

Municipal Health Office External Services



1. MEDICAL CONSULTATION AND TREATMENT

				COTABATO
Office or Division:	Municipal Health	Office		
Classification:	Simple			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All			_
CHECKLIST OF REQU	IREMENTS	1	WHERE TO SEC	JRE
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
Presentation of referral slip from Barangay Health Station	 Registration and Provision of Individual Treatment Record 	None	3 minutes	Midwife/Nurse
	Taking of Vital Signs.		5 minutes	Midwife/Nurse
	Physical Examination		10 minutes	МНО
	Dispensing of Medicines		3 minutes	Dispensing Staff
	 Referral (if needed) 		2 minutes	Nurse/MHO
	TOTAL	None	23 minutes	



2. MATERNAL AND CHILD CARE

				COTABATO
Office or Division:	Municipal Health	Office		
Classification:	Simple			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF REQU	IREMENTS		WHERE TO SEC	URE
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the clie	ent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
A. Family Planning				
Presentation of Referral Slip and/or Document	 Registration and Provision of Individual treatment record 	None	3 minutes	Midwife/Nurse
	Taking of Vital Signs		5 minutes	Midwife/Nurse
	History Taking / Physical Examination		10 minutes	МНО
	o Counseling		3 minutes	Dispensing Staff
	Giving of Family Planning Commodity		2 minutes	Nurse
	 Recording of FP Commodity Dispensed to user record book Signs. 		1 minute	Midwife
B. Pre-Natal Care				
Presentation of Mother and Baby Booklet	 Registration and Provision of Individual treatment record 	None	5 minutes	Nurse/Midwife
	Fill-up Mother and Baby Booklet	None	10 minutes	Nurse/Midwife
	 Taking of Vital Signs. 	None	5 minutes	Nurse/Midwife
	Physical Examination		10 minutes	Nurse/Midwife



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
	 Issue laboratory request for Urinalysis & Hemoglobine 	None	2 minutes	Nurse/Midwife
	 Given of T- Toxiod & Iron suppplementati on. 	None	10 minutes	Nurse/Midwife
	Health Education	None	15 minutes	Nurse/Midwife
C. Post-Natal Care				
Presentation of Referral Slip and/or Document	 Registration and Provision of Individual treatment record 	None	3 minutes	Nurse/Midwife
	Taking of VitalSigns	None	5 minutes	Nurse/Midwife
	Physical Examination	None	10 minutes	Nurse/Midwife
	Given of IronSupplements &Vitamin A	None	3 minutes	Nurse/Midwife
	Health Education	None	15 minutes	Nurse/Midwife
D. Immunization				
Presentation of Immunization Card	 Registration and Provision of Individual treatment record 	None	5 minutes	Nurse/Midwife
	Health Education	None	10 minutes	Nurse/Midwife
	 Recording 	None	3 minutes	Nurse/Midwife
	Given of Vaccines	None	3 minutes	Midwife/BHW
	 Given Vitamin A for 9-12 months 	None	3 minutes	Midwife



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
E. Integrated Management of Children's Illnesses				
1. Presentation of Referral Slip and/or Document	 Registration and Provision of Individual treatment record 	None	5 minutes	Nurse/Midwife
	Taking of VitalSigns	None	5 minutes	Nurse/Midwife
	Physical Examination	None	10 minutes	мно
	Provision of Medicines	None	3 minutes	Midwife/Nurse
	o Counseling	None	3 minutes	Midwife/MHO
	Refer Client (If Needed)	None	3 minutes	Midwife/MHO
F. Nutrition				
Presentation of Referral Slip and/or Document	 Registration and Provision of Individual treatment record 	None	5 minutes	Midwife
	Taking of Vital Signs	None	5 minutes	Nurse
	Health Assessment	None	10 minutes	
	o Counseling	None	3 minutes	Midwife/Nurse
	 Giving of Micro Nutrients (Vitamin A & Iron Supply) 	None	3 minutes	BNS/MNAO
	o OPT	None	3 minutes	
	TOTAL	None		



3. TUBERCOLOSIS CONTROL

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail: CHECKLIST OF REQU	All		WHERE TO SECI	IDE
Proof of Validity (Document, another pre - existing certification from third party government/non-government organization.		From the clie		JIL
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
A. SMEAR Positive				
1. Presentation of Referral Slip of Sputum (+)	 Registration and Provision of Individual treatment record 	None	5 minutes	Nurse
	Taking of Vital Signs	None	5 minutes	Nurse
	Health Assessment	None	10 minutes	Nurse
	HealthEducation	None	15 minutes	Nurse
	 Registration of Client in the TB Registry 	None	5 minutes	Nurse
	 Dispensing of NPT Medicines 	None	2 minutes	Nurse
B. GEN-XPERT				
Presentation of Referral Slip and/or Document with	 Receiving of Sample 	None	1 minute	Medical Technologist I
Sputum Sample	Processing of Sample	None	1 hour	
	 Run sample on the machine 	None	3 hours	
	o Recording	None	5 minutes	
	 Releasing of Result 	None	1 minute	
	Reporting	None	10 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
C. SMEAR Negative but X-Ray Positive				
Presentation of Referral Slip and Chest X-ray Result	 Registration and Provision of Individual treatment record 	None	5 minutes	Nurse II
	Taking of Vital Signs	None	5 minutes	Nurse/Midwife
	o Physical Examination	None	10 minutes	МНО
	Health Education	None	15 minutes	мно
	Carry out Doctor's Order	None	5 minutes	Nurse II
	 Registration of Client to TB registation log book 	None	15 minutes	Nurse II
	Re-treatment Cases refer to PMDT	None	3 minutes	МНО
	TOTAL	None		



4. LEPROSY CONTROL

				OTABATO
Office or Division:	Municipal Health	Office		
Classification:	Simple			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF REQU	IREMENTS	1	WHERE TO SEC	JRE
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the clie	ent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
Presentation of referral slip from Barangay Health Station	 Registration and Provision of Individual treatment record 	None	5 minutes	Nurse II
	 Registration of Client to Leprosy Log Book 	None	5 minutes	Nurse II Nurse/Midwife
	History Taking/Physical Examination	None	15 minutes	МНО
	Dispensing of Medicines	None	10 minutes	Nurse II
	Health Education	None	15 minutes	Nurse II
	TOTAL	None	50 minutes	



5. DENTAL SERVICES

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Office or Division:	Municipal Health	Office		
Classification:	Simple	11.0:11		
Type of transaction:	G2C - Governmer	it to Citizen		
Who may avail:	All		WILEDE TO SEC	IDE
Proof of Validity (Document, another pre - existing certification from third party government/non-government organization.		From the clie	WHERE TO SEC	JKE
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
A. Tooth Extraction				
1. Presentation of Referral Slip and/or Document	 Registration and Provision of Individual treatment record 	None	5 minutes	Dental Aide
	o Tooth Extraction	None	20 minutes	Dentist II
	Dispensing of Medicines	None	3 minutes	Dispensing Staff
	o Counseling	None	3 minutes	Dentist II
	o Dental Fee	150.00	1 minute	MTO Staff
B. General Oral Consultation				
1. Presentation of Referral Slip and/or Document	 Registration and Provision of Individual treatment record 	None	5 minutes	Dental Aide
	o Oral Examination	None	10 minutes	Dentist II
	o Oral Prophylaxis	None	15 minutes	Dentist II
	Health Education	None	30 minutes	Dentist II
	Restorative Filling	None	10 minutes	Dentist II
	FluorideToothbrushingdrill	None	10 minutes	Dentist II
	TOTAL	None	1 hour & 20 minutes	



6. ENVIRONMENTAL SERVICES

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF REQU	IREMENTS		WHERE TO SEC	JRE
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the clie	ent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
A. Issuance of Sanitary Permit				
Presentation of Document	 Evaluate, Verify and Assess documents 	None	5 minutes	Sanitation Inspector II
	 Inspection as to the Compliance of Food Establishment 	None		Sanitation Inspector II
	Issuance of Sanitary Permit	None		Sanitation Inspector II
	 Recording to Consolidated log book 	None	10 minutes	Sanitation Inspector II
	 Conduct of reinspection of Establishment 	None	3 days	Sanitation Inspector II
B. Monitoring of Environmental Sanitation				
Presentation of Community Complaint and/or Request for	BarangayVisitation	None	Variable	Sanitation Inspector II
Re-assessment	ConductInspection (SG + I.S Toilet/ piggery)	None	15 minutes	Sanitation Inspector II
	Health Education	None	15 minutes	Sanitation Inspector II
	Distribution of IEC Materials	None	30 minutes	Sanitation Inspector II
	 Conduct of Water Sampling from the water reservoir 	None	5 minutes	Sanitation Inspector II
	TOTAL	None	1 hour & 5 minutes	



7. ISSUANCE OF MEDICAL CERTIFICATE

T				OTABAT
Office or Division:	Municipal Health	Office		
Classification:	Simple			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF REQU	IREMENTS	1	WHERE TO SEC	JRE
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
Presentation of Clients Request	 Registration and Provision of Individual treatment record 	None	3 minutes	Nurse/Midwife
	Taking of Vital Signs	None	5 minutes	Nurse/Midwife
	Physical Examination	None	10 minutes	МНО
	 Issue Medical Certificate 	None	3 minutes	МНО
	Payment for Medical Certificate	60.00	2 minutes	MTO Staff
	TOTAL	None	22 minutes	



8. ISSUANCE OF DEATH CERTIFICATE

Office or Division:	Municipal Health	Office		
Classification:	Simple			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All	.		
CHECKLIST OF REQU	IREMENTS		WHERE TO SECU	JRE
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
Presentation of Clients Request	 Evaluate and Verify the documents 	None	1 minute	МНО
	o History Taking	None	3 minutes	МНО
	 Signing of the Document 	None	1 minute	мно
	 Release of Death Certificate 	None	1 minute	МНО
	 Conduct of Post mortem Exam as Requested 	None	45 minutes	МНО
	TOTAL	None	51 minutes	



9. ISSUANCE OF MEDICO-LEGAL CERTIFICATE

				OTABATO
Office or Division:	Municipal Health	Office		
Classification:	Simple			
Type of transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF REQU	IREMENTS	1	WHERE TO SEC	URE
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
Presentation of PNP Request	 Evaluate and Verify the documents 	None	1 minute	МНО
	o Taking of Vital Signs	None	5 minutes	Nurse/Midwife
	History Taking / Physical Examination.	None	10 minutes	МНО
	Pelvic Internal Examination (For Rape Case)	None	5 minutes	МНО
	Signing of Medico-Legal Certificate	None	1 minute	мно
	Counseling/ Stress Debriefing	None	5 minutes	МНО
	 Recording to the Medico- legal log book 	None	2 minutes	МНО
	TOTAL	None	29 minutes	



10. LABORATORY SERVICES

Office or Division:	Municipal Health	Office		OTABAL
	Municipal Health Office			
Classification:	Simple Construct to Citizen			
Type of transaction:	G2C - Government to Citizen			
Who may avail:		WIEDE TO SES	IDE	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
A. Sputum Examination				
Presentation of Collected Sputum Spicemen	 Identification of symptomatic clients 	None	3 minutes	МНО
	 Conduct GEN- XPERT (refer to TB Control) 	None		Medical Technologist I
	 Coiling, Smearing and Staining (for follow ups) 	None	4 hours	Midwife
	 Reading thru microscope 	None	30 minutes	Medical Technologist I
	 Release of Result. 	None	2 minutes	Medical Technologist I
	 If negative sputum result (refer for chest x-ray) 	None	2 minutes	МНО
	 If positive result for PTB, - Dispense Medications 	None	3 minutes	Nurse II
	TOTAL	None	29 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
B. Rapid Antigen Testing for Covid-19				
1. Presentation of Clients to Swabbing Area	 Identification of Clients 	None	1 minute	Medical Technologist I
	Perform SwabTesting	None	5 minutes	Medical Technologist I
	Waiting for the Result	None	15 minutes	Medical Technologist I
	 Releasing of Result if Positive (+) perform RTPCR Sampling 	None	20 minutes	Medical Technologist I
	o If Negative (-) but symptomatic still perform RTPCR Sampling	None	20 minutes	МНО
	Decontamination Procedures	None	5 minutes	Medical Technologist I
	Submission of RTPCR Sample to IPHO	None	3 hours	Medical Technologist I
	TOTAL	None	1 hour & 9 minutes	



11. COVID SURVEILLANCE AND MONITORING

Office or Division:	•				
Classification: Type of transaction		Simple G2C - Government to Citizen			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
 Proof of Validity (Document, another pre - existing certification from third party government/non-government organization. 		From the client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE	
1. Presentation of Referral from Hospital, and /or	 Fetching of Covid Positive from Hospital (Mild Case) 	None	1 hour	MDRRMO- Rescue Vehicle	
Community	 Evaluate and Verify the documents 	None	1 minute	Driver	
	Travel HistoryTaking bytelecommunication	None	10 minutes	MESU	
	 Admission to the Isolation Facility 	None	3 minutes	MESU	
	 Provision of Personal Hygiene kit 	None	1 minute	Dentist II	
	o Contact Tracing	None	30 minutes/	Contact Tracers	
	Daily Monitoring as to Physical Condition	None	15 minutes/pt	Contact Tracers	
	Tele Medicine Consultation	None	10 minutes/pt	Nurse/Midwife	
	Provision of Medicines and Vitamins	None	10 minutes/pt	мно	
	 Facilitate the burial of Expired of COVID 19 patient 	None	4 hours/ transaction	МНО	
	Submission of Report	None	45 minutes	MESU	
	 Encoding of Covid 19 Confirmed / Antigen Positive Patient at the Data Base 	None	10 minutes	MESU & Data Surveillance Officer	
	TOTAL	None	7 hours & 25 minutes		



12. COVID 19 VACCINATION OPERATION

Office or Division	•	Municipal Health	Office		
Office or Division: Municipal Health Classification: Simple			Office		
			nt to Citizen		
Type of transaction: G2C - Government G2C - G0C			it to Oitizeii		
CHECKLIST OF REQUIREMENTS				WHERE TO SECI	IDE
Proof of Validity (Document, another pre - existing certification from third party government/non-government organization.		From the client			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Presentation of Document to the Vaccination Site		valuate and Verify e documents	None	2 minutes	Nurse/Midwife
	Registration of Clients		None	10 minutes	Nurse/Midwife
		creening of Health atus	None	10 minutes	Nurse/MHO
		ounseling and ealth Education	None	3 minutes	Nurse/Midwife
		andby at accination Site	None	5 minutes	RHU Staff
		oculation of accine	None	2 minutes	Nurse/ Vaccinator
		ost Vaccination onitoring	None	30 minutes	Nurse II/ MHO
	Er	spensing of nergency edicines	None	1 minute	Nurse II/MHO
	eff	ollow up Adverse fect, following nmunization	None	5 minutes	Nurse II
	Va fro	ollow up accinated Client om their second ose shot	None	3 minutes	Nurse II
		TOTAL	None	1 hours & 9 minutes	