwife assigned |
| 4. Clients avail of the service. | | None | 3 minutes | |
| TOTAL: | | None | 36 minutes | |



56. Animal Bite Treatment Center

The **ANIMAL BITE TREATMENT CENTER** provides per-exposure and post-exposure prophylaxes to help workers and animal bite victims in the municipality.

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| Office or Division: | Municipal Health Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Residents in the Municipality | | | |
| CHECKLIST OR REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Patient's Record Card | | Patient's copy | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Patient Record card to MHO staff. For new patient, present ID or fill out information form. | 1.1 Retrieval of Patient's record. | None | 2 minutes | Nurse/ Midwife |
| 2. Patient waits for his/her number to be called for checking of vital signs. | 2.1 Conduct of interview, weighing and taking of blood pressure. | None | 3 minutes | |
| | 2.2 MHO staff forwards result to the Municipal Health Officer for evaluation. | None | 1 minute | |
| 3. Patient waits for his/her name to be called for consultation. | 3.1 MHO conducts consultation/ evaluation to patient and gives medical recommendations | None | 10 minutes, depending on the medical condition | Dr. Maridel P. Fuentes (Municipal Health Officer) |
| | 3.2 MHO gives free medicines and vaccines to the patient and | None | 2 minutes | Dr. Maridel P. Fuentes |



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| | sends him/her home. MHO forwards the patient to the Animal Bite Center for Anti-rabies vaccines, tetanus toxoid, HTIG/ATS | | | Dr. Maridel P. Fuentes |
| 4. Patient proceeds to the Animal Bite Treatment Center. | 4.1 The ABTC Nurse conducts anti-rabies vaccine immunization based on the Doctor's order. | None | 5 minutes | Dinah Rose T. Villanueva |
| 5. Patient receives medicines and instructions from the MHO. | 5.1. MHO explains result of the laboratory and prescribes necessary medications. | None | 5 minutes | Dr. Maridel P. Fuentes |
| TOTAL: | | None | 28 minutes | |