

COVER PAGE



# **MUNICIPAL HEALTH SERVICES OFFICE**

CITIZEN'S CHARTER

2023

COVER PAGE



# **MUNICIPAL HEALTH SERVICES OFFICE**

CITIZEN'S CHARTER

2023



## I. **Mandate:**

Provision of adequate, equitable and quality health services by competent, responsive and compassionate health workers, governed by dynamic leaders and with active community participation.

## II. **Vision:**

A healthier and nutritionally improved La Trinidad.

## III. **Mission:**

To ensure health, safe environment, healthy behaviors and proper nutrition among individuals and communities through responsive programs and policies across life stages.

## IV. **Service Pledge:**

We commit to:

- **Advocate for the adoption of effective government practices** for efficient government service delivery and prevention of graft and corruption;
- **Capacitate government agencies** to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
- **Promote the implementation of simplified requirements and procedures** that will reduce red tape and expedite business and non-business-related transactions in the government
- **Provide assistance to the public** in filing and investigating complaints against the government agencies and/or officials for non-compliance to R.A. 11032;
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to the end of official working hours and during lunch break.



# LIST OF SERVICES

Outpatient Consultation and Treatment .....	5
Healthy Lifestyle & Management of Health Risks / Smoke Cessation Clinic .....	6
National Rabies Prevention and Control Program .....	8
National Tuberculosis Control Program .....	9
National HIV, AIDS and STI Prevention and Control Program .....	11
National Immunization Program .....	12
Maternal Health Care Services .....	14
Family Planning Services .....	15
Child Health Care Services .....	16
Laboratory Services .....	18
Nutrition Services .....	19
National Oral Health Program .....	20
Issuance of Medical Certificate .....	22
Physical Therapy and Occupational Therapy Services .....	23
Issuance of Sanitary Permit .....	24
Issuance of Health Certificate for Sanitary Permit .....	25
Processing / Issuance of Death Certificate / Issuance of Exhumation Permits / Transfer of Cadavers .....	26
FEEDBACK AND COMPLAINTS MECHANISM .....	28



# **Municipal Health Service Office**

## **Frontline Services**



## Outpatient Consultation and Treatment

This process covers outpatient general medical and basic surgery / management / follow-up consultation and treatment to all new patients in order to provide quality supportive care to patient who does not need hospitalization, inclusive of promotive, preventive and primary health care in support to the DOH program. The outpatient department opens from Monday to Friday excluding holidays.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- All patients needing outpatient consultation, assessment, evaluation and treatment</li> <li>- Referred cases from Barangay Health Station (BHS) / other health facilities</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
Mother and Child Book / Under Five / Yellow Card, if any	Health Care Facilities
Referral Slip, if any (1 original)	Referring Health Care Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Triage-Quick assessment / issuance of number	None	2 Minutes	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5 - 10 Minutes	Nurses and Midwives
3. Proceed to the Consultation Room	3. Preparation of chart, physician notes, appointment and order form 3.1 Assessment / examine the patient 3.2 Prescribes / request ancillary procedures, laboratory exams 3.3 Counselling based on current needs / HL IEC		10 - 30 Minutes  Note: Longer if first visit, shorter if follow-ups	Medical Doctors, Nurses and Midwives
4. Proceed to the Drug Room as	4. Dispense Medicines, IEC		8 - 15 Minutes	Nurses and Midwives



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
needed  * Refer to lab as needed	on dosages, route and schedule of intake of medicines, IEC on Healthy Lifestyle services, Remind follow-up			
	TOTAL		25 – 56 Minutes	

## Healthy Lifestyle & Management of Health Risks / Smoke Cessation Clinic

World deaths from “lifestyle” related diseases are expected to double by 2015, according to the World Health Organization (WHO), unless all efforts are done to prevent them. The vast majority of cases are caused by small number of known and preventable risk factors; three of the most common are unhealthy diet, physical inactivity and tobacco use.

The main objective of this it to reduce the mortality and morbidity rate of CVD. Others would be to intensify case finding, treatment and follow up, to improve reporting and registration of cases, and to strengthen the referral system. Health education / counselling on healthy lifestyle and management is being incorporated every patient’s visit depend on assessed risk factors and needs.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- Any person, who wants to avail lifestyle related disease management services - Referred cases from Barangay Health Station (BHS) / other health facilities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Laboratory results, if any (1 original, 1 photocopy)	Any Licensed / Accredited Laboratory
Referral Slip, if any (1 original)	Referring Health Care Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of		5 - 10 Minutes	Nurses and Midwives



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	illness), WHO-PEN Risk Assessment Form			
3. Proceed to the Consultation Room	3. Performs assessment and provide consultation services, Conduct Health Education on Heathy Lifestyle & related topics and Remind follow up schedule, Refer as needed		10 - 30 Minutes  Note: Longer if first visit, shorter if follow-ups	Medical Doctors, Nurses and Midwives
4. Proceed to Laboratory Services, as needed	4. Collect specimen and process specimen.		15 Minutes processing of specimen (waiting for collection of own specimen not included)	Medical Technologist
5. Proceed to the Drug Room as needed	5. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines, IEC on Healthy Lifestyle services, Remind follow-up, refer as needed		8 – 20 Minutes	Nurses and Midwives
	TOTAL		39 – 71 Minutes	





## National Rabies Prevention and Control Program

The National Rabies program aims to increase awareness among the people regarding animal bites and their management. And since rabies vaccines are still expensive, the program emphasizes on prevention of bites and immunization of dogs.

The Municipal Health Services Office is a DOH accredited and PHIC certified Animal Bite Treatment Center health facility and is known as the La Trinidad Animal Bite Treatment Center. As such, it has the proper infrastructure, trained health workers and available logistics for the management of animal bite cases.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Any person who is an animal bite case who wants to avail treatment.</li> <li>- Referred cases from Barangay Health Station (BHS) / other municipalities / other provinces.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
PhilHealth ID / Member Data Record, if any (1 photocopy)	PhilHealth Office
Referral Slip, if any (1 original)	Referring Health Care Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5-10 Minutes	Nurses and Midwives
3. Proceed to the Consultation Room	3. Performs assessment and management plan for the client. IEC on Rabies Prevention and Control		5 - 10 Minutes	Medical Doctors
4. Pay the required fees at the Sanitation Division by showing the Order of Payment if vaccine is procured by LGU. *Make sure to secure Official	4. Accept the payment based on the Order of Payment 4.1 Issue the Official Receipt	Anti-Rabies Vaccine (ARV) bought by LGU: Php200 x 2shots = Php400/dose (ARV provided by DOH are	3 Minutes	Sanitation Inspectors



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receipt that will be issued upon payment		<i>FREE)</i> RIG depends on weight (may buy from outside pharmacy)		
5. Proceed to the Treatment Room	5. Carry-out Doctor's order / management plan. Remind follow-up schedule		10 - 15 Minutes  <i>(30 minutes to 1 hour observation period after injection)</i>	Nurses
6. Proceed to the Drug Room	6. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines, IEC on Rabies Elimination, Remind follow-up		8 - 15 Minutes	Nurses and Midwives
	TOTAL		32 – 90 Minutes	

## National Tuberculosis Control Program

The National Tuberculosis Control Program (NTP) remains to be among the priority programs of the DOH to ensure that the NTP policies and the Directly observed Treatment Short Course Chemotherapy (DOTS) strategies are implemented.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Any person, who is presenting signs and symptoms of TB who needs to avail of standardized Short Course Chemotherapy (SCC) with Directly Observed Treatment Short Course (DOTS).</li> <li>- Referred cases from Barangay Health Station (BHS) / other health facilities / private practitioners</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
Chest X-ray Film, if any / official reading (1 original, 1 photocopy), other labs available	Any Licensed / Accredited Laboratory
Referral Slip, if any (1 original)	Referring Health Care Facility



PhilHealth ID / Member Data Record, if any (1 photocopy)	PhilHealth Office
--	-------------------

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5-10 Minutes	Nurses and Midwives
3. Proceed to the Consultation Room	3. Performs assessment and management plan for the client. IEC on TB.		15 Minutes	Medical Doctors
4. Proceed to Laboratory Services for specimen collection, as needed	4. Perform DSSM (Results available the day after; Chest X-ray (Outside); GeneXpert (PHO) 4.1 Enter to NTP Registry (New Patients)		10 Minutes processing of specimen (waiting for collection of own specimen not included)	Medical Technologist
5. Proceed to the Drug Room	5. Dispense free Medicines, give charge slip if drugs bought by LGU IEC on dosages, route and schedule of intake of medicines, IEC on TB, Remind follow-up		8 - 15 Minutes	Nurses and Midwives
6. Pay the required fees at the Sanitation Division by showing the Order of Payment if anti-TB drugs is procured by LGU. *Make sure to	6. Accept the payment based on the Order of Payment 6.1 Issue the Official Receipt	Anti-TB Drugs bought by LGU: a. INH = Php55 / 120 ml b. Rifampicin = Php199 /	3 - 5 Minutes	Sanitation Inspectors



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
secure Official Receipt that will be issued upon payment		120 ml c. PZA = Php249 / 120 ml (Anti-TB Drugs provided by PHO/DOH are FREE)		
7. Proceed to drug room with official receipt	7. Dispense medicines		5 Minutes	Nurses / Midwives
	TOTAL		47 – 54 Minutes	

## National HIV, AIDS and STI Prevention and Control Program

The Sexually Transmitted Infections (STI) Control Program aims to provide IEC, screening and management services. Although there are no recorded night spots in the municipality, we cannot claim to be safe from STI's. Due to the fast urbanization of the municipality and that Baguio night spots are just near; it makes the municipality more susceptible to STI's. STIs are still considered taboo in the municipality hence.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- Any person who wants to avail treatment - Referred cases from Barangay Health Station (BHS) / other health facilities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Referral Slip, if any (1 original)	Referring Health Care Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5 – 10 Minutes	Nurses and Midwives
3. Proceed to the Consultation Room	3. Performs assessment and management plan for the client. IEC on		15 Minutes	Medical Doctors



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	STI.			
4. Proceed to Laboratory Services for specimen collection, as needed  4.1 If needing papsmear, proceed to examination room	4. Collect specimen and process specimen.  4.1 Midwife performs cervical smear collection and referral 4.2 Submit to lab or processing		1 Hour processing of specimen (waiting for collection of own specimen not included) 1 week	Medical Technologist  Midwife
5. Proceed to the Drug Room	5. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines, IEC on STI, Remind follow-up		8 - 15 Minutes	Nurses and Midwives
6. Bring specimen to referral laboratory	6. Make lab request		5 Minutes	Midwife
7. Follow-up result of papsmear (1-2 weeks after) and bring to Health Center	7. Reassess patient		Same as general consultation	Midwife / Nurses
	TOTAL		92 – 104 Minutes	

## National Immunization Program

The National Immunization Program (NIP) / Expanded Program on Immunization (EPI) is one of the priority programs of the Department of Health and the Local Government Unit. This is because immunization is a way of preventing diseases afflicting children, which is the concern of Primary Health Care. Such immunizable diseases are Measles, Tuberculosis, Diphtheria, Tetanus, Pertussis (whooping cough), Poliomyelitis, Hepatitis B and Haemophilus influenza type b. These vaccines are available free at the Main Health Center and in all Barangay Health Stations.



<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- All eligible children
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Underfive (Yellow) Card / Mother and Child Book / Family Health Diary, if any	Health Care Facilities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5 - 10 Minutes	Nurses and Midwives
3. Proceed to the NIP Room or Maternal and Child room	3. Performs assessment and provide NIP services, conduct health education on NIP and related topics and remind follow-up schedule		10 - 15 Minutes	Nurses and Midwives
4. Proceed to the Drug Room as needed, update child book	4. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines, IEC on NIP, Remind follow-up, Refer as needed		10 – 20 Minutes	Nurses and Midwives
	<b>TOTAL</b>		<b>24 – 36 Minutes</b>	



## Maternal Health Care Services

Maternal Care encompasses the package of health interventions and services that must be provided to women from the time they become pregnant, during delivery and post-partum period which is up to 42 days after delivery.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- Pregnant or post-partum women who wants to avail of the services - Referred cases from Barangay Health Station (BHS) / other health facilities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Mother and Child Book / Family Health Diary, if any	Health Care Facilities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5 - 10 Minutes	Nurses and Midwives
3. Proceed to the Maternal and Child Room	3. Performs assessment and management plan for the client. Conduct Health Education on Proper Nutrition and Maternal Care, Administer immunization if needed and Remind follow up schedule, refer as needed		30 Minutes	Nurses and Midwives
4. Proceed to Laboratory Services, as needed	4. Collect specimen and process specimen.		15 Minutes processing of specimen (waiting for collection of own specimen not included)	Medical Technologist



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Pay the required fees at the Sanitation Division by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	5. Accept the payment based on the Order of Payment 5.1 Issue the Official Receipt	Complete Blood Count = Php50 Urine Exam = Php 30 RPR, as needed = FREE (Main Health Center only)	3 Minutes	Sanitation Inspectors
6. Proceed to the Drug Room	6. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines, IEC on MHC, Remind follow-up, Refer as needed		8 – 15 Minutes	Nurses and Midwives
	<b>TOTAL</b>		<b>62 – 74 Minutes</b>	

## Family Planning Services

Family Planning Program is directed towards the promotion and maintenance of the health of mothers and children in the over-all well-being of the family. It provides the best opportunity for couples to exercise their reproductive rights by planning births to occur when there is the risk to the health of the mother and when there is the best chance of survival. Spacing is what best describes the use of FP methods which was made available in all Barangay Health Stations and Benguet General Hospital for easier accessibility and wider scope.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Any person, who wants to avail FP commodities and other services to ensure proper child spacing, optimum economic and physical health requirements for child bearing and other matter related to FP</li> <li>- Referred cases from Barangay Health Station (BHS) / other health facilities</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Mother and Child Book / Family Health Diary, if any	Health Care Facilities





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5 - 10 Minutes	Nurses and Midwives
3. Proceed to the Family Planning Room	3. Performs assessment and provide FP services, Conduct Health Education on FP & related topics and Remind follow up schedule.		10 - 30 Minutes  Note: Longer if first visit, shorter if follow-ups	Nurses and Midwives
4. Proceed to the Drug Room as needed	4. Dispense needed FP supplies, IEC on dosages, route and schedule of intake of medicines, IEC on FP services, Remind follow-up, refer as needed		8 – 15 Minutes	Nurses and Midwives
	TOTAL		24 – 56 Minutes	

## Child Health Care Services

Child Care encompasses the package of health interventions and services that must be provided to the newborns, infants, under-five children, school-aged children, and children of older age groups (10-19 years old) including management of sick children. Some newborn care services however are reported as part of the Prenatal Care (e.g. Td immunization).

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- newborns, infants, under-five children, school-aged children, and children of older age groups (10-19 years old) including management of sick children</li> <li>- Referred cases from Barangay Health Station (BHS) / other health facilities</li> </ul>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mother and Child Book / Family Health Diary, if any	Health Care Facilities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Register and issue number to client		1 Minute	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, History of illness)		5 - 10 Minutes	Nurses and Midwives
3. Proceed to the Maternal and Child Room	3. Performs assessment and management plan for the client. Conduct Health Education on Proper Nutrition and Maternal Care, Administer immunization if needed and Remind follow up schedule.		30 Minutes	Nurses and Midwives
4. Proceed to Laboratory Services, as needed	4. Collect specimen and process specimen.		15 Minutes processing of specimen (waiting for collection of own specimen not included)	Medical Technologist
5. Pay the required fees at the Sanitation Division by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	5. Accept the payment based on the Order of Payment 5.1 Issue the Official Receipt	Complete Blood Count = Php50 Urine Exam = Php 30 RPR, as needed = FREE (Main Health Center only)	3 Minutes	Sanitation Inspectors
6. Proceed to the Drug Room	6. Dispense Medicines, IEC on dosages, route and		8 – 15 Minutes	Nurses and Midwives



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	schedule of intake of medicines, IEC, Remind follow-up			
	TOTAL		62 – 74 Minutes	

## Laboratory Services

Laboratory testing involves: (1) Receiving or collecting specimen for testing (*pre-analytical phase*); (2) Performing the appropriate tests (*analytical phase*); (3) Generation and releasing of results (*post-analytical phase*)

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- Community: senior citizens, pregnant, children, business establishment workers - Referred cases from Barangay Health Station (BHS) / other health facilities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Official laboratory request duly signed	Any Licensed Physician / Health Care Facility
Note: <ol style="list-style-type: none"> <li>1. Clients must wear facemask and practice physical distancing</li> <li>2. Specimen must not exceed 30 minutes               <ul style="list-style-type: none"> <li>• For Urinalysis: 20 to 30ml freshly voided specimen mid-stream catch (no menstruation for female clients) in a sterile container</li> <li>• For Fecalysis: Formed specimen: pea / thumb size specimen in a sterile / clean container. Liquid specimen: 5-6 tablespoon or at least 10 ml.</li> <li>• Sputum: 5 to 10ml (collection will be instructed) in appropriate sterile container</li> </ul> </li> <li>3. Official receipt / charge slip from cashier</li> </ol>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request at the laboratory window	1. Receive and checks laboratory request form. If with specimen, check specimen condition. Prepare charge slip	Costs as approved by existing ordinance	10 Minutes	Laboratory Staff / Medical Technologist
2. Waits for specimen to be collected	2. Collects and or extracts sample;	None	10 - 20 Minutes	Laboratory Staff / Medical



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for test that require fasting, instructions are given			Technologist
3. Analytical Phase <ul style="list-style-type: none"> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Blood Typing</li> <li>• RAT (HIV, Dengue, HBsAg, SY/RPR)</li> <li>• DSSM (TB DOTS)</li> <li>• Gram Stain</li> </ul>	3. Actual performance of procedures	Php50 Php50 Php50	Within 30 minutes to 1-hour dependent on specimen load  1 – 2 working days	Medical Technologist
4. Patient / client waits for specimen processing	4. Actual performance / laboratory procedures		See Analytical Phase	Medical Technologist
5. Patient / client returns to the laboratory reception and present Official Receipt	5. Records receipt	Paid to cashier based on the cost / test	2 – 3 minutes	Laboratory Staff / Medical Technologist
6. Releasing of Laboratory results; waits for releasing of results	6. Result is issued / released upon validation of patient / client identity	None	5 – 10 minutes	Laboratory Staff / Medical Technologist
	TOTAL		57 Minutes – 2 days	

## Nutrition Services

This process covers patient and personnel who need Nutrition Intervention. Computation of patients and personnel caloric requirement. Sharing of ideas, beliefs, attitudes and understanding about food. The service is offered from Monday to Friday excluding holidays.

<b>Office or Division:</b>	Municipal Health Services Office – Nutrition and Dietetics Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- All patient needing dietary counselling - Referred cases from Barangay Health Station (BHS) / other health facilities
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Referral Slip, if any (1 original)	Referring Health Care Facility



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents referral form for Nutrition counselling	1. Receives referral form	None	1 Minute	Nutritionist
	1.1 Performs Nutritional Assessment based on the anthropometric data and medical diagnosis, interviews patients on food intake / preference	None	10 Minutes	Nutritionist
	1.2 Computes for patient's body mass index (BMI), determine Nutritional status and calculate recommended energy intake.	None	5 Minutes	Nutritionist
	1.3 Prepares patients meal plan	None	10 Minutes	Nutritionist
	1.4 Nutrition counselling for intervention / provision of IEC materials	None	20 Minutes	Nutritionist
	1.5 Monitoring and follow up			
	<b>TOTAL</b>		<b>46 Minutes</b>	

## National Oral Health Program

Oral Health Program cuts across all life-cycle programs (child, maternal, adolescent, older, person, etc)

Objectives:

- a. To increase the proportion of Orally Fit Children (OFC) under 6 years old to 12% by 20%
- b. To control oral health risks among the young people
- c. To improve the oral health conditions of pregnant women by 20% and older persons by 10% every year



<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- Any person, who wants to avail Oral Health Services - Referred cases from Barangay Health Station (BHS) / other health facilities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Referral Slip, if any (1 original)	Referring Health Care Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign in the Client Log Book in the triage area and get number	2. Register and issue number to client		1 Minute	Nurses and Midwives
3. Submit self for admission	3. Admit client (Profile, Vital Signs, History of illness)		5 - 10 Minutes	Nurses and Midwives
4. Proceed to the Dental Room	4. Performs Dental Services (Oral Examination, Oral Prophylaxis, Tooth Extraction), IEC on Basic Oral Health Care, refer as needed		10 - 30 Minutes	Dentist
5. Proceed to the Drug Room as needed	5. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines, IEC on Oral Health Care Services, Remind follow-up, refer as needed		8 – 15 Minutes	Nurses and Midwives
	TOTAL		24 – 56 Minutes	



## Issuance of Medical Certificate

Clients are issued Medical Certificates examined by the Doctor for various purposes such as employment, leave of absence, study grants, etc.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- All patients needing Medical Certificates</li> <li>- Referred cases from Barangay Health Station (BHS) / other health facilities</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Original and photocopy of laboratory results	Health Care Facilities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the triage area and get number	1. Triage-Quick assessment / issuance of number	None	2 Minutes	Nurses and Midwives
2. Submit self for admission	2. Admit client (Profile, Vital Signs, check requirements)		5-10 Minutes	Nurses and Midwives
3. Proceed to the Consultation Room / Physical Examination	3. Preparation of chart, physician notes, appointment and order form; evaluation of laboratory results, Performs physical check-up / examination		10 - 30 Minutes  Note: Longer if first visit, shorter if follow-ups	Medical Doctors
4. Pay the required fees. *Make sure to secure Official Receipt that will be issued upon payment	4. Process Medical Certificate 4.1 Accept the payment based on the Order of Payment 4.2 Issue the Official Receipt	Php150.00	3 Minutes	Sanitation Inspectors / Collection Clerk
5. Client is issued medical certificate	5. Fill up and issue medical certificate		2 minutes	Medical Doctor
	TOTAL		22 – 47 Minutes	



## Physical Therapy and Occupational Therapy Services

The process covers new and old patients for outpatient physical and occupational therapy.

<b>Office or Division:</b>	Municipal Health Services Office – Physical and Occupational Therapy Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public		
<b>Who may avail:</b>	- Children with Disabilities needing physical and occupational therapy		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Identification ID		Government issuing ID's	
Referral Slip, if any (1 original)		Referring Health Care Facility	
Original and photocopy of EEG or MRI results if available		Health Care Facility	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Referral form from other Department / section / unit or hospital	1. Pre-instruction requirements (x-ray, MRI, CT-scan, EEG, etc)	None	3 Minutes	Physical or Occupational Therapist
2. Present copy of MRI, EEG or CT scan result, fill out form and client / patient for evaluation	2. Prepare necessary form (PT and OT form / record, , patient consultation attendance logbook)	None	10 Minutes	Physical or Occupational Therapist
3. Submit referral form from the Neurologist and developmental Doctor with assessment and diagnosis to PT and OT section	3. Pre-treatment instruction and schedule patient for Physical and Occupational service when necessary		10 - 30 Minutes  Note: Longer if first visit, shorter if follow-ups	Physical or Occupational Therapist
4. Client preparation for treatment procedure	4. Start prescribed physical / occupational service treatment procedure		Average of 60 Minutes of PT/OT treatment management	Physical or Occupational Therapist
5. Client signed / logged to time monitoring treatment logbook formalizing the end	5. Prepares patient treatment time monitoring logbook and schedules client	None	3 Minutes	Physical or Occupational Therapist





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of his/her treatment session	to his/her next treatment session			
	TOTAL		86 – 96 Minutes	

## Issuance of Sanitary Permit

The issuance of the Sanitary Permit is a provision in the Presidential Decree No. 856 or the Sanitation Code of the Philippines.

<b>Office or Division:</b>	Municipal Health Services Office – Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public	
<b>Who may avail:</b>	- Any person or entity operating Food and Non-Food (Public & Industrial Establishment) in the Municipality of La Trinidad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished Application Form (New) (1 original)		Licensing Office
Laboratory results: Chest X-ray, CBC, Urinalysis, Fecalalysis, VDRL/RPR, as appropriate (1 original)		Any Licensed / Accredited Laboratory
Food Handler's Certificate, as appropriate (1 original)		Municipal Health Services Office (Every Tuesday, 3PM – certificate is valid for 3 years)
Health Certificate, as appropriate (original)		Sanitation Division
Water Potability Certificate, as appropriate (1 original)		Sanitation Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished application form (new)	1. Receive application form		1 Minute	Sanitation Inspectors
2. Submit requirements for Sanitary Permit, as appropriate	2. Evaluate / Verify requirements		1 - 5 Minutes	Sanitation Inspectors
3. Wait for evaluation / processing	3. Processing of Sanitary Permit		5 Minutes	Sanitation Inspectors
4. Claim the Sanitary Permit	4. Release the Sanitary Permit		1 Minutes	Sanitation Inspectors
	TOTAL		8 – 12 Minutes	



## Issuance of Health Certificate for Sanitary Permit

The issuance of the Sanitary Permit is a provision in the Presidential Decree No. 856 or the Sanitation Code of the Philippines. The health certificate/s is/are requirement/s of the issuance of the Sanitary Permit.

<b>Office or Division:</b>	Municipal Health Services Office – Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public
<b>Who may avail:</b>	- Employees of any business establishments and ambulant vendors engaged in Food and Non-Food (Public & Industrial) in the Municipality of La Trinidad - Any person engaged in any Food, Public or Industrial establishment
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Laboratory Results for FOOD ESTABLISHMENT: Chest X-ray, CBC, Urinalysis, Fecalysis (1 original)	Any Licensed / Accredited Laboratory
Laboratory Results for PUBLIC ESTABLISHMENT: Chest X-ray, CBC, Urinalysis (1 original)	Any Licensed / Accredited Laboratory
Laboratory Results for INDUSTRIAL ESTABLISHMENT: Chest X-ray, CBC, Urinalysis (1 original)	Any Licensed / Accredited Laboratory
Laboratory Results for VIDEOKE BARS AND OTHER NIGHT ESTABLISHMENTS: Chest X-ray, CBC, VDRL/RPR, Urinalysis, Fecalysis (1 original)	Any Licensed / Accredited Laboratory
Food Handler's Certificate, as appropriate (1 original)	Municipal Health Services Office (Every Tuesday, 3PM – certificate is valid for 3 years)
Health Certificate, as appropriate (original)	Sanitation Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number	1. Issue client number		1 Minute	Sanitation Inspectors
2. Submit requirements to Sanitation inspector on Duty	2.1 Evaluate / Verify requirements 2.2 Process Health Certificate		1 Minute 5 – 10 minutes	Sanitation Inspectors
3. Pay the required fees. *Make sure to secure Official Receipt that will be issued upon payment	3.1 Accept the payment based on the Order of Payment 3.2 Issue the Official Receipt	Php50.00	3 Minutes	Sanitation Inspectors
4. Claim Health Certificate	2. Release Health Certificate and		1 - 2 Minutes	Sanitation Inspectors



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Record			
	TOTAL		11 - 16 Minutes	

## Processing / Issuance of Death Certificate / Issuance of Exhumation Permits / Transfer of Cadavers

Based on the guidelines for Filipino Physicians and with the presence of SOCO and NBI, death certification of all suspicious / violent / Medico-legal deaths outside hospitals are catered by the Physicians of the previously mentioned institutions. Physicians at the MHSO are certifying natural (sickness / aging) home deaths. The Local Health Officer then reviews all death certificates.

The Office is also issuing exhumation and transfer certificates given that the sanitary conditions and or requirement are met before the exhumation or transfer of a dead person's remains.

<b>Office or Division:</b>	Municipal Health Services Office – Sanitation Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public		
<b>Who may process:</b>	- Immediate family member of the deceased		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Blank Death Certificate Form (4 pieces)		Municipal Civil Registrar Office	
Certification from the Barangay Official on Duty indicating the name of the deceased, date of death, place of residence, not attended by MD, due to natural cause i.e. sickness, no suspicion or foul play (1 original)		Barangay Hall	
Official Medical Records / Medical Certificate at least 10 years before death (1 original)		Hospital / Clinic	
Additional Requirements for late registration: - Affidavit of 2 disinterested persons - Affidavit of Nearest Kin		Public Attorney	
Authorization letter and valid ID (1 original, 1 photocopy), if immediate family member is not available			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number	1. Issue client number		1 Minute	Sanitation Inspectors
2. Submit requirements to Sanitation inspector on Duty	2. Evaluate / Verify requirements		1-5 Minutes	Sanitation Inspectors



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Proceed to the Consultation Room	3. Performs history taking and interview to the immediate family member		10 – 20 Minutes	Nurses, Medical Doctors
4. Wait for evaluation / processing	4. Processing (encoding & signing) of Death Permit		5 Minutes	Medical Doctors, Sanitation Inspectors
5. Claim Death Certificate	5. Release Death Certificate and Record		1 Minutes	Sanitation Inspectors
	TOTAL		18 – 32 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Verbal feedback of clients: direct to service provider 2. Written feedback: Answer the client feedback form and drop it at the designated drop box in front of the Triage Area / PACD
How feedbacks are processed	Every Month, the Human Resource Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the person or division and they are required to answer within three (3) days of the receipt of the feedback.
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the Triage Area / PACD. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> For inquiries and follow-ups, clients may contact the following telephone number: 620-5907.
How complaints are processed	The Human Resource Officer opens the complaints drop box on a monthly basis and evaluates each complaint. Upon evaluation, the HR shall start the investigation and forward the complaint to the relevant office for their explanation. The HR will create a report after the investigation and shall submit it to the Head for appropriate action.
Contact Information	MHSO: (074) 620-5907