

## 9. HEALTH OFFICE

### EXTERNAL SERVICE

#### A. ANIMAL BITE TREATMENT



Patient needing post- exposure prophylaxis for rabies

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy Indigency (Original Copy)		Barangay Hall		
1 Valid ID (gov't issued) w/ address (1 Photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the log book	1. Check the completeness of requirements.	none	3 minutes	Clerk (MHO)
	2. Assess the Patient	none		Doctor on Duty (MHO)
	3. Interview the patient	none	3 minutes	Clerk (MHO)
	4. Record and initiate treatment	none	3 minutes	Nurse on Duty (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>9 Minutes</b>	

## B. BURIAL PERMIT AND DEATH CERTIFICATE PROCEDURE

For issuance of burial permit and certification death.

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished form of Death Certificate (1 Phootocopy)		LCR or Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Death Certificate	1. Receive and verify the documents presented	none	3 minutes	Midwife / Clerk (MHO)
	2. Interview the immediate relative if the person die at home.	none	15 minutes	SMART VA Coordinator and Physician (MHO)
	3. Fill up the burial permit	none	5 minutes	Midwife / Clerk (MHO)
	4. Signature of MHO or RHP	none	5 minutes	MHO / RHP (MHO)
	5. Record the Death Certificate in the log book	none	3 minutes	Midwife / Clerk (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>31 minutes</b>	

## 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

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Any Government Issued ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure cuing number	1. Give cuing number	none	1 min	Dentist Midwife (MHO)
	2. Take and record vital signs.	none	3 mins	Dentist Midwife (MHO)
	3. Conduct Oral Examination	none	5 mins	Dentist (MHO)
	4. Record patient's information in Individual Patient Treatment Record (IPTR)	none	5 mins	Dentist (MHO)
	5. Conduct Dental Treatment procedures and chair side dental education to patient.	none	30 mins	Dentist (MHO)
	6. Give proper medications and instructions / advice given to patient	none	5 mins	Dentist (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>49 Minutes</b>	

## D. HEALTH CERTIFICATE AND HEALTH ID FOR EMPLOYMENT

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Working Permit (Original Copy)			Municipal Treasurer's Office	
Medical Laboratory Result (Original Copy)			Laboratory	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements	1. Evaluate the Requirements presented	none	2 mins	Sanitary Inspector I/ Clerk (MHO)
	2. Encode Applicant's Data	none	3 mins	Sanitary Inspector I/ Clerk (MHO)
	3. Issuance of Health ID and Certificate	none	2 mins	Sanitary Inspector I/ Clerk (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>7Minutes</b>	

## E. INFANT IMMUNIZATION

Routine Vaccination of 0-59 mos to prevent the outbreak of Vaccine Preventable Disease (VAPD) and Reemerging disease.

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Newborn – Record if Immunization			Lying in or Hospital	
Baby Book / Immunization			Lying in or Hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in the record book	1. Register the patient	none	3 mins	Midwife (MHO)
	2. Check vital signs	none	5 mins	BHW (MHO)
	3. Record the vital signs to individual treatment record	none	5 mins	Midwife (MHO)
	4. Record the client information in the Treatment Client List (Treatment Record)	none	5 mins	Nurse / Midwife (MHO)
	5. Give Immunization to the Baby	none	10 mins	Nurse / Midwife (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>28 Minutes</b>	

## F. LABORATORY SERVICES

Laboratory Services are under the DOH program which is accessible and available for all constituent of Pulilan and Free of Charge

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Lab Request Form (Original Copy)			Municipal Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Lab Request form to the Laboratory	1.Performs the Lab Request:			
	Hematology	none	25 mins	Medtech (MHO)
	Hemoglobin / Hematocrit			
	Blood Typing	none	5 mins	Medtech (MHO)
	Gene Expert	none	4 hours	Medtech (MHO)
	Dengue Test		1 hour	
	HIV Test		1hour	
	HBSAG Screening	none	1 hour	Medtech (MHO)
	Urinalysis		30 mins	
	Gram Stain		1 hour	
	Record and release the result of Lab Test	none	3 mins	Medtech (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>depends on the lab procedure conducted</b>	

## G. MEDICAL CERTIFICATE

For those who were absent and ready to go back to work (FIT to Work)

Municipal Health Office	<b>MUNICIPAL HEALTH OFFICE</b>			
Simple	Simple			
G2C – Government to Client	G2C – Government to Client			
All Citizens of Pulilan	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>CHECKLIST OF REQUIREMENTS</b>		
Barangay Clearance (Original Copy)		Barangay Hall		
Any Government Issued ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the log book.	1. Register the patients and give queuing number	none	3 mins	Clerk (MHO)
	2. Examine patient.	none	15 mins	Nurse / Doctor (MHO)
2. Pay amount due	3. Receive Payment and Issue OR	P 50.00 (Health Cert Fee)	3 mins	Revenue Collection Clerk (Treasury Office)
3. Present Proof of payment	4. Prepare Medical Certificate	none	3 mins	Clerk (MHO)
	5. Record and release of Medical Certificate	none	3 mins	Clerk (MHO)
	<b>TOTAL:</b>	<b>P 50.00 (Health Cert Fee)</b>	<b>27 minutes</b>	

## H. PATIENT AND PREGNANT WOMEN CONSULTATION (ORDINARY CASES)

Provide check up to patients and pregnant women and to prevent the spread of disease through the promotion of health and treatment of illness

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Patient Record (Original Copy)			Municipal Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the log book.	1. Register the Patients	none	1 min	Clerk (MHO)
	2. Take vital sign.	none	2 mins	BHW / Midwife (MHO)
	3. Check-up patients and prescribe medicine	none	10 mins	Nurse / Midwife / Doctor (MHO)
2. Present the Prescription to the Pharmacy	4. Check prescription and give prescribed medicines	none	5 mins	Clerk (MHO)
3. Return to the consulting Health Staff	5. Check the medicine given.	none	2 mins	Nurse / Midwife / Doctor (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>10 Minutes</b>	



## I. SANITARY PERMIT

Issuance of Sanitary Permit to operate for Business Establishment

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Brgy Business Clearance (Original Copy)			Barangay Hall	
DTI (Original Copy)				
Cedula for Business (Original Copy)			Municipal Treasurers Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements	1. Evaluate the Requirements presented	none	5 mins	RSI CLERK (MHO)
	2. Encode Applicant's Data	none	3 mins	RSI CLERK (MHO)
	3. Issuance of Sanitary Permit	none	2 min	RSI CLERK (MHO)
	<b>TOTAL:</b>	<b>none</b>	<b>10 Minutes</b>	

## J. TB DOTS SERVICES

Patient needing treatment for Tuberculosis

<b>Office or Division:</b>	<b>MUNICIPAL HEALTH OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Citizens of Pulilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Sputum / gene Expert Result (Original Copy)		Municipal Health Office		
Chest Xray (If Available) (Original Copy)		Any Laboratory		
Laboratory Result (Original Copy)		Municipal Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1. Receive and verify documents submitted.	none	7 minutes	Med Tech (MHO)
	2. Conduct Laboratory Examination	none	3 hours	MedTech (MHO)
	3. Present laboratory result to the MHO/RHP for his assessment.	none	10 mins	Doctor on Duty (MHO)
	4. Record and initiate Treatment	none	5 mins	Doctor on Duty (MHO)
	<b>TOTAL</b>	<b>none</b>	<b>3 hours and 22 Minutes</b>	