



**MUNICIPAL HEALTH OFFICE**

**Frontline Service Offered:** **OUT-PATIENT SERVICES**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *Puerto Galera Populace*

<b>STEP BY STEP PROCEDURE (CLIENT)</b>	<b>REQUIREMENTS</b>	<b>FORMS</b>	<b>FEES AND CHARGES</b>	<b>PROCESSING TIME</b>	<b>SERVICE PROVIDER (EMPLOYEE)</b>
1. Secure priority at Out-Patient Department			None	1 minute	Sonia T. Garcia, RM (Midwife 1)/ DOH-HRH ➤ Issuance of priority number
2. Wait until priority number is called	Priority number		None	15 minutes	Sonia T. Garcia, RM (Midwife 1)/ DOH-HRH ➤ Interview patient ➤ Take vital signs ➤ Issue consultation card
3. Consultation	Consultation Card	OPD Card	P100.00	10 minutes	Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO) ➤ Conduct physical examination to patient ➤ Issue doctor's order to midwife on duty ➤ Issuance of medical prescription for ordinary illness (End of Transaction) ➤ Patients needing further examination are advised to take laboratory test/X-ray/ECG or ultrasound (proceed to step 4)
4. Payment of regulatory fees to the Cashier	Order of Payment		None	5 minutes	Cashier at Municipal Treasurer's Office ➤ Issuance of Official Receipt
5. Present Laboratory request with official receipt to Medical Technologist and submit for Laboratory tests and pregnancy test			U/A – P110.00 F/A – P110.00 PT – P230.00	30 minutes	Maria Teresa Sur , RMT ➤ Examine urine and stool sample ➤ Examine HCG level
6. Present results to the physician on duty and wait for medical advise				3 minutes	Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO) ➤ Issuance of medical prescription
<b>END OF TRANSACTION</b>					



**MUNICIPAL HEALTH OFFICE**

**Frontline Service Offered:** **ISSUANCE OF MEDICAL CERTIFICATE**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *Puerto Galera Populace*

STEP BY STEP PROCEDURE (CLIENT)	REQUIREMENTS	FORMS	FEES AND CHARGES	PROCESSING TIME	SERVICE PROVIDER (EMPLOYEE)
1. Submit letter of request for the issuance of medical certificate to the midwife on duty at the Out-Patient Department	For Medico-legal patient: ➤ Request from Philippine National Police		Medico Legal - P500.00  Med. Cert. – P150.00	15 minutes	DOH-HRH, Rural Health Midwives/Nurses on Duty ➤ Interview patient ➤ Verify records of medical examination from file ➤ Notify attending physician of the pending request ➤ Forward admission card/consultation chart to Admin Asst., for processing of certificate
2. Wait while medical certificate is processed			None	15 minutes	DOH-HRH, Rural Health Midwives/Nurses on Duty ➤ Process medical certificate ➤ Issue order of payments Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO) ➤ Conduct physical examination of the patients ➤ Sign medical certificate ➤ Return the signed certificate to Administrative staff
<b>END OF TRANSACTION</b>					



## MUNICIPAL HEALTH OFFICE

**Frontline Service Offered:** **FAMILY PLANNING SERVICES**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *Puerto Galera Populace*

STEP BY STEP PROCEDURE (CLIENT)	REQUIREMENTS	FORMS	FEES AND CHARGES	PROCESSING TIME	SERVICE PROVIDER (EMPLOYEE)
1. Register name at couples logbook in the reception area		Service record	None	15 minutes	Rural Health Midwives/Nurses on Duty ➤ Interview and register client
2. Payment of user's fee to the Office of the Municipal Treasurer	Order of payment	Official receipt	None	5 minutes	Cashier at Municipal Treasurer's Office
3. Present official receipt to assigned Clerk prior to provision of pre-marital seminar	Official receipt	Pre-marital certificate	None	5 minutes	RHU Encoder
4. Pre-marital seminar			None	1 hour	RHM / Nurse on Duty ➤ Lecture proper
5. Undergo counseling			None	15 minutes	Maria Esperanza S. Maliksi, RN, MAN (PHN I) ➤ Interview of the couples ➤ Signing of the Certificate
<b>END OF TRANSACTION</b>					



**MUNICIPAL HEALTH OFFICE**

**Frontline Service Offered:** **ISSUANCE OF SANITARY PERMITS**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *Business Establishments*

<b>STEP BY STEP PROCEDURE (CLIENT)</b>	<b>REQUIREMENTS</b>	<b>FORMS</b>	<b>FEES AND CHARGES</b>	<b>PROCESSING TIME</b>	<b>SERVICE PROVIDER (EMPLOYEE)</b>
1. Present application for business permit to sanitary inspector			None	15 minutes	Marion Jose Maliksi (RSI III) Julius Atienza, RN (RSI I) ➤ Interviews client
2. Wait while application is processed	Stool and urine sample examination result	Sanitary Permit Form	None	5 minutes	Marion Jose Maliksi (RSI III) Julius Atienza, RN (RSI I) ➤ Check and validate filled up application form ➤ Prepare and fill up the sanitary permits form if the application found is in order and affix initial ➤ Issuance of order of payment
3. Payment of service fees to the Office of Municipal Treasurer	Order of Payment		None		Marion Jose Maliksi (RSI III) Julius Atienza, RN (RSI I) ➤ Issuance of official receipt
4. Present official receipt of the Sanitary Inspection	Official receipt		None	5 minutes	Marion Jose Maliksi (RSI III) Julius Atienza, RN (RSI I) ➤ Site Visitation (if new) ➤ If renewal, none  Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO) ➤ Approved and sign the Sanitary permit ➤ Returned documents to Sanitary Inspector
5. Wait for the release of sanitary Permit			None	1 minute	Marion Jose Maliksi (RSI III) Julius Atienza, RN (RSI I)
<b>END OF TRANSACTION</b>					



**MUNICIPAL HEALTH OFFICE**

**Frontline Service Offered:** **DENTAL SERVICES**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *Puerto Galera Populace*

<b>STEP BY STEP PROCEDURE (CLIENT)</b>	<b>REQUIREMENTS</b>	<b>FORMS</b>	<b>FEES AND CHARGES</b>	<b>PROCESSING TIME</b>	<b>SERVICE PROVIDER (EMPLOYEE)</b>
1. Secure priority at Out-Patient Department			None	1 minute	Jhoanna Mary Pacpaco ( Dental Aide) ➤ Issuance of priority number
2. Wait until priority number is called.	Priority number		None	15 minutes	Jhoanna Mary Pacpaco ( Dental Aide) ➤ Interview patient ➤ Take vital signs ➤ Issue consultation card
3. Undergo Dental Extraction / Consultation	Consultation Card	OPD Card	P70.00/Extraction	10 minutes	Josielyn Ceniza, DMD ➤ Conduct oral examination to patient ➤ Tooth extraction ➤ Issue doctor's order ➤ Issuance of medical prescription after tooth extraction (End of transaction) ➤ Patients needing further medical examination are referred on physician on duty
<b>END OF TRANSACTION</b>					



**MUNICIPAL HEALTH OFFICE**

**Frontline Service Offered:** **EXPANDED PROGRAM ON IMMUNIZATION**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *Infants ages 0-70 months old*

<b>STEP BY STEP PROCEDURE (CLIENT)</b>	<b>REQUIREMENTS</b>	<b>FORMS</b>	<b>FEES AND CHARGES</b>	<b>PROCESSING TIME</b>	<b>SERVICE PROVIDER (EMPLOYEE)</b>
1. Secure priority at Out-Patient Department			None	1 minute	Barangay Health Worker ➤ Issuance of priority number
2. Wait until priority number is called	Priority number		None	15 minutes	Barangay Health Worker/ DOH-HRH ➤ Interview patient ➤ Take vital signs ➤ Issue consultation card
3. Actual Immunization	Growth Chart		None	10 minutes	RHM on Duty ➤ Conduct physical examination on infants
4. Setting of follow-up immunization			None	5 minutes	RHM on Duty ➤ Release Growth Chart
<b>END OF TRANSACTION</b>					



**MUNICIPAL HEALTH OFFICE**

**Frontline Service Offered:** **ISSUANCE OF POST-MORTEM**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *Subject for legal case*

STEP BY STEP PROCEDURE (CLIENT)	REQUIREMENTS	FORMS	FEES AND CHARGES	PROCESSING TIME	SERVICE PROVIDER (EMPLOYEE)
1. Present post-mortem examination request			None	5 minutes	RHU Officer of the Day ➤ Receive request
2. Wait for the availability of the MHOs			None	Maximum of 4 hours	Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO)
3. Post Mortem examination			None	30 minutes	Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO) ➤ Conduct thorough external examination of the cadaver
4. Issuance of official post-mortem examination result			None	15 minutes	RHU Officer of the Day ➤ Interview of relatives / informant
5. Payment of service to assigned collector	Order of payment		None	5 minutes	Cashier at Municipal Treasurer's Office ➤ Issuance of official receipt
6. Receive post-mortem result	Official receipt		None	5 minutes	RHU Encoder ➤ Release post-mortem result
<b>END OF TRANSACTION</b>					



**MUNICIPAL HEALTH OFFICE**

**Frontline Service Offered:** **SPUTUM EXAMINATION OF TB SYMPTOMATIC**  
**Schedule of Availability of Service:** *MONDAY to FRIDAY 8:00 AM to 5:00 PM*  
**Who may Avail the Services:** *TB Patient*

STEP BY STEP PROCEDURE (CLIENT)	REQUIREMENTS	FORMS	FEES AND CHARGES	PROCESSING TIME	SERVICE PROVIDER (EMPLOYEE)
1. Undergo Physical Examination		TB assessment form	None	15 minutes	Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO) <ul style="list-style-type: none"> <li>➤ Ask the signs / symptoms and history of the patient</li> <li>➤ Refer to the laboratory for the sputum exam</li> </ul>
2. Takes sputum specimen		Laboratory request form	None	30 minutes	Jocelyn Quinto, RN, MAN (PHN I) Judylyn Medrano, RM (Midwife I) <ul style="list-style-type: none"> <li>➤ Interview patient</li> <li>➤ Give instruction for proper sputum collection</li> </ul>
3. Registration of patient	Sputum specimen	Laboratory registry	None	10 minutes	Jocelyn Quinto, RN, MAN (PHN I) Judylyn Medrano, RM (Midwife I) <ul style="list-style-type: none"> <li>➤ Register the full name, age, address of the patient in the Lab. Registry</li> <li>➤ Write the corresponding patients registry number to the sputum cups with specimen</li> </ul>
4. Smearing of sputum specimen	<ul style="list-style-type: none"> <li>➤ slides</li> <li>➤ stick</li> <li>➤ alcohol lamp</li> <li>➤ face mask</li> <li>➤ gloves</li> </ul>		None	25 minutes	Judylyn Medrano, RM (Midwife I) <ul style="list-style-type: none"> <li>➤ Smear the sputum specimen into the slides</li> <li>➤ dry and heat fix</li> </ul>
5. Staining of sputum specimen	<ul style="list-style-type: none"> <li>➤ AFN reagent</li> </ul>		None	1 hour	Judylyn Medrano, RM (Midwife I) <ul style="list-style-type: none"> <li>➤ Stain sputum specimen</li> <li>➤ Let it dry</li> </ul>



6. Examination of sputum specimen	<ul style="list-style-type: none"> <li>➤ Microscope</li> <li>➤ Emersion oil</li> </ul>		None	20 minutes	Maria Teresa Sur <ul style="list-style-type: none"> <li>➤ Examination of stained sputum under the microscope</li> <li>➤ Enter the result in the Lab. Registry</li> </ul>
7. Issuance of result		Laboratory result form	None	2 minutes	Maria Teresa Sur <ul style="list-style-type: none"> <li>➤ Release the result</li> </ul>
8. Give medication to patients	3 times smear positive result	Treatment card		20 minutes	Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO)
9. Referral pf patient for TBDC	X-ray with positive result and 3 times sputum exam with negative result	TBDC Referral Form	None	20 minutes	Rodel B. Gabayan, Jr., MD, MPA, MPM-HSD (MHO) <ul style="list-style-type: none"> <li>➤ Assess patient if subject for medication</li> </ul>
10. Undergo counseling and sign the Kasunduan Form		Kasunduan Form	None	30 minutes	Judylyn Medrano, RM (Midwife I) <ul style="list-style-type: none"> <li>➤ Counseling the patient</li> <li>➤ Signing of Kasunduan Form</li> </ul>
11. Receive the Anti-TB Drugs			None		Judylyn Medrano, RM (Midwife I) <ul style="list-style-type: none"> <li>➤ Release of Anti-TB Drugs</li> </ul>
<b>END OF TRANSACTION</b>					

**\*DURING THIS TIME OF PANDEMIC, WE STRICTLY IMPLEMENT WEARING OF FACE MASK AND PRACTICE SOCIAL DISTANCING UPON EVERY TRANSACTION DONE IN THE OFFICE.**