



# CITIZEN'S CHARTER

**OFFICE OF THE MUNICIPAL HEALTH OFFICER**  
**Rural Health Unit**  
**Balitao St., Poblacion 1-A Maragondon, Cavite**  
**046-4121432**

<b>1.Consultation/Patient Care</b> -Care given to patient from time of Admission until consulted and discharge from MHO					
<b>STEPS/PROCESS</b>		<b>REQUIREMENTS / FORM</b>	<b>FEES</b>	<b>DURATION/ PROCESSING TIME</b>	<b>STAFF IN CHARGE</b>
<b>Client</b>	<b>Service Provider</b>				
Patient approach the admitting clerk	Retrieves patient's folder			2 minutes	Barangay Health Worker on duty
Register at the admission area	Takemedical-personal information; vital signs			5 minutes	Nurse/Midwife on duty
Proceed to the doctor's room consultation	Check-up patient and prescribe medicines; instruct patient on proper medication	Prescription pad Patient's chart		8 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno
Proceed to Botika ng Barangay to get medicines	Issue/Sell medicines needed with instruction	Prescription Paper		2 minutes	Norlyn Anglo
	<i>For Philhealth patients: Proceed to staff in charge to get prescribed medicines</i>	<i>Issue complete medicines with instruction</i>	<i>Philhealth ID</i>	<i>3 minutes</i>	Jonalyn P. Angeles
Patient returns to admission area	Records patient chart at the daily service record	Patient's chart		1 minute	Nurse/Midwife on duty

**2. Issuance of Medical Certificate** -Clients are issued Medical Certificates examined by the Doctor for various purposes such as (employment, leave of absence, study grants, etc.)

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Client approach the admitting clerk	Interviews the client and advised to pay the required fee at the MTO		Php 100.00	2 minutes	Nurse/Midwife on duty
Pay the required fee at the MTO	Issue official receipt			5 minutes	Treasury Personnel
Client register at the admission area	History taking; personal information; vital signs	Official Receipt		3 minutes	Midwife assigned in the barangay
Proceed to MHO for consultation/ physical examination	Performs physical check up/ examination			10 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno
Client is issued medical certificate	Fill up and issue medical certificate			2 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno

**3. Issuance of Medico Legal Certificates** -Clients are examined and issued medico-legal certificates by the Doctor for Medico-legal purposes.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Client approach the admitting clerk	Interviews the client and advised to pay the required fee at the MTO			2 minutes	Nurse/Midwife on duty
Pay the required fee at the MTO	Issue official receipt			5 minutes	Treasury Personnel
Register at the admission area	Take personal information; Time, Date, Place, Nature of Incidence and Time of arrival			5 minutes	Admitting Personnel
Proceed to MHO room for consultation	Doctor performs physical examination and fills up medical certificate			10 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno
For injured clients, treatment is administered at the ER	Wound suturing and dressing			5 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno Nurse/Midwife on duty
Client is issued medical certificate	Prescribes medicines and give health education; issue medical certificate			3 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno

**4. Laboratory Services** -Procedures done to the patient at the laboratory upon request of the Doctor for diagnostic purposes.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the admission area	Retrieves patient's folder, take personal information and medical history			3 minutes	Nurse/Midwife on duty
Proceed to MHO room for examination	Examine the client before giving laboratory request			5 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno
Register at the admission areaProceed to the laboratory	Collects and examines specimen	Specimen (sputum,blood,urine & feces)		10 minutes	Amalia C. Pabalan
Pay the required fee at the MTO	Issue official receipt			5 minutes	Treasury Personnel
Return to Health Center & present the official receipt	Prepare the result form	Official receipt		3 minutes	Amalia C. Pabalan
Return to MHO for diagnosis and treatment	Interpret result and prescribe medicines	Laboratory result		5 minutes	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno

**5. TB-DOTS Medication** -Procedures done to the patient at the laboratory upon request of the Doctor for diagnostic purposes.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the Nurses Room	Interview patient	Sputum result & x-ray result		2 minutes	Merygrace P. Causapin
Enrolled at the TB register	Enroll patient under TB-DOTS program; Fill up TB register			2 minutes	Merygrace P. Causapin
Signs at the back of treatment card	Fills up TB-DOTS treatment card			3 minutes	Merygrace P. Causapin
Receives medicines	Explains how to take the medicines properly and gives health education			5 minutes	Merygrace P. Causapin

**6. Issuance of Sanitary Permit** -Permit issued to all business owner/managers with complete requirements.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the Sanitation Inspectors Room	Register client at the Master list	Application form		5 minutes	Jessica A. Diño/Noemi O. Abarsosa Rural Sanitary Inspector
Present Barangay clearance	Verify Barangay Clearance and Issue a Sanitary Permit	Barangay Clearance		2 minutes	Rural Sanitary Inspector
Fill up the Sanitary Permit	Verify the Sanitary Permit	Sanitary Permit		1 minute	Rural Sanitary Inspector
Proceed to Municipal Health Officer for signing	Approve the Sanitary Permit	Sanitary Permit		1 minute	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno

<b>7. Issuance of Health Certificate</b> -Health certificate is issued to all qualified food handlers.					
<b>STEPS/PROCESS</b>		<b>REQUIREMENTS / FORM</b>	<b>FEES</b>	<b>DURATION/ PROCESSING TIME</b>	<b>STAFF IN CHARGE</b>
<b>Client</b>	<b>Service Provider</b>				
Register at the Sanitation Inspectors Room	Register client in the Master list Ask for specimen			3 minutes	Jessica A. Diño/Noemi O. Abarsosa Rural Sanitary Inspector
Submit specimen to the laboratory	Examines specimen	Specimen (Stool, Urine or sputum)	P15.00 for each Lab Exam	10 minutes	Amalia C. Pabalan
Pay the required amount at the MTO	Issue Official Receipt			5 minute	Treasury Personnel
Proceed to Municipal Health Officer for interpretation of lab result and for consultation	Interpret result and give health education	Official receipt, laboratory result form		10 minute	Dr. Rufino S. Diez/Dr. Cielaviola M. Moreno
Proceed to Sanitation Inspectors Room for issuance of Health Certificate	Issue Health Certificate			2 minutes	Jessica A. Diño/Noemi O. Abarsosa Rural Sanitary Inspector

**8.1 Family Planning Services (FIRST TIME/NEW COUPLES) -Helping couples to plan their family and providing necessary information and FP Services needed.**

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Client proceed to nurses or midwife for screening/physical check up	Examines/ screens the client if eligible for Family Planning			5 minutes	Nurse/Midwife on duty
Eligible client is registered at the Family Planning TCL form and given counselling	Register client as New acceptor & explains the advantages/ disadvantages/ side effects of the method			10 minutes	Nurse/Midwife on duty
Avails Family Planning service needed	Gives/ administer Family Planning method chosen			1 minute	Nurse/Midwife on duty
Advised to come for next visit	Inform next schedule of visit		P10.00 for DMPA if no supply	1 minute	Nurse/Midwife on duty

**8.2 Family Planning Services (RETURNING COUPLES)** -Helping couples to plan their family and providing necessary information and FP Services needed.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Client register at the nurse's or midwife's room	Register client to the DTUR form	DMPA ( <i>Depot-Medroxyprogesterone Acetate</i> ) card		<i>3 minutes</i>	Nurse/ Midwife
Receives Family Planning service needed	Give/administer Family Planning (FP) service needed.		P10.00 for DMPA if no supply	<i>3 minutes</i>	Nurse/ Midwife
Instructed when to come back for next schedule	Give proper instruction regarding next visit			<i>3 minutes</i>	Nurse/ Midwife



**9. Dental Services** - Promotes Dental Health among pre-schoolers, school children and adults.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the admission area	Take personal information; BP taking			3 minutes	Dr. Emma C. Dela Cruz
Processed to the dental room	Dentist performs tooth extraction & or tooth filling			10 minutes	Dr. Emma C. Dela Cruz
Advised on proper medication	Prescribe medicines and give health education			5 minutes	Dr. Emma C. Dela Cruz
Proceed to Botika ng Barangay	Prescribe medicines and give health education			2 minutes	Dr. Emma C. Dela Cruz

<b>10. Immunization Services</b> - Vaccination of Children 0-11 months against the 7 Immunizable diseases.					
<b>STEPS/PROCESS</b>		<b>REQUIREMENTS / FORM</b>	<b>FEES</b>	<b>DURATION/ PROCESSING TIME</b>	<b>STAFF IN CHARGE</b>
<b>Client</b>	<b>Service Provider</b>				
Register at the admission area	Register client (baby) at the target client list Fills up Early Childhood Care and Development CARD	Early Childhood Care and Development CARD		3 minutes	Midwife Barangay Health Worker
Baby's name announced/called	Call/ announce baby's name Give the vaccines due; give health education			3 minutes	Midwife
Receives back the Early Childhood Care and Development CARD	Returns Early Childhood Care and Development CARD and inform mother on next schedule			5 minutes	Midwife

## 11. Pregnant Patient

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the admission area	Admits patient Take Personal Information History Taking Vital Signs	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)		10 minutes	Rural Health Midwife Nurse on Duty
Proceed to examination room	Examines client's abdomen thru Leopolds Maneuver Listens for Fetal Heart Beat thru Doppler Give Immunization ( Tetanus Toxoid )	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)		10 minutes	Rural Health Midwife Nurse on Duty
Proceed to admission area for Health Education	Inform client of her findings Prescribe pre natal multivitamins Proper Nutrition Danger signs of pregnancy	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)		15 minutes	Rural Health Midwife Nurse on Duty
Schedule for next visit	Inform next schedule of visit	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)		1 minute	Rural Health Midwife Nurse on Duty

## 12. Patients on Labor

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Patient to labor Room	Observation Monitor Vital Signs Initiate breast feeding, BCG/Hepa B Immunization, Promote Newborn Screening after 24 hours and Encourage Family Planning	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)		<i>30 minutes</i>	Rural Health Midwife Nurse on Duty
Patient on Delivery Room	Proper Coaching Essential newborn Care Post Partum Care	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)		<i>1 hour</i>	Rural Health Midwife Nurse on Duty

### 13. Post Partum

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Patient to Recovery Room	Observation Monitor Vital Signs Initiate breast feeding, BCG/Hepa B Immunization, Promote Newborn Screening after 24 hours and Encourage Family Planning			23 hours	Rural Health Midwife Nurse on Duty
Payment of bill after 24 hours  Newborn screening of infant( if parents are willing)	Discharge patient  Performs Newborn Screening Issue official receipt	Delivery fee  Free for patient with PhilHealth  Payment of NBS(New Born Screening) fee	P1,800.00  P600.00	5 minutes  5 minutes	Rural Health Midwife Nurse on Duty

### 14. High-Risk Patient

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
High risk pregnant	Admits and Assess patient then identify danger signs that need referral. NURSE ON DUTY / MIDWIFE ON DUTY fills up referral form. NURSE ON DUTY / MIDWIFE ON DUTY accompanies patient to the hospital.	HBMR Referral form Ambulance		30 minutes	Nurse on Duty Midwife on Duty Ambulance Driver
Patient on Delivery	Assessment of abnormal labor. Fill up referral form. Refer patient to Hospital.	Monitoring tools Ambulance		30 minutes	Nurse on Duty Midwife on Duty Ambulance Driver
Postpartum Patient	Monitor Vital signs Assess postpartum abnormalities that needs referral. Refer patient to Hospital.	Monitoring tools Ambulance		30 minutes	Nurse on Duty Midwife on Duty Ambulance Driver

<b>15. Family Planning</b>					
<b>STEPS/PROCESS</b>		<b>REQUIREMENTS / FORM</b>	<b>FEES</b>	<b>DURATION/ PROCESSING TIME</b>	<b>STAFF IN CHARGE</b>
<b>Client</b>	<b>Service Provider</b>				
Receive patient at admission area	Take personal information Ask for FP Method used Register at the CDLMS For new Acceptors, fill up Screening Form 1	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)		10 minutes	Rural Health Midwife Nurse on Duty
Client receives FP services needed	Give / administer Family Planning ( FP ) services needed Provide Health Education	Home Based Maternal Record (HBMR) / Individual Treatment Record (ITR)	100 (DMPA)	5 minutes	Rural Health Midwife Nurse on Duty
Instruct client when to come back for next schedule	Give proper instruction regarding next visit	Home Based Maternal Record (HBMR)		2 minutes	Rural Health Midwife Nurse on Duty