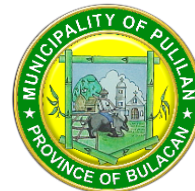


HEALTH OFFICE

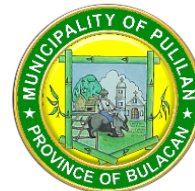
EXTERNAL SERVICES



A. ANIMAL BITE TREATMENT (For first dose)

Patient needing post- exposure prophylaxis for rabies. Animal bite patients will be assessed, examined and classified by the rural health physician and given the appropriate dose of anti-rabies vaccine.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ADULT:				
1. 1 Photocopy of Valid ID (Gov't issued) w/ Pulilan address		Client		
2. Brgy Indigency (Original Copy)		Barangay Hall		
PEDIA: (0-17 years old)				
1. Brgy Indigency (Original Copy)		Barangay Hall		
2. 1 Photocopy of Valid ID (Gov't issued) of Parents w/ Pulilan address		Client		
3. Birth Certificate of patient (Pedia)		LCR/PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1. Interview patient for classification	None	3 minutes	Clerk (Municipal Health Office)
2. Proceed to Animal Bite Treatment Center area	2.1 Check the requirements	None	5 minutes	Clerk (Municipal Health Office)
	2.2 assess the Patient	None	15 minutes	Rural Health Physician or Municipal Nurse (Municipal Health Office)
	2.3 Vaccine administration and issuance of vaccination card	None	10 minutes	Rural Health Physician or Municipal Nurse (Municipal Health Office)
3. Stay in the observation area	3. Monitor the patient for any side-effects	None	30 minutes	Municipal Nurse (Municipal Health Office)
	TOTAL:	None	63 minutes	



ANIMAL BITE TREATMENT (Subsequent doses)

Patient needing post- exposure prophylaxis for rabies.

Animal bite patients receiving their 2nd, 3rd or 4th dose as completion of their treatment.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1. Interview patient for classification	None	3 minutes	Clerk (Municipal Health Office)
2. Proceed to Animal Bite Treatment Center area	2. Vaccine administration	None	10 minutes	Rural Health Physician or Municipal Nurse (Municipal Health Office)
	TOTAL:	None	13 minutes	



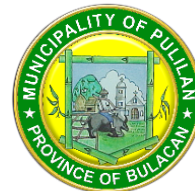
B. ISSUANCE OF BURIAL PERMIT AND REVIEW OF DEATH CERTIFICATE

For issuance of burial permit and certification death.

Death certificate and burial permit will be issued upon interview with the deceased's relative.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Death Certificate form (Original copy)		LCR or Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Death Certificate form	1.1 Receive and verify the document presented	None	5 minutes	<i>Sanitary inspector I</i> (Municipal Health Office)
	1.2 Fill up the burial permit	None	5 minutes	Ms. Bernadeth Villanueva (Municipal Health Office)
	1.3 Affix signature of MHO/RHP	None	5 minutes	<i>Municipal Health Officer</i> or <i>Rural Health Physician</i> (Municipal Health Office)
	1.4 Record the Death Certificate in the log book	None	5 minutes	Ms. Bernadeth Villanueva (Municipal Health Office)
	TOTAL:	None	20 minutes	

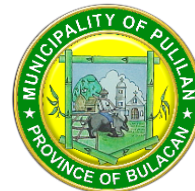
Note: Positions/titles of highlighted names



C. DENTAL SERVICES

Dental Services is one of the services given by MHO which includes promotive, preventive curative and rehabilitative Treatment which the residents of Pulilan can avail which is FREE OF CHARGE. One of the main targets is to apply fluoride to 100% of daycare students as part of preventive dental services.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Government Issued ID with Pulilan address		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure cuing number	1.1 Give cueing number	None	2 minutes	<i>Municipal Dentist</i> (Municipal Health Office)
	1.2 Take and record vital signs.	None	5 minutes	
	1.3 Conduct Oral Examination	None	5 minutes	
	1.4 Record patient's information in Individual Patient Treatment Record (IPTR)	None	5 minutes	
	1.5 Conduct Dental Treatment procedures and chair side dental education	None	30 mins	
	1.6 Give proper medications and instructions	None	5 minutes	
	TOTAL:	None	52 Minutes	

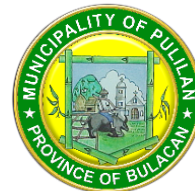


D. ISSUANCE OF HEALTH CERTIFICATE/ HEALTH ID FOR EMPLOYMENT

Pre employment evaluation of applicants based on their necessary laboratory requirements prior to issuance of health certificate/health ID.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Working Permit (Original Copy)		Municipal Treasurer's Office		
2. Medical Laboratory Result (Original Copy)		Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents	1.1 Evaluate the documents presented	None	5 minutes	Mrs. Loida Caleon (Municipal Health Office)
	1.2 Encode Applicant's Data	None	5 minutes	Mrs. Loida Caleon or Ms. Bernadeth Villanueva (Municipal Health Office)
	1.3 Issue health Certificate and ID	None	5 minutes	Mr. Herbert Tolentino or Ms. Bernadeth Villanueva (Municipal Health Office)
	TOTAL:	None	15 Minutes	

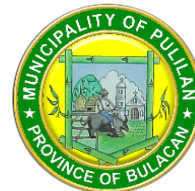
Note: Positions/titles of highlighted names



E. INFANT IMMUNIZATION

Routine Vaccination of 0-59 mos. to prevent the outbreak of Vaccine Preventable Disease (VAPD) and Reemerging disease. This is done on a weekly basis so as to meet the desired target of 95% of 0-12 months patients.

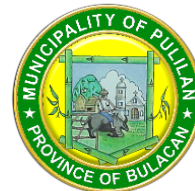
Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Newborn – Record if Immunization		Lying in or Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1. Interview patient for classification and take vital signs	None	10 minutes	<i>Clerk</i> (Municipal Health Office)
2. Proceed to immunization area	2.1 Assess patient	None	10 minutes	<i>Midwife II</i> (Municipal Health Office)
	2.2 Give Immunization to the Baby	None	15 minutes	<i>Municipal Nurse</i> (Municipal Health Office)
	2.3 Record and update the immunization book	None	5 minutes	<i>Midwife II</i> (Municipal Health Office)
	TOTAL:	None	40 Minutes	



F. LABORATORY SERVICES

Laboratory Services under the DOH program which is accessible and available for all constituent of Pulilan and Free of Charge which includes HIV, Syphilis and Hepatitis B screening for all pregnant patients, direct sputum smear microscopy and Xpert MTB/Rif examination for Tuberculosis, and basic urinalysis and Complete Blood count.

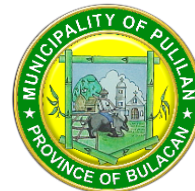
Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lab Request Form (Original Copy)		Clinic/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Lab Request form	1.1 Interview patient	None	10 minutes	<i>Medical Technologist</i> (Municipal Health Office)
	1.2 Perform the Laboratory procedure	None	7 hours	<i>Medical Technologist</i> (Municipal Health Office)
	1.3 Release lab result	None	5 minutes	<i>Medical Technologist</i> (Municipal Health Office)
	TOTAL:	None	7 hours and 15 minutes	



G. ISSUANCE OF MEDICAL CERTIFICATE

Patients who sought consult at the OPD will be given medical certificate depending on their needs, either for school or work. No consult, no medical certificate will be issued.

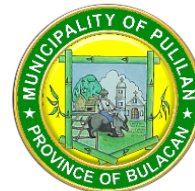
Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
1. Any Government Issued ID with Pulilan address		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1. Interview and re-assessment of patient	None	10 minutes	<i>Clerk</i> (Municipal Health Office)
2. Pay amount due	2. Receive Payment and Issue OR	P 50.00 (Health Cert Fee)	3 minutes	<i>Revenue Collection Officer</i> <i>Administrative Aide II</i> (Treasury Office)
3. Present Proof of payment	3. Release Medical Certificate	None	5 minutes	<i>Clerk</i> (Municipal Health Office)
	TOTAL:	P 50.00 (Health Cert Fee)	18 minutes	



H. PATIENT AND PREGNANT WOMEN CONSULTATION (ORDINARY CASES)

Minimum of 4 prenatal checkups and 2 postpartum checkups were provided for all pregnant women as well as the needed laboratory exams.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NCD Risk Assessment Form 2. Philhealth Number (if member) 3. Any Government Issued ID with Pulilan address		Municipal Health Office Client Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1.1 Interview patient for classification and take vital signs	None	10 minutes	Clerk (Municipal Health Office)
	1.2 Pre-natal: Check-up of Pregnant women	None	25 minutes	Rural Health Physician or Midwife (Municipal Health Office)
	TOTAL:	None	35 Minutes	



PATIENT CONSULTATION (ORDINARY CASES)

All patients were initially risk assessed prior to consultation proper. All who sought consult will be given appropriate treatment with subsequent follow up.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NCD Risk Assessment Form 2. Philhealth Number (if member) 3. Any Government Issued ID with Pulilan address		Municipal Health Office Client Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1.1 Interview patient for classification	None	5 minutes	Clerk (Municipal Health Office)
	1.2 Take vital signs	None	5 minutes	Clerk (Municipal Health Office)
	1.3 Check-up and issue prescription	None	30 minutes	Municipal Health Officer or Rural Health Physician (Municipal Health Office)
2. Present prescription	2. Dispense prescribed medicine	None	5 minutes	Clerk (Municipal Health Office)
	TOTAL:	None	45 Minutes	

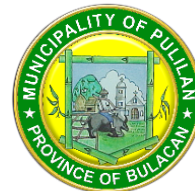


I. SANITARY PERMIT

All business establishment will be given sanitary permit once they have passed the ocular inspection and meet the basic standards of the sanitary office.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BIR Record		BIR		
2. Original Receipt		Municipal Treasurer's Office		
3. DTI (1 Photocopy)		DTI		
4. Cedula for Business (Original Copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents	1.1 Evaluate the documents presented	None	5 minutes	Sanitary Inspector or Mrs. Loida Caleon (Municipal Health Office)
	1.2 Encode Applicant's Data	None	5 minutes	Ms. Bernadeth Villanueva
	1.3 Affix signature	None	5 minutes	Municipal Health Officer (Municipal Health Office)
	1.4 Issue Sanitary Permit	None	5 minutes	Sanitary Inspector or Mrs. Loida Caleon (Municipal Health Office)
	TOTAL:	None	20 Minutes	

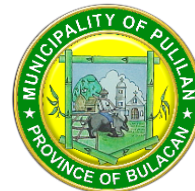
Note: Positions/titles of highlighted names



J. TB DOTS SERVICES

All patients diagnosed bacteriologically or clinically with tuberculosis will be monitored and provided with complete set of medicine until treatment is achieved.

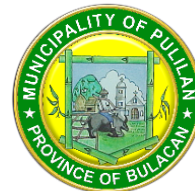
Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sputum / gene Expert Result (Original Copy)		Hospital/Clinic		
2. Chest X-ray (If Available) (Original Copy)		Any Laboratory		
3. Laboratory Result (Original Copy)		Hospital/Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and verify documents submitted	None	7 minutes	<i>Municipal Nurse</i> (Municipal Health Office)
	1.2 Conduct counseling	None	1 hour	<i>Municipal Nurse</i> (Municipal Health Office)
	1.3 Conduct Laboratory Examination	None	1 hour	<i>Medical Technologist</i> (Municipal Health Office)
	1.4 Interpret result and initiate treatment	None	1 hour	<i>Rural Health Physician</i> or <i>Municipal Nurse</i> (Municipal Health Office)
	TOTAL	None	3 hours and 7 Minutes	



K. PROCESSING OF FREE LABORATORY SERVICES

Patients needing laboratory procedures not provided by the municipal health office will be given referral to LGU accredited laboratory to be able to avail the needed diagnostics for free, care of the mayor's office.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to Mayor		Client		
2. Barangay Indigency (Original copy)		Client		
3. 1 Photocopy of Valid ID w/ Pulilan address		Client		
4. Lab Request Form (Original Copy)		Clinic/Hospital		
5. 1 photocopy of Birth certificate (if minor)		PSA/LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1. Interview patient and check complete documents	None	5 minutes	Clerk (Municipal Health Office)
2. Present complete documents at Mayor's office	2. Issue laboratory request form	None	5 minutes	Private Secretary (Mayor's Office)
	TOTAL:	None	10 minutes	

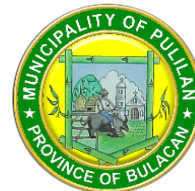


L. VACCINATION (FLU, INFLUENZA, TETANUS)

Annual vaccination of LGU procured FLU Vaccine for the high-risk population such as senior citizens, immunocompromised and vulnerable population. Pneumonia vaccine were also provided to the aforementioned groups.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Photocopy of Valid ID w/ Pulilan address		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1. Interview patient for classification	None	3 minutes	Clerk (Municipal Health Office)
2. Proceed to Consultation area	2.1 Check the requirements	None	5 minutes	Clerk (Municipal Health Office)
	2.2 Assess the patient, administer vaccine and issue vaccination card	None	20 minutes	Rural Health Physician Municipal Nurse Melinda de Guzman or Abigail Hechanova (Municipal Health Office)
	TOTAL:	None	28 minutes	

Note: Positions/titles of highlighted names



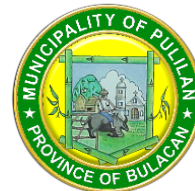
M. CERVICAL SCREENING (PAPSMEAR)

As part of the DOH program of reducing the incidence of cervical cancer, the municipal health office is conducting a quarterly pap smear to all eligible women 18-70 yrs old with the annual target of 1092 women.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Photocopy of Valid ID w/ Pulilan address		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1. Interview patient for classification	None	5 minutes	Clerk (Municipal Health Office)
2. Proceed to Consultation area	2. Assess the patient and perform cervical smear	None	20 minutes	Rural Health Physician or Melinda de Guzman (Municipal Health Office)
	TOTAL:	None	25 minutes	

Note: Official result shall be issued after 14 working days.

Note: Positions/titles of highlighted names



N. SUBDERMAL IMPLANT (IMPLANT INSERTION)

All women 15-45 years old desirous of subdermal contraceptive implant as their modern family planning method will be assessed and advised on the benefits and side effects.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Citizens of Pulilan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Photocopy of Valid ID w/ Pulilan address		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to information desk for patient classification	1. Interview patient for classification	None	5 minutes	Clerk (Municipal Health Office)
2. Proceed to Consultation area	2. Assess the patient and perform implant insertion	None	10 minutes	Rural Health Physician or Melinda de Guzman (Municipal Health Office)
	TOTAL:	None	15 minutes	

Note: Positions/titles of highlighted names