



Municipal Health Office

External Services

1. General Consultation and Treatment Services

Patients availing general consultation and treatment for primary illnesses. Service available during Monday, Tuesday and Friday from 8:00am to 5:00pm.

Office or Division:	Municipal Health Office				
Classification:	G2C – Government to Citizen				
Type of Transaction:	Simple				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Referral form (duly accomplished by the referring nurse/midwife) 2. Individual Treatment Record 3. Philhealth enrollment form			Brgy. Health Station concerned (assigned nurse/midwife) Health Worker stationed at MHO Health Worker stationed at MHO		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure referral form Fill up individual treatment record and Philhealth enrollment form if not yet enrolled Secure priority number		1. Health worker's must <ul style="list-style-type: none"> • secure the referral form from the patient • check vital signs (weight, height, blood pressure, pulse rate, respiratory rate) • fill up the patient's individual treatment form and philhealth form give priority number and advise patient to wait to be called 	None	20 Minutes	<i>Health worker (Nurse/Midwife)</i>
2. Proceed to Consultation Clinic		2. Nurses do: <input type="checkbox"/> double checking of data	None	30 Minutes	<i>Clinic Nurses</i>

once called	<ul style="list-style-type: none"> vital signs checking of subjective symptoms of patient release laboratory request as needed 			
3. Consultation proper	3. Physician to do the ff: <input type="checkbox"/> History Taking <ul style="list-style-type: none"> Physical examination Medical Intervention (Diagnosis, Treatment, Counseling) Refer patient to higher institution as needed. 	None	20 Minutes	<i>Physician</i>
TOTAL		None	1 Hour & 10 Minutes	

2. Certification of the Cause of Death (Medico-Legal Cases)

Certification of cause of death for cases that require police report or intervention unless autopsy is required. Service available from Monday to Friday 8:00am to 5:00pm

Office or Division:	Municipal Health Office
Classification:	G2C – Government to Citizen
Type of Transaction:	Simple
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<ol style="list-style-type: none"> 1. Police Report 2. Duly accomplished death certificate 3. Post Mortem Findings 4. Certificate of Indigency (if available) 5. Official receipt of payment (in the absence of a certificate of indigency) 		Tago Police Station, Barangay Purisima, Tago Surigao del Sur	Hospital or Local Civil Registrar or MHO	Hospital or Funeral home concerned
<p style="text-align: center;">CLIENT STEPS</p>	<p style="text-align: center;">AGENCY ACTION</p>	<p style="text-align: center;">FEES TO BE PAID</p>	<p style="text-align: center;">PROCESSING TIME</p>	<p style="text-align: center;">PERSON RESPONSIBLE</p>
<ol style="list-style-type: none"> 1. Present requirements Secure priority number and wait to be called 	<ol style="list-style-type: none"> 1. Secure requirements are complete and give priority number to client and advise to wait to be called 	None	40 Minutes	<i>Health Worker / Nurse</i>
<ol style="list-style-type: none"> 2. When priority number is called proceed to 	<ol style="list-style-type: none"> 2. Conduct interview, history taking and identifies the 	None	20 Minutes	<i>Physician</i>
<ol style="list-style-type: none"> the physician for interview 	<ol style="list-style-type: none"> cause of death based on the police report and post mortem findings of the deceased. 2.2 Type the diagnosis provided by the physician. 	None	15 Minutes	<i>Clinic Nurse/ clerk</i>
	<ol style="list-style-type: none"> 2.3 Certify the cause/s of death 	None	5 Minutes	<i>Physician</i>
	<ol style="list-style-type: none"> 2.4 Release order of payment 		3 Minutes	<i>Clinic Nurse/ staff</i>

3. Receive order of payment and pay corresponding fee at the Revenue Collecting Officer station (in the absence of certificate of indigency)	3. Receive payment and issue official receipt	Php 200.00	20 Minutes	<i>Revenue Collecting officer</i>
4. Claim the death certificate	4. Release signed death certificate	None	2 Minutes	<i>Clinic Nurse/staff</i>
TOTAL		Php. 200.00	1 Hour & 45 Minutes	

3. Review of Death Certificate

Review and signing of death certificate released from hospitals. Service available from Monday to Friday 8:00am to 5:00pm.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished death certificate 2. Certificate of Indigency 3. Official receipt of payment (in the absence of a certificate of indigency)		Hospital, Local Civil Registrar or MHO Barangay Hall concerned Revenue Collecting Officer station at the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements Secure priority number and wait to be called	1.1 Secure requirements are complete and give priority number to client and advise to wait to be called	None	30 Minutes	<i>Health Worker / Nurse</i>
2. When priority number is called proceed to the consultation clinic lobby	2.1 Release order of payment	None	20 Minutes	<i>Clinic Nurse/staff</i>
	2.2 Review diagnosis and sign death certificate			<i>Physician</i>

3. Receive order of payment and pay corresponding fee at the Revenue Collecting Officer station (in the absence of certificate of indigency)	3.1 Receive payment and release official receipt	PHP 200.00	20 Minutes	<i>Revenue Collecting officer</i>
4. Claim the death certificate	4.1 Release signed death certificate	None	2 Minutes	<i>Clinic Nurse / Staff</i>
TOTAL		PHP 200.00	1 Hour & 12 Minutes	

4. Ante-Partum Dental Check Up

Pregnant women availing of oral examination and consultation. Service available Thursday 8:00pm to 5:00pm. Service rescheduled in case of outreach activity done on a Monday or Friday.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral form 2. Mother and Child Booklet 3. Individual Treatment Record		Barangay Health Station Barangay Health Station Dental Aide/ Barangay Health Worker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing of Referral form and Mother and Child Booklet Filling up of Individual treatment record	1.1 Secure the referral form, Mother and Child Booklet and fill up the patient's individual treatment record	None	55 Minutes	<i>Dental Aide</i>
	1.2 Taking of Vital signs (blood pressure, height, weight, pulse rate)			

Avail first come first serve service.	1.3 Advise patient to wait to be called			
	1.4 Refer the patient to the dentist			
2. Proceed to dental clinic once called	2.1 Dentists to do: <input type="checkbox"/> History Taking	None	15 Minutes	<i>Dentist</i>
	<ul style="list-style-type: none"> • Oral Examination • Diagnosis • Counseling 			
3. Dentists conduct lecture	3.1 Dentists conduct a lecture on basic oral hygiene and the effects of pregnancy to the oral cavity.	None	30 Minutes	<i>Dentist</i>
TOTAL		None	1 Hour 40 Minutes	

5. Oral Examination/ Consultation & Tooth Extraction

Provision of oral examination, consultation, and tooth extraction to patients. Service available Mondays, Wednesday and Fridays 8:00am to 12:00nn. Service rescheduled in case of outreach activity done on a Monday or Friday.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record 2. Official Receipt of payment		Dental Aide/ Barangay Health Worker Revenue Collecting Officer's station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing of priority number Filling up of Individual Treatment Form	1.1 Give priority number to the patient and advise to wait to be called.	None	1 Hour	<i>Dental Aide/ Barangay Health Worker</i>
	1.2 Fill up the patient's Individual Treatment Record			
	1.3 Check patient's blood pressure			
	1.4 Refer the patient to the dentist			
2. When priority number is called proceed to dentist's clinic	2.1 Dentists to do: <ul style="list-style-type: none"> • History Taking • Oral Examination • Diagnosis, Counseling • Administration of Dental 	None	50 Minutes	<i>Dentist</i>
	Anesthesia <ul style="list-style-type: none"> • Tooth extraction • Refer patient to higher institution as needed. 			

3. Post-Operative Instructions	3.1 Give post-operative instructions to the patient. 3.2 Release order of payment to client	None	5 Minutes	<i>Dentist/ Dental Aide</i>
4. Receive order of payment and pay corresponding fee	4.1 Receive payment and issue official receipt	Php 140.00	20 Minutes	<i>Revenue Collecting Officer</i>
TOTAL		Php 140.00	2 Hours & 15 Minutes	

6. Family Planning and Counseling

Provision of family planning and counseling services. Service available from Monday to Friday 8:00am to 5:00pm.

Office or Division: Classification: Type of Transaction: Who may avail:	Municipal Health Office			
	G2C - Government to Citizen			
	Simple			
	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Referral Slip 2. Family Planning form 1		Barangay Health Station Nurse/Midwife		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Family Planning room	1.1 Check the data and medical history of the client 1.2 Do Physical Exam and Counseling 1.3 Provide Family Planning need	None	2 Hours	<i>Trained Nurse/Midwife</i>
TOTAL		None	2 Hours	

7. HIV Testing Services

Provision of free HIV testing services and counseling and referral to treatment hub as needed. Service available Mondays, Tuesday and Friday from 8:00am to 4:00pm. Sundown clinic during first Friday of the month from 5:00pm to 11:00 pm.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For purposes of travel abroad: <input type="checkbox"/> Payment for HTS			Revenue Collecting Officer at CHO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed directly to HIV testing room, first come first serve basis.	1.1 Release order of payment (for purpose of travel abroad)	None	10 Minutes	<i>HIV Counselor</i>
	1.2 Let the client fill-up the form, do history taking and pretest counseling with HIV 101			
2. If purpose of transaction is for travel abroad, receive order of payment and proceed to Revenue Collecting Officer's station.	2. Receive payment and release official result	None	15 Minutes	<i>Revenue Collecting Officer</i>
3. Proceed to the laboratory station	3.1 Blood extraction through finger pricking	None	30 Minutes	<i>HIV Proficient Medtech/ CBS Motivator</i>
	3.2 Release result			
4. Post-test counseling	4.1 Do post-test counseling	None	20 Minutes	<i>HIV Counselor</i>

5. If the result is reactive, proceed to laboratory for another extraction of blood	5. Do extraction of blood and retesting through whole blood and serum	None	1 Hour	<i>HIV Proficient Medical Technologist</i>
6. Proceed back to HIV testing room for recounseling	6. Assessment of Suicidal ideation and tendencies to harm self and assess eagerness to be treated	None	30 Minutes	<i>HIV Counselor</i>
7. Referred to Red Star Clinic – Davao Regional Medical Center	7. Fill – up referral form and give it to the client for link to care	None	20 Minutes	<i>HIV Counselor</i>
TOTAL		None	3 Hours and 5 Minutes	

8. Immunization for Children

Provision of immunization for non-immunized/ under immunized infants 0-11 months and children 1-5 years old. Service available during Wednesdays from 8:00am to 12:00nn.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Non-Immunized/ Under Immunized Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Child's Immunization		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Barangay Health Worker on duty Get priority number and wait to be called	1.1 Give priority number and advise the client to wait to be called. Take vital signs: weight, temperature, heart rate and respiratory rate	None	30 Minutes	<i>Barangay health worker</i>
2. When the priority number is called, proceed to the Midwife/ Nurse	2.1 Interview the client and fill up ECCD Card	None	10 Minutes	Midwife/Nurse
	Give needed vaccines: 1. BCG 2. Polio (OPV/IPV) 3. Hepa B 4. PENTA vaccine (Diphtheria pertussis, Tetanus, Hepa B, Hib) 5. Pneumococcal Vaccine		20 Minutes	

	5. Measles 6. Measles, Mumps, Rubella 2.2 Give antipyretic drugs (initial dose) 2.3 Counsel mother / caregiver on child care 2.4 Schedule the next visit			
TOTAL		None	1 Hour	

9. Municipality Health Office Clinical Laboratory

Provision of laboratory services such as hematology, Clinical Microscopy, Clinical Chemistry, Serology (including HIV testing), Sputum for ACID FAST BACILLI, Gram staining. Service available during Mondays to Fridays 8:00am to 5:00pm except during Mass Blood Donation Services.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Patients/ clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request slip		Physician/ Brgy Nurse/Midwife Clinic Nurse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the laboratory window and present the laboratory request	1.1 Receive laboratory request	None	10 Minutes	<i>Medical Technologist on duty</i>
	1.2 Interview and instruct the client to present the specimen			
	1.3 release order of payment			
2. Receive order of payment and pay the corresponding fees	2. Receive payment and issue official receipt	Refer to table of laboratory fees below	10 Minutes	<i>Revenue Collecting Officer</i>

3. Present the official receipt and claim the laboratory test results	3.1 Collection of sample or specimen depending on the request and examine	None	4 Hours	<i>Medical Technologist on duty</i>
	3.2 Release the laboratory test results	None	2 Minutes	<i>Medical Technologist on duty</i>
				<i>duty</i>
TOTAL			4 Hours & 22 Minutes	

Table of Laboratory Fees
(CITY ORDINANCE NO. 350, S-2009)

Particulars		ESPF	RCEPF	SF	Total
Laboratory Fees :					
<input type="checkbox"/> Urinalysis	44.00	6.00	20.00	20.00	90.00
<input type="checkbox"/> Fecalalysis	244.00	6.00	20.00	20.00	290.00
<input type="checkbox"/> Complete Blood Count	150.00	10.00	20.00	20.00	200.00
<input type="checkbox"/> Sputum	00.00	00.00	00.00	00.00	00.00
<input type="checkbox"/> Hemoglobin	95.00	5.00	20.00	20.00	140.00
<input type="checkbox"/> Fasting Blood Sugar (FBS)	2,100.00	10.00	20.00	20.00	2,150.00
<input type="checkbox"/> Total Cholesterol	150.00	10.00	20.00	20.00	200.00
<input type="checkbox"/> Blood Urea Nitrogen (BUN)	100.00	10.00	20.00	20.00	150.00
<input type="checkbox"/> Uric Acid	100.00	10.00	20.00	20.00	150.00
<input type="checkbox"/> SGPT/ALT	200.00	10.00	20.00	20.00	250.00
<input type="checkbox"/> SGOT/AST	200.00	10.00	20.00	20.00	250.00
<input type="checkbox"/> Creatinine	200.00	10.00	20.00	20.00	250.00
<input type="checkbox"/> Sodium	100.00	10.00	20.00	20.00	150.00
<input type="checkbox"/> Potassium	100.00	10.00	20.00	20.00	150.00
<input type="checkbox"/> Malaria Detection (BSMP)	25.00	5.00	15.00	15.00	60.00
<input type="checkbox"/> Pregnancy Test	150.00	10.00	20.00	20.00	200.00
<input type="checkbox"/> Dengue Rapid Test/NS1	150.00	10.00	20.00	20.00	200.00
<input type="checkbox"/> Hepatitis B Surface Antigen Test	200.00	10.00	20.00	20.00	250.00

<input type="checkbox"/> ABO-RH	50.00	10.00	20.00	20.00	100.00
<input type="checkbox"/>					

ESPF – Educational Support Program Fee

RCEPF – Reforestration Conservation Environment Protection Fee

SF – Security Fee

10. Issuance of Medical Certificate

Provision of Medical Certificate as needed for non-medico-legal purposes. Service available Mondays to Fridays from 8:00am to 5:00pm

Office or Division:	Municipality Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory results: <input type="checkbox"/> Urinalysis <ul style="list-style-type: none"> • Stool Exam • Chest X-ray • CBC • Neuro Exam, if necessary • Drug Test, if necessary 		Private and Public Hospitals; Diagnostic Laboratories		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1 Give priority number, and advise the employee to wait to be called	None	45 Minutes	<i>Barangay Health Worker</i>
2. When the priority number is called, proceed to clinic triage Present the requirements	2.1 Check Vital Signs Check the requirements	None	15 Minutes	<i>Clinic Nurse</i>

	2.2 Release order of payment			
	2.3 Refer to the physician			
3. Receive order of payment and proceed first to the Physician	3.1 Conduct physical examination and recommendations	None	20 Minutes	<i>Physician</i>
4. Proceed to Revenue Collecting Officer's station and pay corresponding fee	4.1 Receive payment and issue official receipt.	Php 100.00	15 Minutes	<i>Revenue Collecting Officer</i>
5. Proceed to consultation clinic	5.1 Physician to sign medical certificate	None	3 Minutes	<i>Physician</i>
6. Claim medical certificate	6.1 Release signed medical certificate	None	2 Minutes	<i>Clinic Nurse / staff</i>
TOTAL		Php 100.00	1 Hour & 40 Minutes	

11. Issuance of Medical Certificate (Medico-Legal Cases)

Certification of medico-legal cases that require police report and medical intervention. Clients may avail of the service during weekdays from 8:00am to 5:00pm.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Police Report			Tago Police Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the requirement to the Clinic Nurse Get priority number and wait to be called	1.1 Register in the Medico-Legal Logbook and give priority number.	None	30 minutes	<i>Clinic Nurse</i>
	1.2 Interview the client Take vital signs: 1. Temperature 2. Pulse 3. Respiratory Rate 4. Blood Pressure 5. Weight		10 minutes	
	1.3 Advise the client to wait to be called			
2. When priority number is called proceed to the physician	2.1 Conduct interview, history taking and performs examination on the client. 2.2 Prepare the diagnosis for the medico-legal certificate	None	20 Minutes	<i>Physician</i>
	2.3 Sign the medico-legal certificate			
3. Proceed to Clinic Nurse/clerk	3.1 Assist the client for preparation of the certificate	None	10 Minutes	<i>Clinic Nurse/ Clerk</i>
	3.2 Review of the diagnosis			
	3.3 Release order of payment			
4. Receive order of payment and Pay corresponding fee at the Revenue Collecting Officer's station	4.1 Receive payment and issue official receipt	Php. 100.00	25 Minutes	<i>Revenue Collecting Officer</i>
5. Proceed to Consultation Clinic for signing and releasing of the medico-legal certificate	5.1 Physician to certify the diagnosis.	None	5 Minutes	<i>Clinic Physician Nurse/staff</i>
	5.2 Nurse/staff to release signed medico-legal certificate			
TOTAL		Php 100.00	1 Hour & 40 Minutes	

12. Availing of Medication

Provision of free medication as prescribed by the physician. Service available during Mondays to Fridays from 8:00am to 5:00pm.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Prescription issued by Physicians		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription to the Pharmacist	1.1 Receive and review the prescription 1.2 Instruct patient to fill up the patient's logbook and stockcard	None	15 minutes	<i>Pharmacist</i>
2. Acknowledge receipt of the medicine and sign in the prescription	2.1 Fill the prescribed medicines (if available). If not available refer patient to other government service provider. 2.2 Dispense and instruct the patient the dose and frequency of drug intake.	None	10 Minutes	<i>Pharmacist</i>
TOTAL		None	25 Minutes	

13. Pre-Marriage Counseling

Provision of pre-marriage counseling to couples through series of lectures. Service available every Wednesday 7:00 am to 2:00pm for regular schedule. Special schedule arranged with clients on their preferred date from 8:00am to 12:00noon.

Office or Division:	Municipal Health Office
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Classification:	G2C - Government to Citizen			
Type of Transaction:	Complex			
Who may avail:	Couple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Marriage Counseling Form (PMC) Marriage Expectation Form (M.E.I)		PMC Office PMC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill –up M.E.I. Form and PMC Form	1.1 Let the couple fill-up the form and collect the form once finished.	None	30 Minutes	<i>PMC Staff</i>
	1.2 Orient and Schedule clients for PMC.			
2. Proceed to Cashier for payment	2.1 Receive payment from the client and issue official receipt.	Php 540.00 (regular) Php 1,460.00 (special) Php 2,035.00 (foreigner)	15 Minutes	<i>PMC Staff</i>
3. Come back to scheduled date of PMC	3.1 Do pre-marriage counseling through series of lectures.	None	7 Days & 6 Hours	<i>PMC Lecturers</i>
	3.2 Releasing of PMC certificate.			
TOTAL		Php 540.00 (regular) Php 1,460.00 (special) Php 2,035.00 (foreigner)	7 Days, 6 Hours & 45 Minutes	

14. Prenatal Care

Provision of free quality pre-natal care to all pregnant women. Service available Thursday from 8:00am to 5:00pm.

Office or Division:	Municipal Health Office – Birthing Facility
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Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	All pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral form (original copy duly signed by referring nurse/midwife) 2. Mother and Baby's (MBB) book 3. Laboratory results <ul style="list-style-type: none"> • Urinalysis • Hemoglobin Determination • Blood typing • HbSAg, VDRL (Venereal Disease Research Laboratory) 		Barangay Health Station Barangay Health Station City Health Office-Laboratory, Public/Private Diagnostic Laboratories		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Implement "first come, first serve" Policy "except for emergency/urgent cases" Proceed to service provider/ midwife staff	1.1 Interview the client <ul style="list-style-type: none"> • Fill-up ITR, MBB • Perform physical assessment (blood pressure, weight, height, temperature, LMP (<i>last menstrual period</i>) EDC (expected date of confinement), AOG) • Take medical and 	None	45 Minutes	<i>Service Provider Nurse/Midwife</i> <i>Service Provider Nurse/Midwife</i>
	obstetrical history			
2. Proceed to Consultation Room	2.1 Perform examination <ul style="list-style-type: none"> □ Leopolds Maneuver (FHT (<i>Fetal Heart Tone</i>) and Fundic height) 	None	50 Minutes	<i>Service Provider Nurse/Midwife</i>
	2.2 Health teachings			

2.3 Giving of Tetanus Diphtheria immunization, FeSo4, Deworming tablet, Calcium Carbonate			
2.4 Discuss birth plan			
2.5 Refer to higher facility if necessary			
2.6 Schedule when to return for follow-up			
TOTAL	None	1 Hour & 20 Minutes	

15. Issuance of Health Certificate

Certification issued by the Municipal Health officer after passing the required physical and medical examinations. Service available Monday, Wednesday, and Friday 8:00am to 4:00pm

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Clients Working in Establishment Covered by PD 856			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory results: <ul style="list-style-type: none"> • Urinalysis result (1 month validity) • Stool Examination result (1 month validity) • Chest X-ray (6 months validity) 			Private/Public Laboratory	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory result Secure priority number	1.1 Check laboratory result for validity and abnormalities.	None	30 Minutes	<i>PACD Physician</i>
	1.2 Give priority number and proceed to sanitation office and wait to be called.			
	1.3 For positive result refer to physician for proper management.			
	1.4 Release order of payment			
2. When priority number is called receive order of payment and	2.1 Collection of payment and releasing of official receipt	PhP 100.00	10 Minutes	<i>Revenue Collecting Officer</i>
proceed to the Revenue Collecting Officer's station				
3. Proceed to Sanitary Inspector	3.1 Let patient log in to client's logbook.	None	20 Minutes	<i>Sanitary Inspector</i>

	3.2 Encoding of client's detail, name, age, sex, place of work and lab results. Picture taking, printing, sign and releasing of Health certificate.			
TOTAL		Php 100.00	60 Minutes	

16. Issuance of Sanitary Permit

Sanitary Permit issued by the Municipal Health Officer that the establishment complies with the existing sanitation requirements in accordance with PD 856. Service available Monday, Wednesday and Friday 8:00am to 4:00pm

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to citizen			
Type of Transaction:	Simple			
Who may avail:	Establishment under Sanitation Code or PD 856			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health card (with blue card for massage therapist and pink card for entertainers) 2. Water bacteriological analysis result 3. Environmental Health and Sanitation Form 103-A with passing rate of at least satisfactory rating of Sanitation Standard. (refer to table below)		City Health Office (Sanitary Inspector's Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request for sanitary permit at the CHO-Licensing and Permit section on a first come first serve basis	1.1 Sanitation staff receives the application and advised client to wait for the inspector to conduct inspection in the establishment. Inform the Sanitary inspector regarding the request.	None	10 Minutes	<i>Sanitary Inspector</i>

2. Wait for the sanitary inspector to conduct actual inspection.	2.1 Conduct inspection using EHS form and may release sanitary permit upon	None	2 Days	<i>Sanitary Inspector</i>
	compliance to at least satisfactory rating. 2.2 Collection of payment and releasing of official receipt 2.3 Release sanitary permit once passed with at least satisfactory rating.	Php. 200.00	10 minutes	<i>Revenue Collecting Officer</i>
TOTAL		None	2 Days & 10 Minutes	

SANITATION STANDARD

Rating	Percentage rating
Excellent	90-100 %
Very Satisfactory	70-89 %
Satisfactory	50-60 %
Failed	49 below

17. Issuance of Exhumation Permit

A permit issued by the Municipal Health Officer provided that the remain is buried for 3-5 years as per Sanitation Code of the Philippines. Service available Monday, Wednesday and Friday 8:00am to 4:00pm

Office or Division:	Municipal Health Office
Classification:	G2C - Government to citizen
Type of Transaction:	Simple
Who may avail:	Authorized person
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<p>1. Death certificate; For non-dangerous communicable disease, permit may be granted such bodies have been buried for period of 3 yrs. For dangerous communicable disease, 5 yrs. Permit may be granted for shorter time in special cases such requested by court, police, NBI subject to the approval of the regional director concerned.</p> <p>For Special Cases Letter request by the court/Police/NBI (Medico-legal cases)</p>		<p>Local Civil Registrar</p> <p>Respective requesting offices</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Death certificate. First come first serve basis.	1.1 Check death certificate for if remains have been buried for 3 or 5 years and for special cases advised to secure the additional requirements. Release order of payment to client.	no fees required	1 day	<i>PACD</i>
2. Receive order of payment and pay corresponding fee.	2.1 Receive payment and release official receipt.	500.00 php	1 Hour	<i>Revenue Collecting Officer</i>
3. After payment proceed to encoder	3.1 Receive the O.R. and death certificate, and encode and print the permit.	None	15 Minutes	<i>Sanitary Inspector / Encoder</i>
4. Proceed to OPD	4.1 The nurse received permit and let the physician sign the permit.	None	5 Minutes	<i>OPD Nurse / Physician</i>
TOTAL		Php 500.00	1 Day, 1 Hour & 20 Minutes	

18. Issuance of Transfer Permit of Cadaver

A permit issued by the Municipal Health Officer allowing the transport of cadaver after securing first a death certificate and provided that upon transfer the prescribed requirements are followed. Service available Monday, Wednesday and Friday 8:00am to 4:00pm

Office or Division:	Municipal Health Office
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Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Authorized person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death certificate		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present death cert to PACD. First come first serve basis.	1.1 Check requirement and release order of payment.	None	10 Minutes	<i>PACD</i>
2. Receive order of payment and pay corresponding fees.	2.1 Receive payment and issue official receipt.	500.00 php	1 Hour	<i>Revenue Collecting Officer</i>
3. After payment proceed to SI/encoder	3.1 encode and print the permit	None	20 Minutes	<i>Sanitary inspector / Encoder</i>
4. Proceed to OPD let the physician sign the permit	4.1 Clinic nurse received the permit for the physician to sign.	None	10 Minutes	<i>Clinic Nurse Physician</i>
TOTAL		Php 500.00	1 Hour & 40 Minutes	

19. Social Hygiene Clinic

The Service is responsible for the management, prevention and control of sexually transmitted infection (STI). Providing diagnostic assessment, treatment and care. Service available on weekdays from 8:00am to 5:00pm.

Sundown clinic during first Friday of the month 5:00pm to 11:00pm

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to citizen			
Type of Transaction:	Simple			
Who may avail:	Concerned Men and Women			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>1. Individual treatment Record</p> <p>For Regular Clients</p> <ul style="list-style-type: none"> • Pink Card/Blue Card for Establishment and Spa Worker <p>For new establishment employees:</p> <ul style="list-style-type: none"> ✓ Photocopy of Birth Certificate ✓ Hepa B Test, VDRL, Gram Stain ✓ Picture 2x2 1pc, 1x1 2 pcs. ✓ HIV Orientation <p>For new clients:</p> <ul style="list-style-type: none"> • Referral from the Physician or • Referral from Barangay Health Nurse or • Voluntary Submission for Testing 			<p>Social Hygiene Section</p> <p>City Health Office Social Hygiene Section</p> <p>Personal Copy/ PSA Private and Public Hospitals; Diagnostic Laboratories Photo Studio</p> <p>City Health Office (Social Hygiene Section) City Health Office (Social Hygiene Section) Private or Public Physician Barangay Health Station</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Get priority number and wait to be called Present the ID card (for new establishment employee present requirements needed for pink card/ blue card.)	1.1 Social Hygiene Section	None	15 Minutes	<i>Nurse</i>
	1.2 Give priority number and advise the client to wait to be called.			
	1.3 Check for the ID card/ requirements.			
	1.4 Release order of payment			
2. Receive order of payment and pay corresponding fees	Receive payment and release official receipt	Php 100.00	30 Minutes	<i>Revenue Collecting Officer</i>
3. Proceed to the nurse assigned for registration.	3.1 Interview the client and fill up the form.	None	2 Days	<i>Nurse</i>
	3.2 Client assisted to Screening Room for gram- staining and counseling			
	3.3 Specimen collected and release result			
4. Proceed to the Physician (for clients with positive result)	4.1 Perform Medical Examination and Interpret results	None	20 Minutes	<i>Physician</i>
	4.2 Conduct counseling			
	4.3 Give prescription			
5. Go back to the nurse for treatment and counselling	5.1 Give the prescribed drugs and cards. 5.2 Schedule the next visit.	None	10 Minutes	<i>Nurse</i>
TOTAL		Php 100.00	2 Days, 1 Hour & 15 Minutes	

20. Treatment Services for Tuberculosis (TB) Patients

Provision of diagnosis and treatment to TB patients as identified from the barangay health stations or from consultation from Mondays to Fridays 8:00 am to 5:00pm. Treatment schedule every Monday, Wednesday and Friday 8:00am to 5:00pm. PPD schedule every Monday and Tuesday 8:00 am to 12:00nn.

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Complex			
Who may avail:	TB patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Assessment Form 2. SOAP Form duly accomplished by referring nurse/midwife 3. Kasulatan Form 4. Chest X-ray Result 5. DSSM Result 6. Gene Xpert result 7. MDR/Indigency (photocopy) 8. Photocopy of Valid ID 		<p>Barangay Health Station</p> <p>Laboratories and Hospitals</p> <p>Patient/Barangay Hall Patient</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	<ol style="list-style-type: none"> 1.1 Secure and check all the requirements submitted and filled-up data 1.2 Refer to PMDT for Gene Xpert as needed 	None	10 Minutes	<i>Nurse</i>
2. Proceed to PMDT For Gene Xpert	2.1 Do Gene Xpert Test and release result	None	7 Days	<i>Medical Technologist Nurse</i>

3. Proceed to Consultation Clinic	3.1 Doctor checks all the forms and results and conducts interview / physical examination as needed 3.2 Give orders for treatment	None	20 Minutes	Physician
4. Proceed to TB Dots Clinic	4.1 Conduct HTS Counseling	None	40 Minutes	HIV Counselor TB DOTS (Directly Observed Treatment Short Course) Nurse
	4.2 Orient Patient about TB Disease and the course of treatment		40 Minutes	
	4.3 Start treatment and advise for follow ups			
TOTAL		None	7 Days, 1 Hour & 50 Minutes	

21. Smoking Cessation Counseling

Provision of counseling services to Violators/Clients. Service available Mondays to Fridays from 8:00am to 5:00pm

Office or Division:	Municipal Health Office			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Violators/ Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation ticket		Anti-Smoking Task Force Enforcers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to Revenue Collecting Officer's station. First come first serve basis.	1.1 Release order of payment to client.	None	15 Minutes	<i>Anti-smoking Counselor</i>
2. Receive order of payment and pay corresponding fee.	2.1 Receive payment and issue official receipt	Refer to the table below	30 Minutes	<i>Revenue Collecting Officer</i>
3. Fill up forms	3.1 Secure and allow the clients to fill – up forms	None	10 Minutes	<i>Anti-smoking Counselor</i>
	3.2 Double check information given by the client			
4. Counseling	4.1 Conducts counseling	None	30 Minutes	<i>Anti-smoking Counselor</i>
TOTAL		Refer to the table below	1 Hour & 25 Minutes	

Table on Fees to be paid based on Offense

No. of Offense	Fees to be paid
1 st offense	PhP 540.00
2 nd offense	PhP 2500.00
3 rd offense	PhP 5000.00