



LOCAL GOVERNMENT UNIT OF MANAOAG  
CITIZEN'S CHARTER  
LIST OF SERVICES

**MHO**

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# **Office of the Municipal Health Officer**

## **External Services**

## 1. PRENATAL CARE

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Government to Citizens (G2C)			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Pregnant Women			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Register and secure a Home Based Maternal Record	Issue HBMR Card to the client	None	3 minutes	Municipal Nurses Midwives and NDP Nurses
Proceed to weighing and taking vital signs	Take the vital signs and weight of the client and record it to the HBMR Card	None	2 minutes	Municipal Nurses Midwives and NDP Nurses
2.Wait for the issuance of Ferrous Sulfate and receive the Tetanus Toxoid Vaccine	Issue Ferrous Sulfate and administer Tetanus Toxoid vaccine	None	3 minutes	Municipal Nurses  Midwives and NDP Nurses
3.Fill up Birth Emergency Plan and comply with the schedule of follow up consultation	Assist the client in filling up the Birth Emergency Plan and advise the client with the schedule of her follow up consultation		2 minutes	Municipal Nurses Midwives and NDP Nurses

## 2. POST NATAL CARE/IMMUNIZATION SERVICES

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Government to Citizens (G2C)			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Newly Gave Birth Women and Babies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and secure Immunization Card (new clients)  Present immunization card (old clients)	Issue Immunization card (new clients)  Review immunization history of the child (old clients)	None	3 minutes	Municipal Nurses Midwives and NDP Nurses
2. Proceed to weighing and taking of temperature of the child	Take the temperature and weight of the child and record it	None	2 minutes	Municipal Nurses Midwives and NDP Nurses
3. Hold and get the child ready for vaccination	Administer vaccines through oral/injection	None	3 minutes	Municipal Nurses Midwives and NDP Nurses
4. Take note of the next immunization schedule	Advise the mother/guardian of the next immunization schedule		2 minutes	Municipal Nurses Midwives and NDP Nurses

### 3. Provision of NTP TB-DOTS Services

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Government to Citizens (G2C)			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Any individual who needs medical attention			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Seek consultation;</p> <p>a) Senior citizens, pregnant women and PWDs are given priority.</p> <p>b) Walk-in clients who are suffering from cough of long duration</p> <p>c) Clients who have a referral form from their Rural Health Midwife, private MDs or partner Community-Based Organizations (CBOs) are directly referred to the TB-DOTS Clinic</p> <p>c) For diagnosed TB cases that will get their TB drugs</p>	<p>a) Employee in charge prioritizes senior citizens and PWDs</p> <p>b) Employee in charge refers clients to the TB DOTS Clinic.</p>	None	2 minutes	<p>Dr. Raymund Veloria Municipal Health Officer Municipal Nurses Medical Technologist Midwives and NDP Nurses</p>

<p>2. Proceed to the to the TB-DOTS Clinic</p>	<p>a) TB DOTS Clinic Staff will check the clients for their vital signs and other findings (X-ray, Gene Xpert or previous DSSM results) will be recorded on the Individual Treatment Record (ITR)</p> <p>b) TB DOTS Clinic Staff determines other requirements like Philhealth MDR.</p> <p>c) TB DOTS Clinic Staff refers the client to the doctor for assessment</p>	<p>None</p>	<p>15 - 30 minutes on the average, once patient is admitted</p>	<p>TB DOTS Clinic Staff</p>
<p>3. Client will undergo consultation and assessment</p>	<p>a) If the medical examination findings and test results from referred X-ray result, referred DSSM results, TBDC recommendation and/or Gene Xpert results indicate the diagnosis of PTB, the client</p>	<p>None</p>	<p>15 -30 minutes on the average, based on the doctors assessment</p>	<p>TB DOTS Clinic Staff</p> <p>Dr. Raymund Veloria <i>Municipal Health Officer</i></p>

	<p>is registered and treatment will be immediately started.</p> <p>b. If client requires Direct Sputum Smear Microscopy (DSSM), the client is referred to the TB DOTS Clinic laboratory.</p>			
<p>4. Client proceed to the TB DOTS Clinic laboratory</p>	<p>a) The TB DOTS Clinic laboratory staff will provide the client with sputum cups and will be provided with proper instructions.</p> <p>b) After collecting sputum at the sputum collection area, the client returns the filled up sputum cups and return for the results</p> <p>c) The TB DOTS Clinic laboratory staff will instruct the client to come</p>			<p>Elaine Cordova <i>Medical Technolgist</i></p>

	<p>back the following day for the result and/or for the initiation of the treatment based on the results.</p>			
<p>5. Client proceed to the TB DOTS Clinic after getting the DSSM result from the TB DOTS Clinic laboratory</p>	<p>a) If treatment is needed based on a positive DSSM result together with the clinical findings, the client is registered and treatment will be immediately started.</p> <p>Instructions on the treatment, when to get TB Drugs and health information on TB and drug interactions and side effects are provided for the client.</p> <p>b) If the DSSM result is negative, patient is referred for Gene Xpert testing. Client</p>			<p>TB DOTS Clinic Staff</p> <p>Dr. Raymund Veloria <i>Municipal Health Officer</i></p>



	<p>will again be re-assessed and managed.</p> <p>c) If all tests proved that the client do not have TB, he/she is managed for other pulmonary illness and given appropriate medicines and health education.</p>			
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#### 4. OUTPATIENT CONSULTATION

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Government to Citizens (G2C)			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Any individual who needs medical attention			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Municipal Health Office	Conduct Intake interview, take vital signs and prepare individual treatment record for referral to the Municipal Health Officer	None	3 minutes	Municipal Nurses Medical Technologist Midwives and NDP Nurses

2.Proceed to the Municipal Health Officer	Examines the patient, prescribe necessary medicines, give instructions in taking the medicines and give schedule for follow up consultation	None	Depends on the time consumed by the MHO and the client/s	Dr. Raymund Veloria <i>Municipal Health Officer</i>
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## 5. PROVISION OF LABORATORY EXAMINATION

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Government to Citizens (G2C)			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Any individual who needs medico-legal examination and certification.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Slip		Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to the Municipal Health Office and present the Laboratory Request Slip	Receive the request slip and identify the laboratory exam to be conducted	None	5 minutes	MHO Frontline Staff
2.Proceed to the Medical Technologist	receive specimen, extract blood sample	None	10 minutes	Elaine Cordova <i>Medical Technologist</i>
3.Wait for the result	Conduct examination			Elaine Cordova <i>Medical Technologist</i>

4.Receive the result.	Release and interpret the result and give necessary instructions regarding the result of the laboratory test		5 minutes	Elaine Cordova <i>Medical Technolgist</i>
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## 6.ISSUANCE OF HEALTH/MEDICAL CERTIFICATE

### Service Information

<b>Office or Division:</b>	Office of the Municipal Health Officer
<b>Classification:</b>	Government to Citizens (G2C)
<b>Type of Transaction:</b>	Simple Transaction
<b>Who may avail:</b>	Any individual who needs Health/Medical Certificate

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the municipal health office	Interview the client regarding the purpose of the medical certificate, and advise client to proceed at the Treasury Office for payment of fees	None	15 minutes	Municipal Nurses Midwives and NDP Nurses
2.Proceed at the Treasury Office for payment of Certification Fee	Receive payment and issue Official Receipt	90.00	5-10 minutes	Municipal Treasury Staff

3.Proceed to the Municipal Health Office and present OR	take vital signs and refer to the Medical Technologist for laboratory tests and give results to the client	None	15-20 minutes	Municipal Nurses Medical Technologist Midwives and NDP Nurses
4.Present the result to the Municipal Health Officer	Examine the result	None	10 minutes	Dr. Raymund Veloria <i>Municipal Health Officer</i>
5.Wait for the Medical Certificate	Prepare and sign the medical certificate	None	5 minutes	Dr. Raymund Veloria <i>Municipal Health Officer</i>
6.Receive the medical certificate	Release the medical certificate		2 minutes	Dr. Raymund Veloria <i>Municipal Health Officer</i>

## 7. PROVISION OF DENTAL SERVICES

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Government to Citizens (G2C)			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	Any individual who needs dental services			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to the Municipal Health Office	Conduct Intake interview, take vital signs and prepare individual treatment record	None	5 minutes	Dr. Danilo Farrales <i>Dentist II</i>

2.Present self for examination	Examine/extract the tooth	None	Depends on the time consumed	Dr. Danilo Farrales <i>Dentist II</i>
3.Receive prescription and instructions	Give prescriptions and instructions.	None	3 minutes	Dr. Danilo Farrales <i>Dentist II</i>

### 8. SANITATION

- WATER REFILLING INSPECTION
  - SCHOOL CANTEEN INSPECTION
  - FOOD ESTABLISHMENT INSPECTION
- Service Information

<b>Office or Division:</b>	Office of the Municipal Health Officer
<b>Classification:</b>	Government to Citizens (G2C)
<b>Type of Transaction:</b>	Simple Transaction
<b>Who may avail:</b>	Water Refilling Stations/School Canteens/Food Establishments Owners

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting Documents of the Business		Clients' Personal Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Municipal Health Office	Instruct client on the needed documents depending on the nature of business	None	5 minutes	Dr. Raymund Veloria <i>Municipal Health Officer</i> Ramon Guico <i>Sanitation Inspector V</i>
2.Submit necessary documents	Receive documents for inspection.  Proceed to inspection.	None	Depends upon the location of the business	Dr. Raymund Veloria <i>Municipal Health Officer</i>  Ramon Guico <i>Sanitation</i>

				<i>Inspector V</i>
3.Wait while the sanitary permit is being prepared by the person in-charge	Prepare sanitary permit		10-15 minutes	Dr. Raymund Veloria <i>Municipal Health Officer</i>  Ramon Guico <i>Sanitation Inspector V</i>
4.Receive the sanitary permit	Release the sanitary permit		5 minutes	Dr. Raymund Veloria <i>Municipal Health Officer</i>  Ramon Guico <i>Sanitation Inspector V</i>

