

CITIZEN'S CHARTER

Local Government Unit of Cabadbaran City

Department : CITY HEALTH OFFICE

Titles:

- | | |
|---------------------------------|--------------------------------|
| I. GENERAL MEDICAL CONSULTATION | VII. BLOOD PRESSURE MONITORING |
| II. PRE-NATAL SERVICES | VIII. ISSUANCE OF CERTIFICATE |
| III. HANDLING DELIVERIES | IX. PERFORMS MINOR SURGERY |
| IV. IMMUNIZATION | X. PRE-MARRIAGE COUNSELING |
| V. FAMILY PLANNING SERVICES | XI. PHARMACY SERVICES |
| VI. LABORATORY SERVICES | XII. DENTAL SERVICES |

Revision No : 0

Issue No : 1

Page : 1 of 9

| FRONTLINE SERVICE | STEPS | LOCATION OF TRANSACTION PER STEP | PROCESSING TIME | FORM/S REQUIRED | DOCUMENTARY REQUIREMENTS | FEES AND CHARGES | RESPONSIBLE EMPLOYEE/S |
|---------------------------------|--------------------------------------|-----------------------------------|-----------------|---|--|--|---|
| I. GENERAL CONSULTATION | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare, Jr. El-el S. Miraballes |
| | 2. Admission | Admission Section | 3 minutes | Individual Treatment Record (ITR) | Health ID | | G. Mercado, M. Gangca Modesia Dagohoy Lesley Criselda Duran |
| | 3. Consultation | CHO's/ACHO's Room | 15 minutes | Individual Treatment Record/referral slip | | Free for Cabadbaranon and Enlisted PHIC indigent members | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| | 4. Medication/Treatment | Dispensary Section | 4 minutes | Individual Treatment Record/referral slip | PHIC ID | | Brenda C. Dagani Daphne R. Estoque Joveth M. Duarte <i>(for Sagip-Isip Patients)</i> |
| II. PRE-NATAL SERVICES | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare, Jr. El-el S. Miraballes |
| | 2. Admission | Admission Section | 3 minutes | | Home Based Maternal Record/Mother & Child Book | | Gloria Mercado Modesia Dagohoy Lesley Criselda Duran Marilou Gangca |
| | 3. Pre-natal care | Pre-natal room/Admission section | 15 minutes | | Home Based Maternal Record/Mother & Child Book | Free for Enlisted PHIC indigent members | |
| III. HANDLING DELIVERIES | 1. Admission | Birthing Clinic Admission Section | 5 minutes | | Home Based Maternal Record/Mother & Child Book | Free for cabadbaranon and Enlisted PHIC indigent members | Gloria Mercado Modesia Dagohoy Lesley Criselda Duran Marilou Gangca |
| | 2. Actual Delivery | delivery room | n/a | | | | |
| | 3. Discharge | recovery room | 15 minutes | | Mother & Child Book | | |

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- | | |
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| V. FAMILY PLANNING SERVICES | XI. PHARMACY SERVICES |
| VI. LABORATORY SERVICES | XII. DENTAL SERVICES |

Revision No : 0

Issue No : 1

Page : 2 of 9

| FRONTLINE SERVICE | STEPS | LOCATION OF TRANSACTION PER STEP | PROCESSING TIME | FORM/S REQUIRED | DOCUMENTARY REQUIREMENTS | FEES AND CHARGES | RESPONSIBLE EMPLOYEE/S | |
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| IV. IMMUNIZATION | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | Individual Treatment Record & Mother & Child Book | | | Crisanto B. Lagare, Jr. El-el S. miraballes | |
| | 2. Weighing | Weighing Station | 3 minutes | Mother & Child Book | | | BHW on duty | |
| | 3. Admission *Secure serial number for new registrants | Admission Section | 3 minutes | | | | Gloria Mercado Modesia Dagohoy Lesley Criselda Duran Marilou Gangca | |
| | 4. Immunization | Waiting Area | 15 minutes | | | | Gloria Mercado Modesia Dagohoy Lesley Criselda Duran Marilou Gangca | |
| V. FAMILY PLANNING SERVICES | 1. Log in and state your purpose | Customer's Assistance Desk | 1 minute | Individual Treatment Record & Mother & Child Book | | | Crisanto B. Lagare, Jr. El-el S. Miraballes | |
| | * Pills and Condom Dispensing * Injectables * IUD insertion. Check-up and removal * Natural Family Planning | 2. Counseling | Admission Area | 30 minutes | | | | Gloria Mercado Modesia Dagohoy Lesley Criselda Duran Marilou Gangca |
| | | | Admission Area | 30 minutes | | | | |
| | | | Admission Area | 30 minutes | | | | |
| | | | Admission Area | 30 minutes | | | | |
| | Family Planning Room | 30 minutes | | | Free for cabadbaranon and Enlisted PHIC indigent members | | | |

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- | | |
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| V. FAMILY PLANNING SERVICES | XI. PHARMACY SERVICES |
| VI. LABORATORY SERVICES | XII. DENTAL SERVICES |

Revision No : 0

Issue No : 1

Page : 3 of 9

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| VI. LABORATORY SERVICES * Urinalysis * Stool Exam * Sputum Exam * Kato Katz * Skin Silt Smear * Malarial smear * FBS * CBC * Hemoglobin * Blood Typing * Gram Straining | 1. Present Laboratory request and PHIC MDR | Laboratory receiving area | 3 minutes | Physicians Lab request MDR | | | Emma V. Tan Sammy A. Cempron Benedicto D. Bonggot |
| | 2. Pay Laboratory Fee | City Treasurer's Office/City Health Office | N/A | | Referral fee slip | P 50.00 P 60.00 P 70.00 P 50.00 P 70.00 P 50.00 P 100.00 P 100.00 P 50.00 P50.00 P 75.00 | Leo P. Balinos Note: FBS/STOOL EXAM/URINE ANALYSIS/SPUTUM EXAM/CBC Free for Enlisted PHIC indigent members |
| | 3. Secure Priority Number (for Licensing Only) | Laboratory | 1 minute | | | | Benedicto B. Bonggot Roselyn Coco |
| | 4. Present Official Receipt | Laboratory | 2 minutes | | | | Emma V. Tan Sammy A. Cempron Benedicto D. Bonggot |
| | 5. Submit specimen * Urine * Stool * Sputum (early morning) * Stool * Blood * Blood * Blood * Blood * Blood * Blood * Blood * Cervical/Urethral discharge | Laboratory window Examination room Examination Area | 30 minutes 15 minutes 5 hours 30 minutes 30 minutes 2 hours 2 minutes 1 hour 10 minutes 15 minutes 1 hour | | | | Emma V. Tan Sammy A. Cempron Benedicto D. Bonggot |

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- | | |
|---|---|
| I. GENERAL MEDICAL CONSULTATION II. PRE-NATAL SERVICES III. HANDLING DELIVERIES IV. IMMUNIZATION V. FAMILY PLANNING SERVICES VI. LABORATORY SERVICES | VII. BLOOD PRESSURE MONITORING VIII. ISSUANCE OF CERTIFICATES IX. PERFORMS MINOR SURGERY X. PRE-MARRIAGE COUNSELING XI. PHARMACY SERVICES XII. DENTAL SERVICES |
|---|---|

Revision No : 0

Issue No : 1

Page : 5 of 9

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| VII. BLOOD PRESSURE MONITORING | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare Jr. El-el S. Miraballes |
| | 2. Blood Pressure Monitoring | Admission Area | 5 minutes | | | | Gloria Mercado, Modesia Dagohoy , Lesley Criselda Duran, Marilou Gangca Percy Ainle BHW |
| VIII. ISSUANCE OF CERTIFICATE *Medical | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare, Jr. El-el S. Miraballes |
| | 2. Blood Pressure Monitoring | Admission Area | 3 minutes | | | | Gloria Mercado Modesia Dagohoy Lesley Criselda Duran Marilou Gangca BHW |
| | 3. Pay Certification fee | City Treasurer's Office/City Health Office | N/A | | | P65.00 (student) P115.00 | Leo P. Balinos |
| | 4. Medical Exam | CHO's/ACHO's room | 10 minutes | | | | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| | 5. Receive Signed Medical Certificate | CHO's /ACHO's room | 3 minutes | | | | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| *Medico-legal | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare, Jr. El-el S. Miraballes |
| | 2. Blood Pressure Monitoring | Admission Area | 3 minutes | | | | Gloria Mercado Modesia Dagohoy Lesley Criselda Duran Marilou Gangca BHW |

CITIZEN'S CHARTER

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- | | |
|---|---|
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|---|---|

Revision No : 0

Issue No : 1

Page : 6 of 9

| FRONTLINE SERVICE | STEPS | LOCATION OF TRANSACTION PER STEP | PROCESSING TIME | FORM/S REQUIRED | DOCUMENTARY REQUIREMENTS | FEES AND CHARGES | RESPONSIBLE EMPLOYEE/S |
|---|---|--|-----------------|-----------------------|--------------------------|------------------------------------|---|
| | 3. Pay Certification Fee | City Treasurer's Office/City Health Office | N/A | | | P115.00 | Leo P. Balinbos |
| | 4. Medical Exam | CHO's/ACHO's Room | 10 minutes | Request form from PNP | | | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| | 5. Issue Medico-legal Certificate | Administrative Section | 5 minutes | | | | Neil F. Alenton Artnes C. Palero Lovely T. Racaza |
| | 6. Receive Signed Medico-legal Certificate | CHO's/ ACHO's Room | 5 minutes | | | | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| * Transfer of Cadaver | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare, Jr El-el S. Miraballes |
| | 2. Approach Sanitary Inspector | Sanitary Inspector Section | 3 minutes | | | | Edgardo Mercado Rizaldo Ybañez Ritchell Payot |
| | 3. Pay Certification fee | City Treasurer's Office/City Health Office | N/A | | | P115.00 | Leo P. Balinos |
| | 4. Issue Transfer of cadaver certificate | Administrative Section | 3 minutes | | | | Neil F. Alenton Artnes C. Palero Lovely T. Racaza |
| | 5. Receive signed transfer of cadaver certificate | CHO's/ACHO's room | | | | | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| * Sanitary Permit and Health card for food handlers (FH) and non food handlers(NF) | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare, Jr El-el S. Miraballes |
| | 2. Pay Laboratory fee | City Treasurer's Office/City Health Office | N/A | | | P180.00/pax (FH) 70.00/pax (NF) | Leo P. Balinos |
| | 3. Secure priority number | Laboratory | 3 minutes | | | | Emma V. Tan Benedicto B. Bonggot Sammy Cempron |

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| III. HANDLING DELIVERIES | IX. PERFORMS MINOR SURGERY |
| IV. IMMUNIZATION | X. PRE-MARRIAGE COUNSELING |
| V. FAMILY PLANNING SERVICES | XI. PHARMACY SERVICES |
| VI. LABORATORY SERVICES | XII. DENTAL SERVICES |

Revision No : 0

Issue No : 1

Page : 7 of 9

| FRONTLINE SERVICE | STEPS | LOCATION OF TRANSACTION PER STEP | PROCESSING TIME | FORM/S REQUIRED | DOCUMENTARY REQUIREMENTS | FEES AND CHARGES | RESPONSIBLE EMPLOYEE/S |
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| | 4. Submit required laboratory specimen a. Food establishments - stool - urine - sputum b. non-food establishments - sputum | Laboratory | 5 minutes | | | | Emma V. Tan Benedicto B. Bonggot Sammy Cempron |
| | 5. Receive signed sanitary permit & health card | Sanitary Inspector Section | 3 minutes | | | | Edgardo Mercado Rizaldo Ybañez Ritchell Payot |
| IX. PERFORMS MINOR SURGERY | 1. Log in and secure priority number | Customer's Assistance Desk | 1 minute | | | | Crisanto B. Lagare, Jr El-el S. Miraballes |
| * Removal of foreign body * Suture removal * excision and drainage * Circumcision | 2. Admission | Admission Section | 5 minutes | | | | Gloria Mercado Modesia Dagohey Lesley Criselda Duran Marilou Gangca |
| | 3. Surgery | CHO's/ACHO'S Room | n/a | | | Free for Enlisted PHIC indigent members | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| | 4. Medication/Treatment | Dispensary Section | 5 minutes | Individual Treatment Record/referral slip | PHIC ID | | Brenda C. Dagani, RN Daphne R. Estoque Joveth M. Duarte. RN |

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- | | |
|---------------------------------|--------------------------------|
| I. GENERAL MEDICAL CONSULTATION | VII. BLOOD PRESSURE MONITORING |
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| IV. IMMUNIZATION | X. PRE-MARRIAGE COUNSELING |
| V. FAMILY PLANNING SERVICES | XI. PHARMACY SERVICES |
| VI. LABORATORY SERVICES | XII. DENTAL SERVICES |

Revision No : 0

Issue No : 1

Page : 8 of 9

| FRONTLINE SERVICE | STEPS | LOCATION OF TRANSACTION PER STEP | PROCESSING TIME | FORM/S REQUIRED | DOCUMENTARY REQUIREMENTS | FEES AND CHARGES | RESPONSIBLE EMPLOYEE/S |
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| X. PRE-MARRIAGE COUNSELING | 1. Secure date of schedule for PMC and fill-up logbook for profiling | Administrative Section | 5 minutes | | | | Neil F. Alenton Artnes C. Palero Lovely T. Racaza |
| | 2. Issue Referral fee slip for payment | City Treasurer's Office/City Health Office | 3 minutes | Referral fee slip | | P215.00 (<i>regular</i>) P740.00 (<i>special</i>) | Leo P. Balinos |
| | 3. Actual conduct of PMC | City Health Office conference room | 4 hours | | | | Joveth M. Duarte Gloria Mercado Brenda C. Dagani, Dr. Mary Jean M. Dy Minerva B. Jumawan |
| | 4. Prepare & Issue PMC Certificate | Administrative Section | 5 minutes | O.R. | | | Neil F. Alenton Artnes C. Palero Lovely T. Racaza |
| XI. PHARMACY SERVICES | 1. Receive patients ITR | Pharmacy | 3-5 minutes | ITR/Rx | Daily Dispensing Record | | Daphne R. Estoque Trixy Anne B. Jongko |
| | 2. Record medicines to daily dispensing record | | | | | | |
| | 3. Sign the daily dispensing record | | | | | | |
| | 4. Prepare medicines | | | | | | |
| | 5. Give instructions on how to take the medicines | | | | | | |

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| | |
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| II. PRE-NATAL SERVICES | VIII. ISSUANCE OF CERTIFICATES |
| III. HANDLING DELIVERIES | IX. PERFORMS MINOR SURGERY |
| IV. IMMUNIZATION | X. PRE-MARRIAGE COUNSELING |
| V. FAMILY PLANNING SERVICES | XI. PHARMACY SERVICES |
| VI. LABORATORY SERVICES | XII. DENTAL SERVICES |

Revision No : 0

Issue No : 1

Page : 9 of 9

| FRONTLINE SERVICE | STEPS | LOCATION OF TRANSACTION PER STEP | PROCESSING TIME | FORM/S REQUIRED | DOCUMENTARY REQUIREMENTS | FEES AND CHARGES | RESPONSIBLE EMPLOYEE/S |
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| XII. DENTAL SERVICES | 1. Patient admittance/logbook | Dental Section | 1 minute | | | | Analyn J. Apdian |
| | 2. Get vital sign | | 3 minutes | | | | Dr. Moonyeen A. Moreno |
| | 3. Fill-up personal data form | | 1 minute | | | | |
| | 4. Oral Exam | | 5 minutes | | | | |
| | 5. Educate patient for good oral hygiene | | | | | | |
| * Dental Check-up | 1. Issue Dental Certificate w/ Rx * payment slip | City Treasurer's Office/City Health Office | | | | P65.00 (<i>student</i>) P115.00 (<i>non-student</i>) | Leo P. Balinos |
| * Tooth Extraction | 1. Pay dental fee | City Treasurer's Office/City Health Office | n/a | | | P100.00/tooth | Leo P. Balinos |
| | 2. Prepare instrument | Dental Section | n/a | Referral Slip from Brgy. Midwife/BHW | | | Analyn J. Apdian |
| | 3. Prepare for tooth extraction | | n/a | | | | Dr. Moonyeen A. Moreno |
| | 4. Patient post instruction * Rx | | 3 minutes | | | | |

Prepared by: DR. JOSE ZALDY R. SECOTE
City Health Officer

Approve by: KATRINA MARIE "KAT" O. MORTOLA
City Mayor

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- | | |
|--|--|
| <p>I. GENERAL MEDICAL CONSULTATION II. PRE-NATAL SERVICES III. HANDLING DELIVERIES IV. IMMUNIZATION V. FAMILY PLANNING SERVICES VI. LABORATORY SERVICES</p> | <p>VII. BLOOD PRESSURE MONITORING VIII. ISSUANCE OF CERTIFICATES IX. PERFORMS MINOR SURGERY X. PRE-MARRIAGE COUNSELING XI. PHARMACY SERVICES XII. DENTAL SERVICES</p> |
|--|--|

Revision No : 0

Issue No : 1

Page : 4 of 9

| FRONTLINE SERVICE | STEPS | LOCATION OF TRANSACTION PER STEP | PROCESSING TIME | FORM/S REQUIRED | DOCUMENTARY REQUIREMENTS | FEES AND CHARGES | RESPONSIBLE EMPLOYEE/S |
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| * FOR BUSINESS PERMIT (LICENSING) | 1. Present Laboratory Request | Receiving Area | 3 minutes | | Business Licensing checklist | | Emma V. Tan Benedicto B. Bonggot Sammy Cempron |
| | 2. Pay Lab Fee | City Treasurer's Office/City Health Office | | | | P180/pax-(FH) P70/pax(NF) | Leo P. Balinos |
| | 3. Secure Licensing Priority Number | Laboratory | 3 minutes | | | | Benedicto B. Bonggot |
| | 4. Accept official receipt and Lab request | Laboratory | 3 minutes | | | | Emma V. Tan Benedicto B. Bonggot Sammy Cempron |
| | 5. Submit specimen (until 10:00 A.M. only) | Laboratory window` | 2minutes | | | | |
| | 6. Receive Laboratory result (1:00 P.M. of the following day) | Laboratory | 2minutes | O.R. | | | Benedicto B. Bonggot |
| | 7. consultation | CHO's/ACHO's room | 5 minutes | | Lab result | | Dr. Jose Zaldy R. Secote Dr. Mary Jean M. Dy |
| | 8. issuance of health card and sanitary permit | Sanitary Inspector Section | 5 minutes | | OR, (cleared) lab result | Business licensing documents | Edgardo Mercado Rizaldo Ybañez Ritchell Payot |