



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
CITY HEALTH OFFICE
Tacloban City, Leyte

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
MEDICAL SERVICES 1. Medical Consultation and Treatment * General (pedia, children, adult) * TB patients (Tuesday & Thursday only) * Leprosy patients * Mental Health patients	1. Issuance of priority number 2. New patient : Preparation of Individual Treatment Record (ITR) Old patient : Retrieval of Individual Treatment Record 3. Taking of vital signs (BP, temperature, height, weight) (whichever is applicable to the patient) 4. Physical check - up - history taking - physical examination - working/final diagnosis and treatment * giving of prescription for prescribed medicines * giving of laboratory request (if necessary) - Health education/advocacy For TB, Leprosy and Mental Health Services: 1. Follow procedures 1 - 4 above 2. Enrolment/registration of patient at the registry logbook	3 mins. 2 mins. 10 - 15 mins. 2 mins.	BHW on DUTY BHW on DUTY BHW on DUTY Dr. Danilo S. Ecarma, MO III /Dr. Jaime M. Opinion Jr., City Health Officer TB, Leprosy & Mental Health Dr. Danilo S. Ecarma, MO III Nurse in-charge Dr. Danilo S. Ecarma, MO III	1. Physical appearance of patient 2. Individual Treatment Record (ITR) For TB Patients: 1.Result of sputum exam for AFB 2. Chest x-ray result 3. NTP report form (for referrals from other Health Facility) 4. Brgy. Certificate For Leprosy Patients: - Referral form (for referrals from other health facility)	FREE

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<p>2. Dispensing of drugs/medicines</p> <p>3. Blood Pressure taking/weighing</p>	<p>3. Referral to the next level of care (if necessary)</p> <p>4. Dispensing of drugs/medicines: Anti - TB drugs (TB patients) *Initial dose only, continuing drugs will be dispensed at your respective District Health Centers near you MDT Drug (Leprosy patients) Mental Health Drugs/medicines (Mentally disturbed clients)</p> <p>5. Follow - up consultation (for end of treatment/continue treatment)</p> <p>1. Present ITR/doctor's prescription at the dispensing clerk</p> <p>2. Record/document drugs/medicines to be dispensed at the registry logbook</p> <p>3. Acknowledge receipt by affixing recipients signature</p> <p>4. Dispense prescribed drugs/medicines with proper instruction</p> <p>1. Patients assessment/interview</p> <p>2. Registration in patients registry logbook</p> <p>3. Blood pressure taking/weigh client</p> <p>4. Record result - for high BP - refer to physician for management</p> <p>5. Health education</p>	<p>1 min.</p> <p>10 mins</p> <p>3 mins.</p> <p>3 mins.</p> <p>3 mins.</p>	<p>Nurse/Midwife</p> <p>BELEN T. LAVIDES Dispensing Clerk</p> <p>Nurse/BHW on Duty</p>	<p>1. Individual Treatment Record (ITR)</p> <p>2. Doctor's Prescription</p> <p>Physical Appearance</p>	<p>FREE</p> <p>FREE</p>

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DENTAL SERVICES					
1. Dental consultation/Oral examination	1. Patients assessment/interview 2. Oral examination 3. Prescription of appropriate medicine 4. Health education/giving advice	15 mins	Dr. Gemine Ann P. Garcia Dentist II	1. Physical Appearance 2. Official Receipt of payment	Dental Fee - 100.00 Certification Fee - 50.00
2. Tooth extraction	1. Giving of priority number 2. New patient : Fill up the individual treatment record Old patient : Retrieval of dental record 3. Instruct client to pay dental fee at City Treasurer's Office (CTO) and be back for extraction 4. Present Official Receipt at the dispensing clerk for issuance of dental anesthesia 5. Oral examination 6. Tooth extraction 7. Chair side instruction 8. Prescription of medicine and instruct patient to get meds. at the dispensing clerk	5 mins. 2 mins. 3 mins. 30 mins 5 mins. 5 mins.	Amelia Lledo Dental Aide, J.O. Dr. Gemine Ann P. Garcia Dentist II		
MATERNAL, NEONATAL, CHILD HEALTH & NUTRITION (MNCHN) SERVICES					
1. Prenatal/Postnatal Care	1. Patients assessment/interview 2. New patient : Preparation of Individual Treatment Record (ITR) Old patient : Retrieval of Individual Treatment Record 3. Vital signs taking 4. Abdominal palpation 5. Provide necessary services	2 mins. 3 mins. 2 mins. 15 mins 5 mins.	Midwife Midwife BHW o Duty Midwife Midwife	Maternal Record Laboratory results of requested laboratory examinations	FREE

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2. Family Planning Services	(immunization, iron supplementation, etc.) 6. Health education/teaching 7. Schedule for follow-up visit 1. Patients assessment/interview 2. New patient : Preparation of Individual Treatment Record (ITR) Old patient : Retrieval of Individual Treatment Record 3. Provide necessary services * FP counseling * Provision of FP commodities (Informed Choice) 4. Schedule for follow-up visit	5 mins. 1 min. 2 mins. 3 mins. 15 mins 1 min.	Midwife Midwife Midwife Midwife Midwife	Family Planning Record	FREE
3. Basic Emergency Obstetric Neonatal Care (Delivery of Normal Pregnancy) (Delivery of Normal Pregnancy)	1. Patients assessment/interview 2. Retrieval of Individual Patient Record 3. Vital signs taking 4. Internal examination 5. Fetal heartbeat taking 6. Monitoring for progress of labor for complicated cases : refer to higher referral facility 7. Delivery of newborn, placenta 8. Thorough dring of newborn 9. Skin to skin contact (mother and child) 10. Cord dressing/cord clamping 11. Initiate breastfeeding 12. Newborn screening 13. Postpartum monitoring	2 mins. 2 mins. 2 mins. 10 mins 3 mins. depends on its progress 10 mins 30 mins 5 mins.	Midwife Midwife Midwife Doctor/Midwife Doctor/Midwife Midwife Doctor/Midwife Midwife Midwife Midwife Midwife Midwife	Maternal Record	FREE

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4. Immunization *every Wednesday only	14. Discharge patient with proper home meds. instruction and scheduled follow-up visit 1. Interview/assessment 2. Vital signs taking 3. Recording (clients record book, Target Client List) 4. Actual immunization of scheduled antigen 5. Health education and schedule follow-up visit	2 mins. 2 mins. 5 mins. 2 mins. 3 mins.	Midwife BHW on Duty BHW on Duty Midwife/Nurse Midwife/Nurse Midwife/Nurse	Child Record	FREE
SOCIAL HYGIENE SERVICES					
1. Gram Staining Smear Examination 2. Cervical, urethral, vaginal smear 3. HIV counselling Schedule: Every Tuesday & Thursday at Social Hygiene Clinic, Marasbaras, Tacloban City	1. Interview and record clients 2. Perform gram staining smear examination 3. Conduct health education/counseling 4. Processing of gram staining slides and drying 5. Microscopy reading of slides and recording of smear results 6. Releasing of smear results 7. Treatment of STI cases 8. Conduct of STI/HIV and AIDS Seminar	2 mins. 3 mins. 10 mins. 1 hour 30 mins. 2 mins. 3 mins. 3 hrs.	Myla V. Garcia, Nurse II Myla V. Garcia, Nurse II Myla V. Garcia, Nurse II Nilda Cantay/ Imelda Labarda MedTech II Nilda Cantay/ Imelda Labarda MedTech II Myla V. Garcia, Nurse II Myla V. Garcia, Nurse II Myla V. Garcia, Nurse II	Health Certificate (Pink Card)	Smear Fee - 50.00 for RFSW
LABORATORY SERVICES					
Clinical Laboratory Examination for: 1. Cervical Smear	1. Receive physician's request for a particular laboratory exam.	10 secs.	Nilda Cantay/ Imelda Labarda MedTech II	1. Physician's request/referral Slip	Cervical smear - 50.00

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2. Vaginal smear 3. Urethral Smear 4. Stool Exam for Health Certificate 5. Sputum Exam for health Certificate 6. Sputum Exam for TB diagnosis 7. Follow-up sputum exam for TB patients undergoing treatment 8. HBSAg Test 9. PRP Test 10. Blood Typing 11. Pregnancy Test 12. Urinalysis 13. Fecalalysis	2. Instruct client on the requirements for the test and ask client to pay the necessary fee at the cashier 3. Receive specimen/sample and Official Receipt of payment 4. Prepare specimens and necessary reagents and materials for the test 5. Perform the test and read result of the test done 6. Make, release and keep records of laboratory test results 7. Cleaning of the working and laboratory area	1 min. 1 min. 5 mins. 1-3 hrs. 2 mins. 5-10 mins.	Rogelio Nartia MedTech (Casual)	2. Official Receipt for paying clients for diagnostic examination - FREE 3. Specimen sample as required: a. stool b. sputum c. urine d. blood e. cervical smear f. vaginal smear	Vaginal smear - 50.00 Urethral smear - 50.00 Stool/ fecalysis - 30.00 Sputum exam - 50.00 HBSAg Test - 100.00 RPR Test - 100.00 Blood Typing - 50.00 Pregnancy Test - 50.00 Indigent patients - FREE but with certificate of indigency issued by CSWDO
ADMINISTRATIVE SERVICES					
1. Issuance/Review of Death Certificate	1. Assessment/interview client for needed data/information of the deceased 2. Interview client for possible cause of death 3. Record and type death certificate, have it checked/ reviewed and signed by the informant 4. Refer to concerned cemetery for site	15 mins. 10 mins. 15 mins.	Diana Diaz, Ng. Attendant/ Juanita A. Suyom, AA, J.O. Medical Officer Diana Diaz, Ng. Attendant/ Juanita A. Suyom, AA, J.O. Credula Enerlan, AA, J.O. (Tac. Public Cemetery)	Home Deaths - Brgy. Certification - Informant/client (nearest kin) Hospital Death (Dead on Arrival) - DOA slip duly signed by the physician	Certification Fee - 50.00 Doc. Stamp - 15.00

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<p>clearance</p> <p>5. Refer to funeral homes for signature of embalmer</p> <p>6. Refer to City Treasurer's Office for payment of burial fee</p> <p>7. Refer to CHOr/Medical Officer for review and signature</p> <p>8. Release and refer to CLCRO for registration</p> <p>2. Preparation and issuance of endorsement letter for the following permits:</p> <p>a. Burial Permit</p> <p>b. Transfer/transport of cadaver</p> <p>c. Exhumation Permit</p> <p>3. Issuance of Medical/Dental</p>	<p>1. Type endorsement letter for City Mayor (Licensing Division) for issuance of permit</p> <p>2. Refer to CHOr/Medical Officer for approval and signature</p> <p>3. Refer to Licensing Division for issuance of permit</p> <p>- Assessment</p> <p>- Issuance of referral slip for required</p>	<p>5 mins.</p> <p>5 mins.</p> <p>5 mins.</p> <p>2 mins.</p>	<p>Mario Tinebr (Basper Public Cemetery) Embalmer Revenue Collection Officer City Health Officer/ Representative</p> <p>City Health Officer/ Representative Licensing Division</p> <p>Diana Diaz, Ng. Attendant/ Juanita A. Suyom, AA, J.O.</p>	<p>Medico Legal Cases</p> <p>- Refer to Medico-Legal Officer at Campetic</p> <p>For Burial:</p> <p>- Death Certificate</p> <p>- Approval of cemetery caretaker where the remains will be buried (EI Reposo/Basper)</p> <p>For Transfer/Transport of Cadaver:</p> <p>- 2 pcs. xerox copy of Certified True Copy of Death Certificate</p> <p>Exhumation/Removal of Bones</p> <p>- 2 pcs. xerox copy of Certified True Copy of Death Certificate</p> <p>- Remains have been buried at least 10 years</p> <p>Physical presence</p>	<p>Burial Permit Fee - 10.00</p> <p>Transfer/Transport of Cadaver - 100.00</p> <p>Exhumation Fee - 100.00</p> <p>Certification Fee - 50.00</p>

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Certification	laboratory exams. - Preparation and filling-up of needed data in the medical certification form and refer to Medical Officer for physical exam. - Conduct of medical check-up (physical examination) - Issuance of Medical Certificate if physically fit - Refer to CTO for payment of Medical Certification Fee - Release of Medical Certificate	2 mins. 3 mins. 5 mins. 2 mins.	Diana Diaz, Ng. Attendant/ Juanita A. Suyom, AA, J.O. Dr. Danilo S. Ecarma, MO III/ Dr. Jaime M. Opinion Jr., City Health Officer Dr. Danilo S. Ecarma, MO III/ Dr. Jaime M. Opinion Jr., City Health Officer Diana Diaz, Ng. Attendant/ Juanita A. Suyom, AA, J.O. Diana Diaz, Ng. Attendant/ Juanita A. Suyom, AA, J.O.	Results of required laboratory exams.	Doc. Stamp - 15.00
ENVIRONMENTAL & OCCUPATIONAL HEALTH SERVICES (EOHS)					
1. Issuance of Health Certificates	1. Issuance of referral slip for payment of required laboratory exams. With procedural instructions For : - Food and Non - Food Handlers - Masseurs, Massage Attendant, Nightclub, Restobar workers 2. Pay for the required/available laboratory exams. @ CTO 3. Submit required specimen/available exam at CHO laboratory or accredited hospitals/lab. Clinics	1 min. 1 min. c/o lab. c/o lab.	SI in-charge Myla Garcia (Social Hygiene Clinic) Client	Non – Food/Food Handlers (Sari – Sari Store, Groceries): - 1 copy - 1 x 1 ID picture - Results of: Sputum exam. Stool exam. - 1 pc. Doc. Stamp	Laboratory exams.: Sputum exam. – 50.00 Stool exam. – 30.00 Doc. Stamp. – 15.00

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	4. Secure lab. results from the laboratory & present it to EOHS division 5. Evaluate & validate laboratory results presented 6. Record and type health certificate 7. Signing of health certificate 8. Release of health certificate	1 min. 2 mins. 1 min. 15 secs.	Client SI in-charge SI in-charge City Health Officer SI on duty	Food/Water Handlers: - 1 copy - 1 x 1 ID picture - Certificate of Attendance (Food Safety Seminar/HACCP certificate, others as required) - Results of: Sputum exam. Stool exam. Chest x-ray (accredited lab.) HBSAg exam. - 1 pc. Doc. Stamp. Drivers (PUJ,MCH,Pedicab) - 1 copy - 1 x 1 ID picture - Results of: Sputum exam. Stool exam. Chest x-ray - 1 pc. Doc. Stamp	TOTAL : 95.00 Laboratory exams: Sputum exam. – 50.00 Stool exam. – 30.00 HBSAg exam. – 100.00 Doc. Stamp. – 15.00 TOTAL : 195.00 Chest x-ray - dependent on the fees of acc. laboratories, hospitals Laboratory exams: Sputum exam. – 50.00 Stool exam. – 30.00 Doc. Stamp. – 15.00 TOTAL : 95.00 Chest x-ray - dependent on the fees of acc. laboratories, hospitals

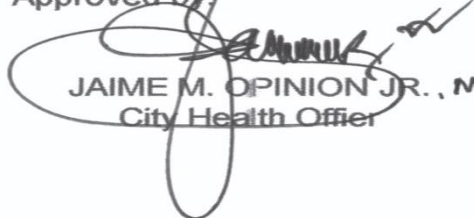
Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
<p>2. Issuance of Sanitary Permit to Operate</p>	<p>1. assess/evaluate application paper 2. Issue checklist of requirements applied for 3. Verify & validate documents as to the completeness of sanitary requirements 4. Check inspection report for non-compliance (if any) 5. Record Sanitary Permit to Operate 6. Encode Sanitary Permit to Operate</p>	<p>2 mins. 2 mins. 2 mins. 2 mins. 2 mins. 2 mins.</p>	<p>SI in-charge SI in-charge SI in-charge SI in-charge Marcellinus Z. Diaz, SI II</p>	<p>Massage Clinics/Nightclub/ Restobar Workers: - 1 x 1 ID picture – 1 copy - 2 x 2 ID picture – 1 copy - Original & photocopy of: *Birth Certificate *Certificate of Attendance (STI – HIV/AIDS Seminar) *Results of the ff: Sputum & stool exam. HIV test (voluntary) RPR test HBSAg test Chest x-ray *Certificate of Training For Massage Attendant, Masseur and the likes</p> <p>All Establishments: 1. Official Receipt of Sanitary Permit Payment 2. Health certificates of workers/operator</p> <p>Additional Requirements for Food Establishments, Meat Shops,</p>	<p>Laboratory exams: Sputum exam. – 50.00 Stool exam. – 30.00 HBSAg exam. – 100.00 Doc. Stamp. – 15.00 TOTAL : 195.00 Chest x-ray, - dependent on RPR test & the fees of acc. HIV test laboratories, Hospitals</p> <p>fees/payment depends on CTO assessment</p> <p>fees/payment depends on CTO assessment</p>

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3. Issuance of water potability certificate	7. Signing of sanitary permit to operate by Division Chief	1 min.	Richard Stephen Solilap, SI II Victoria Uykieng, Admin Aide	Hotel, Lodging House, Boarding House, Schools, Hospital, Massage Clinics, Beauty Shops, others: - Result of water analysis - Water Potability Certificate - Pest Control Certificate except beauty shops	Water Analysis -300.00 EVRMC -1100.00 DOST Certification Fee – 50.00 Documentary Stamp – 15.00
	8. Endorsement to City Health Officer for Approval	2 mins.	Oscar Alistair B. Lapidario San. Inspector III Jaime M. Opinion Jr., M.D.		
	9. Scan and release sanitary permit to operate		City Health Officer SI in-charge		
	1. Refer client to EVRMC laboratory to get water specimen bottle with instructions	2 mins.	SI on-duty	Specimen bottle Request Form (duly accomplished)	
	2. Receive request for water analysis, record and schedule	1 min.	SI on-duty		
	3. Collect water sample at the establishment and submit to EVRMC laboratory	30 mins.	SI in-charge	Note : Water exam. schedule every Monday & Tuesday only	
	4. Evaluate/validate results of water test	5 mins.	SI on-duty		
	5. Pay certification fee at the cashier	2 mins.	SI on-duty		
6. Record and encode certification	1 min.	SI on-duty			
7. Signing of water potability certificate by the City Health Officer	1 min.	Jaime M. Opinion Jr., M.D.			
8. Releasing of document	1 min.	City Health Officer SI on-duty			

Prepared by:


JUDITH P. RAMOS
 Sanitation Inspector II
 Admin. Officer - Designate

Approved by:


JAIME M. OPINION JR., M.D.
 City Health Officer

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