

**MUNICIPAL HEALTH OFFICE**

**LOCAL GOVERNMENT UNIT OF LAPUYAN**

**ZAMBOANGA DEL SUR**



1. **SERVICE NAME: General Consultation**

Service Information: The Rural Health Unit Lapuyan caters Lapuyanons for general consultation and treatment of minor and emergent medical and surgical cases. Major medical and surgical cases are referred to Zamboanga del sur Medical Center or Margosatubig Regional Hospital and other private hospitals in the province.

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Patient |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Identification card (ID) | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***JUVELYN O. BUGAO,RM****Midwife II* |
| Proceed for consultation | Checks patient condition and prescribes necessary medications or refer to higher care | NONE | 20 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Proceed to Pharmacy | Dispenses prescribed medications and explains proper time intake | Fees Varies on the Prescribed Medicine | 5 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| TOTAL |  | 40 minutes |  |



1. **SERVICE NAME: MATERNAL HEALTH SERVICES**

Service Information: The Rural Health Unit Lapuyan caters Lapuyanons for uncomplicated labor and delivery, as well as newborn screening. High risk pregnancies are referred to Zamboanga del Sur Medical Center or Margosatubig Regional Hospital for proper and higher management of care.

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All pregnant women |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Mother-Child Book | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***NANNANG SARAHAN,RM****Midwife I* |
| Labor and Delivery | 1.Assist mother to Examination Room2. Check patient condition, perform Leopold’s maneuver, check FHT and FH, verify LMP and EDC 3. Assist in Labor Room3. Awaits vaginal delivery | NONE | 15 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD****MHO****MELGIE O. PADAL, RM****Bulawan Birthing Unit**Midwife in-charge* |
| Recovery Room | 1. Assist to Recovery Room2. Give medicines/ supplements3. Conduct health teaching4.Monitor postpartum woman and newborn | FREE iron and folic acid supplementsFREE Vitamin A 200,000 IU | 30 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD****MHO****MELGIE O. PADAL, RM****Bulawan Birthing Unit**Midwife in-charge* |
| Process Certification of Livebirth | Secure certification | NONE | 10 minutes | ***MELGIE O. PADAL, RM****Bulawan Birthing Unit**Midwife in-charge* |
| Secure Clearance and Billing Statement | Secure payment | PhilHealth member -NONENONE – PHILHEALTH- Fees Varies on the needed materials | 5 minutes | ***KAREN B. GUERRA,Rph****Pharmacist* |
| Newborn Screening 24 hours after birth  | Extracts newborns blood for screening | PhilHealth member -NONENONE – PHILHEALTH- Php-1,750 | 5 minutes | ***NOR INTAN D. GARSUTA,RMT****Med.Tech* |
| TOTAL |  | 1 hour and 20 minutes |  |



1. **SERVICE NAME: TB DOTS**

Service Information: The Rural Health Unit Lapuyan caters lapuyanons for general consultation, diagnosis, and treatment of tuberculosis, leprosy, and other communicable and vector-borne disease

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Patient |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Gen X result/X-ray Result | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***DOLLY G. LINGATING,RN****Nurse II* |
| Proceed for consultation | 1.Checks patient condition 2. Interview and Counselling/HIV test | NONE | 20 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD****MHO* |
| Proceed to TB-DOTS/Laboratory | 1. Check sputum of Suspected patients2. Release Card & TB medicines | NONE | 45 minutes | ***NOR INTAN D. GARSUTA,RMT****Med.Tech****DOLLY G. LINGATING,RN****Nurse II* |
| TOTAL |  | 1 hour and 20 minutes |  |



1. **SERVICE NAME: FAMILY PLANNING**

Service Information: The Rural Health Unit Family Planning is one of the featured programs in the Department of Health Reform Agenda in conjunction with the country’s Millennium Goal; hence we offer regular Family Planning services for the purposed of Birth Spacing, responsible parenthood

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Patient |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Family Planning Form 1 | Patient |  |
| Referral Form | Staff assign in Barangay |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***HAROLD A. RUDINAS,RHM****Midwife I* |
| Bills Payment  | Secure Payment for needed materials | Fees Varies on the needed materials |  5 minutes | ***KAREN B. GUERRA,Rph****Pharmacist* |
| Proceed to Family Planning Room | Insertion,Removal & Re-insertion of Implant Device | NONE | 25 minutes | ***MELGIE O. PADAL, RM****Midwife I* |
| Release of card | Release Family Planning card | NONE | 5 minutes | ***MELGIE O. PADAL, RM****Midwife I* |
| TOTAL |  | 50 minutes |  |



1. **SERVICE NAME: SANITARY PERMIT**

Service Information: The Rural Health Unit Lapuyan issues sanitary permit to operate in business establishments and other business after on-site inspection and laboratory examination as deemed necessary. A HEALTH CARD is issued to operators and employees who completed and passed physical and laboratory examination, after attendance to food Handlers Class.

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizens |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| 1.Food Handlers class | Business Applicant |  |
| 2. Physical Examination | Physician |  |
| 3. Fecalysis Result | Business Applicant |  |
| 4. Chest X-ray  | Business Applicant/Driver |  |
| 5. HEPA Test result (as needed) | Business Applicant |  |
| 6.Drug Test Result | Business Applicant/Driver |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Attend Food Handlers seminar | Provides seminar registers all participant | NONE | 1day | ***ARLENE P. MAGHUYOP*** *Rural Sanitary Inspector****NOR INTAN D. GARSUTA****Med. Tech.****MERLYNDA I. VERA****Municipal Nutrition Action Officer* |
| On-site inspection | Assesses establishment and its surroundings | NONE |  1 day | ***ARLENE P. MAGHUYOP*** *Rural Sanitary Inspector* |
| Present official receipt for health certificate fee | Assesses completeness of requirements  | Sanitary Permit PHP 200.00(care off treasury office) |  5 minutes | ***TREASURY OFFICE*** |
| Present result of laboratory examination (Exam. X-ray, and Hepa Test) | Assesses completeness of requirements | NONE | 25 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD****MHO* |
| Issuance and releasing of Health/Sanitary Certificate | Accomplishes health card and sanitary permit  | NONE | 5 minutes | ***ARLENE P. MAGHUYOP*** *Rural Sanitary Inspector* |
| TOTAL |  | 2 days and 35 minutes |  |



1. **SERVICE NAME: Issuance of Health Certificate and Medical Certificate**

Service Information: The Rural Health Unit Lapuyan issues Health Certificate and Medical Certificate.

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizen |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Chest X-ray Result | Patient |  |
| CBC result | Patient |  |
| Urinalysis result | Patient |  |
| Hepa B test result | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***JUVELYN O. BUGAO,RM****Midwife II* |
| Physical Examination  | Physical Examination and Diagnosis | NONE | 20 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Payment of Fee | Receives payment for medical certificate | Cert 100.00Doc.Stamp 15.00 | 5 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| Issuance of Certification | 1.Encode medical Certificate2. Releasing of medical certificate | NONE | 5 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| TOTAL |  | 45 minutes |  |



1. **Service Name: Post Mortem**

Service Information:

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizen |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| On site Inspection |  |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Physical Examination  | Physical Examination and Diagnosis | NONE | 30 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Payment of Fee | Receives payment for certificate | Cert 100.00Doc.Stamp 15.00 | 5 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| Issuance of Certification | 1.Encode Certificate2. Releasing of certificate | NONE | 5 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| TOTAL |  | 40 minutes |  |



1. **Service Name: Medico-Legal Certificate (Expect victims 8353 and RA 9262**

Service Information: The Rural Health Unit Lapuyan issues Medico-legal Certificate for victims except those victims of RA 8353 and RA 9262.

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizen |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Secure Police Report (for Medico-Legal Cases Municipal Police Office) | Secure Police Report (for Medico-Legal Cases Municipal Police Office) |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***JUVELYN O. BUGAO,RM****Midwife II* |
| Physical Examination  | Physical Examination and Diagnosis | NONE | 30 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Payment of Fee | Receives payment for medico-legal | Cert 100.00Doc.Stamp 15.00 | 5 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| Issuance of Certification | 1.Encode medico-legal2. Releasing of Medico-legal certificate | NONE | 5 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| TOTAL |  | 55 minutes |  |



1. **Service Name: Service Name: Patient Transfer/Patient Conduction**

Service Information: The Rural Health Unit Lapuyan caters Lapuyanons needing assistance for Ambulance Service to or from referral hospital/clinic for non-emergent cases upon the availability of the ambulance

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizen |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Referral form  | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Pay/Settle ambulance fee at Pharmacy | 1. Issues official receipt of payment
2. Recording in Patient Transport Logbook
3. Issuance of Trip Ticket
 | Margostubig Regional Hospital 500.00Pagadian City(ZDSMC, Pivate Hospital)1,000.00Iligan City2,000.00Zamboanga City(ZCMC, Private Hospital)2,500.00*\*Meals of driver not included**\*No waiting* | 10 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| TOTAL |  | 10 minutes |  |



1. **LABORATORY SERVICES**

Service Information: The Rural Health Unit Lapuyan provides services for basic laboratory services such as urinalysis, fecalysis, complete blood count, blood sugar screening, etc.

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizen |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Identification card (ID) | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Secure request(Issues laboratory request) | Issues laboratory request | NONE | 5 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Payment of fees | Collect payment and issues official receipt | Urinalysis (U/A) Php 50.00CBC with Platelet Php 125.00 Fecalysis (S/E) Php 50.00Blood Typing Php 75.00Drug test Php 150 | 5 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| Submit specimen to Laboratory | Extracts/Collects specimen for examination | NONE | 30 minutes | ***NOR INTAN D. GARSUTA,RMT****Med.Tech* |
| Collects result from Laboratory | Releases the result to patient or authorized person | NONE | 10 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| TOTAL |  | 50 minutes |  |



**11.Service Name: MINOR SURGICAL PROCEDURES**

Service Information: The Rural Health Unit Lapuyan provides services of minor surgical procedures and wound care.

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| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizen |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Identification card (ID) | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***JUVELYN O. BUGAO,RM****Midwife II* |
| Proceed for consultation | Checks patient condition and prescribes necessary medications or refer to higher care | NONE | 15 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Bills Payment  | Secure Payment for needed materials | Circumcision (Tuli) 355.00\*Sebaceous Cyst Removal 375.00\*Wound Debridement 200.00\*Incision and Drainage 150.00\*Foreign Body Removal 100.00\*Impacted Cerumen Removal 100.00\*Wound Suturing 20.00/stitch\*Wound dressing 20.00 (small)  30.00 (big) | 20 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| Proceed to treatment Room | Does the elective procedure | NONE | 1 hour | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Secures medications from pharmacy | Dispenses prescribed medications and explains proper time intake | Fees Varies on the Prescribed Medicine | 5 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| TOTAL |  | 1 hour and 55 minutes |  |



**11.Service Name: MINOR SURGICAL PROCEDURES**

Service Information: The Rural Health Unit Lapuyan provides services of minor surgical procedures and wound care.

|  |  |
| --- | --- |
| **Office or Division:** | Municipal Health Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Citizen (G2C) |
| **Who may avail:** | All Citizen |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |  |
| Identification card (ID) | Patient |  |
| **CLIENT STEP** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Consultation | 1.Vital signs are taken and recorded (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate, Oxygen Saturation, Height/Length, Weight)2. Retrieve/Encode patient’s data in the logbook registry3. Conduct initial interview and history taking | NONE | 15 minutes | ***JUVELYN O. BUGAO,RM****Midwife II* |
| Proceed for consultation | Checks patient condition and prescribes necessary medications or refer to higher care | NONE | 15 minutes | ***APPLE MAE D. ROULLO-NATIVIDAD,MD,MPH****MHO* |
| Secures medications from pharmacy | Dispenses prescribed medications and explains proper time intake | Fees Varies on the Prescribed Medicine | 5 minutes | ***KAREN GUERRA,Rph****Pharmacist* |
| TOTAL |  |  35 minutes |  |