

## 7. Office of the City Health Officer

### 7.1. AVAILMENT OF FREE MEDICINES

#### ABOUT THE SERVICE :

The City Health Office dispenses basic medicines for indigent constituents. Medicines on stock bear generic names, in compliance with the provisions of the Generics Act.

#### CLIENT GROUPS:

Indigent constituents of Sorsogon City

#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 5:00 PM

#### TOTAL PROCESSING TIME:

5 minutes

#### REQUIREMENTS:

- Original copy of Certificate of Indigency
- Prescription (original copy)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Present original copy of prescription and certificate of indigency	Checks if the prescription is proper and requested medicine is available. If requested medicine is not available, refers patient to the City Pharmacy/CSWDO	1 minute	<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist I
2. Receive instructions as to the proper dosage and duration of medication	Writes down instructions on taking medicines; gives verbal instructions as well	3 minutes	<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist I
3. Sign the patient's logbook as proof that you received the medicines	Dispenses medicine. Takes patient information and requests patient to sign the logbook.	1 minute	<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist I

	Keeps original copy of the prescription.		
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## **7.2. AVAILMENT OF MEDICAL CERTIFICATE (FOR ENROLLMENT/OJT)**

### **ABOUT THE SERVICE:**

A medical certificate signed by a government physician is among the requirement enrolment or for on-the-job training of students.

### **CLIENT GROUPS:**

Students

### **SERVICE SCHEDULES:**

Mondays to Fridays  
8:00 am to 5:00 PM

### **TOTAL PROCESSING TIME:**

13 minutes

### **REQUIREMENTS:**

Laboratory and other requirement as per assessment

### **TOTAL FEES/CHARGES:**

P50.00 (as per Revenue Code of 2011)

### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Accomplish the request form	Issues request form	1 minute	Clerk/Nurse on duty
2. Undergo initial assessment (BP, Vital signs, etc.)	Conducts initial assessment (BP, Vital signs, etc.)	5 minutes	Nurse on duty
3. Undergo physical examination	Conducts physical examination on client; determines fitness of client	5 minutes	City Health Officer/District Health Officer
4. Secure Order of Payment, proceed to the City Treasurer's Office, pay the required fees and submit photocopy of Official Receipt to the Office of the City Health Officer	Issues medical certificate form, records official receipt	1 minute	Clerk/Nurse on duty

Sign duplicate copy of medical certificate form	Receives duplicate copy of the medical certificate form	1 minute	Clerk/Nurse on Duty
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### 7.3. SIGNED DEATH CERTIFICATES (UNATTENDED DEATHS)

#### ABOUT THE SERVICE:

The signature of the City Health Officer/District Health Officers is required in processing death certificates. In the case of unattended deaths, it is the CHO/DHO who will determine the cause of death of the deceased

#### CLIENT GROUPS:

Relative/s of deceased

#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 Am to 5:00 PM

#### TOTAL PROCESSING TIME:

11 minutes

#### REQUIREMENTS:

Death certificate prepared by the Civil Registrar's Office

\*If the deceased will be interred in a cemetery outside Sorsogon Province, secure Transfer of Cadaver from the PHO

#### TOTAL FEES/CHARGES:

P100.00 (for transfer of cadaver permit, if applicable)  
(as per Revenue Code of 2011)

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Present four (4) copies of death certificate to the CHO staff	Receives death certificate	1 minute	Clerk/Nurse on duty
2. Supply the necessary information to the physician	Determines cause of death based on information provided by the relative/s	3 minutes	City Health Officer/District Health Officer
	Records death certificate, get one copy for file	3 minutes	Clerk/Nurse on duty
(If the deceased will be interred in a	Issue's order of payment, prepares	3 minutes	Clerk/Nurse on Duty

cemetery outside Sorsogon City but within Sorsogon Province)* secure an order of payment and pay Transfer of Cadaver Fee at the Treasurer's Office	Transfer of Cadaver Permit		
3. Receives death certificate and transfer of cadaver permit (if applicable)	Releases death certificate and transfer of cadaver permit (if applicable)	1 minute	Clerk/Nurse on Duty

#### 7.4. SIGNED DEATH CERTIFICATES (HOSPITAL DEATHS)

##### ABOUT THE SERVICE:

The signature of the City Health Officer/District Health Officers is required in processing death certificates if the death occurred in Sorsogon City

##### CLIENT GROUPS:

Relative/s of deceased

##### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 5:00 PM

##### TOTAL PROCESSING TIME:

11 minutes

##### REQUIREMENTS

Death certificate prepared by the hospital where the death occurred

\*If the deceased will be interred in a cemetery outside Sorsogon Province, secure Transfer of Cadaver from the PHO

##### TOTAL FEES/CHARGES:

P100.00 (for transfer of cadaver permit, if applicable)

##### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Present three (3) copies of death certificate to the CHO staff	Receives death certificate	1 minute	Clerk/Nurse on duty
2. Supply the necessary information to the physician	Determines cause of death based on	3 minute	<b>ROLANDO E. DEALCA, MD</b>

	information provided by the relative/s		Rural Health Physician
	Records death certificate, gets one copy for file	3 minutes	Clerk/Nurse on duty
(If the deceased will be interred in a cemetery outside Sorsogon City but within Sorsogon Province)* secure an order of payment and pay Transfer of Cadaver Fee at the Office of the City Treasurer	Issue's order of payment, prepares Transfer of Cadaver Permit	3 minutes	Clerk/Nurse on Duty
3. Receives death certificate and transfer of cadaver permit (if applicable)	Releases death certificate and transfer of cadaver permit	1 minute	Clerk/Nurse on Duty

## 7.5. AVAILMENT OF THE SERVICES OF THE CITY AMBULANCE

### ABOUT THE SERVICE:

The City Health Office makes its vehicles available for hospital transfers from Sorsogon City to any point outside the City

### CLIENT GROUPS:

General public

### SERVICE SCHEDULES:

Mondays to Sundays

### TOTAL PROCESSING TIME:

5 minutes

### REQUIREMENTS:

- Duly filled out ambulance request form
- Referral/Clinical Abstract/Discharge Summary
- Risk Stratification

### TOTAL FEES/CHARGES:\*

- P300.00 (within Sorsogon City)
- P700.00 (Sorsogon City to Sorsogon)
- P1,500.00 (Legazpi City)

\*If gasoline is not available particularly during weekends and outside of office hours, ambulance fee is waived and patient pays the corresponding amount for gasoline

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Fill out ambulance request form	Issue's ambulance request form, orients requesting party on policies of availing of the services	2 minutes	Clerk/Nurse on duty
2. Secure order of payment and pay the necessary fees at the Office of the City Treasurer	Issue's order of payment	1 minute	Clerk/Nurse on Duty
3. Wait for the office staff to contact driver on duty; provide contact number to driver	Contact's driver, provides requesting party's contact number	1 minute	Clerk/Nurse on duty
4. Make the necessary arrangements with the driver	Coordinates with requesting party as to time of departure/ place of origin of patient	1 minute	Driver on Duty

**7.6. AVAILMENT OF ANTI-RABIES VACCINE (NEW PATIENT)****ABOUT THE SERVICE:**

The City Health Office operates the Animal Bite Treatment Center, which provides complete (3 doses) anti-rabies vaccines for patients bitten by dogs/cats/monkeys/bats. In some cases, the patient is advised to return for a fourth (booster) dose

**CLIENT GROUPS:**

Animal bite patients

**SERVICE SCHEDULES:**

Mondays, Tuesdays, Thursdays and Fridays  
8:00 AM to NOON

**TOTAL PROCESSING TIME:**

15 minutes (Excluding waiting time)

**REQUIREMENTS:**

Referral from barangay health station/health center

**TOTAL FEES/CHARGES:**

P50.00 per session (as per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Provide the necessary information during the interview/assessment	Interview's patient and assesses degree of animal bite	3 minutes	ABTC Coordinator/Nurse on Duty
2. Secure order of payment and pay the necessary fees at the Office of the City Treasurer	Issue's order of payment; issues number	1 minute	ABTC Coordinator/Nurse on Duty
3. Submit official receipt, wait for your number to be called	Records official receipt; instructs patient to wait for his/her number	1 minute	Clerk/Nurse on duty
4. Submit yourself to IEC on rabies and other treatment policies	Provides IEC on rabies and other treatment policies	5 minutes	ABTC Coordinator/Nurse on Duty
5. Receive vaccination; receive PEP card and instructions for next schedule	Prepares and administers vaccine, fills out PEP card and instructs patient as to the next doses	5 minutes	ABTC Coordinator/Nurse on Duty

**7.7. AVAILMENT OF ANTI-RABIES VACCINE (2<sup>ND</sup> AND 3<sup>RD</sup> DOSES)****ABOUT THE SERVICE:**

The City Health Office operates the Animal Bite Treatment Center, which provides complete (3 doses) anti-rabies vaccines for patients bitten by dogs/cats/monkeys/bats. In some cases, the patient is advised to return for a fourth (booster) dose

**CLIENT GROUPS:**

Animal bite patients

**SERVICE SCHEDULES:**

Mondays to Fridays except Wednesday  
8:00 AM to NOON, 1:00 PM to 5:00 PM

**TOTAL PROCESSING TIME:**

10 minutes (Excluding waiting time)

**REQUIREMENTS:**

PEP card

**TOTAL FEES/CHARGES:**

P50.00 (per dose)

(per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
Present your PEP Card, secure order of payment and pay the necessary fees at the Office of the City Treasurer	Receives PEP card; issues order of payment	1 minute	ABTC Coordinator/Nurse on Duty
Submit official receipt, wait for your number to be called	Records official receipt; issues number and instructs patient to wait for his/her turn	1 minute	Clerk/Nurse on duty
Undergo evaluation	Evaluates patient's progress	3 minutes	ABTC Coordinator/Nurse on Duty
Receive vaccination; receive PEP card and other instructions	Prepares and administers vaccine, fills out PEP card and provides other instructions	5 minutes	ABTC Coordinator/Nurse on Duty

**7.8. AVAILMENT OF PERMIT TO DISINTER/EXHUMATION PERMIT****ABOUT THE SERVICE:**

A permit to disinter/exhumation permit is needed before the remains of the deceased can be exhumed and transferred to another cemetery. Remains of those who died of natural causes/non-communicable disease can be exhumed five years after burial while remains of those who died of communicable diseases can be exhumed only after ten years.

**CLIENT GROUPS:**

Relative/s of the deceased

**SERVICE SCHEDULES:**

Mondays to Fridays,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

8 minutes



**REQUIREMENTS:**

- Letter request addressed to the City Health Officer
- Photocopy of death certificate

**TOTAL FEES/CHARGES:**

P100.00 (as per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Submit requirements to the Office of the City Health Officer, secure order of payment	Receives requirements; issues order of payment	1 minute	CHO staff
2. Pay permit to disinter/exhumation fee at the Office of the City Treasurer			Revenue Collection Clerk
3. Proceed to the City Health Office, present your official receipt and wait as the CHO staff prepares permit	Records official receipt, prepares permit to disinter/exhumation permit	5 minutes	CHO staff
	Signs permit to disinter/exhumation permit	1 minute	<b>ROLANDO E. DEALCA, MD</b> Rural Health Physician
4. Receive copy of the permit to disinter/exhumation permit	Issues duly signed permit to disinter	1 minute	CHO staff

**7.9. AVAILMENT OF MEDICAL CONSULTATION****ABOUT THE SERVICE:**

Among the mandates of the City Health Office is to diagnose and treat illnesses and give appropriate medical services to individuals who need medical assistance. The City Health Office has three district health offices that provide this service.

**CLIENT GROUPS:**

General public

**SERVICE SCHEDULES**

Mondays to Fridays,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME :**

20 minutes

**REQUIREMENTS:**

None

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Go to the District Health Office, approach the midwife/nurse on duty, register in the dispensary logbook and provide the necessary information during the initial interview.	Conducts interview, takes patient's record and refers patient to the District Health Officer	5 minutes	Midwife or Nurse on Duty
2. Proceed to the Office of the District Health Officer to undergo medical consultation	Provides medical consultation to client, gives medical advice and, if applicable, issues prescription	10 minutes	<b>EPIFANIA P. HALLIG, MD</b> Rural Health Physician – East  <b>NIKKI JADE JAMISOLA, MD</b> Rural Health Physician – West  <b>KAREN FAYE N. NAVA, MD</b> Rural Health Physician – Bacon
3. If given prescription, proceed to the pharmacy section, present your prescription, receive instructions and sign in the logbook	Receives prescription, dispenses medicines, gives instruction on proper intake/dosage	5 minutes	<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist I

**7.10. AVAILMENT OF SANITARY PERMITS****ABOUT THE SERVICE:**

Food and non-food business establishments are required to secure sanitary permits to make sure they observe the standards of the Sanitation Code of the Philippines. Workers in said establishments are also required to secure health cards. Sanitary permits and health cards are requirements for securing Mayor's Permits and Business Licenses in the City.

**CLIENT GROUPS:**

Owners/operators of food and nonfood establishments

**SERVICE SCHEDULES:**

Mondays to Fridays,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME :**

15 minutes

**REQUIREMENTS:**

Duly filled out application for sanitary permit form

**TOTAL FEES/CHARGES:**

P300.00 plus other regulatory fees

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the District Health Office and secure application form and checklist of requirements for securing sanitary permit	Issues application form and checklist of requirements	3 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
2. Upon completion of the requirements, go back to the District Health Office and submit stool and/or sputum samples. Wait for the advice as to release of exam results.	Obtains sputum sample (for nonfood) and stool and sputum sample (for food establishments); advises clients of the release of examination results	5 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
3. Return to the CHO to secure laboratory results. If there are no adverse findings, you will be issued a sanitary permit.	Issues sanitary permit	5 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I

If there are findings, you will be issued a temporary sanitary permit valid for 30 days	Issues temporary sanitary permit and advises client on corrective measures		<b>MARILOU D. ARNALDO</b> Sanitation Inspector III
4. Receive permit and secure signature of the CHO/DHO	Signs and issues the sanitary permit	2 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>ROLANDO E. DEALCA, MD</b> Rural Health Physician

## 7.11. AVAILMENT OF HEALTH CARDS

### ABOUT THE SERVICE:

Food and nonfood business establishment workers are required to secure health cards to make sure they observe the standards of the Sanitation Code of the Philippines. Health cards are requirements for securing Mayor's Permits and Business Licenses in the City.

### CLIENT GROUPS:

Workers in food and nonfood establishments

### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 5:00 PM

### TOTAL PROCESSING TIME:

20 minutes

### REQUIREMENTS:

- Stool and sputum samples (for food handlers)
- Sputum sample (for nonfood handlers) or
- Laboratory results of fecalysis/sputum microscopy

### TOTAL FEES/CHARGES:

P50.00 (health card only)

P85.00 (health card and sputum microscopy)

P115.00 (health card, fecalysis and sputum microscopy)  
(per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Go to the District Health Office and present requirements	Receives requirements	5 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
2. If you don't have laboratory results yet, submit samples and wait for the advice as to the release of exam results.  For those with laboratory results, wait as the RSI prepares health card	Obtains sputum sample (for nonfood) and stool and sputum sample (for food establishments); advises clients of the release of examination results Prepares health card	5 minutes  5 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
3. Receive Health Card	Signs and Releases health card	2 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III  <b>ROLANDO E. DEALCA, MD</b> Rural Health Physician

**7.12. AVAILMENT OF LABORATORY EXAMINATION SERVICES****ABOUT THE SERVICE:**

The City Health Office offers routine laboratory examinations such as urinalysis, fecalysis, complete blood count and sputum microscopy. Laboratory services are available at the District Health Offices.

**CLIENT GROUPS:**

General public

**SERVICE SCHEDULES:**

Mondays to Fridays,  
8:00 AM to 11:00 AM

**TOTAL PROCESSING TIME:**

Depends on the laboratory request

**REQUIREMENTS:**

Referral from DHO or RHM

**TOTAL FEES/CHARGES**

Fecalysis	P 50.00
CBC	P
Urinalysis	P 50.00
Sputum Microscopy	P 35.00

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the District Health Office, present laboratory request and receive instructions on the examination and preparation needed.	Verifies laboratory request and briefs client on the examination and preparation needed	15 minutes	<b>SHARON T. ANCHINGES</b> Medical Technologist III  <b>FERDINAND G. VILLOSO</b> Medical Technologist III  <b>PABLO D. AYO, JR.</b> Medical Technologist III
2. Secure order of payment and pay service fees, present official receipt and provide specimens needed for the requested laboratory test	Receives copy of official receipt, records official receipt; obtains specimen and advises client of the date of release of results	5 minutes	<b>SHARON T. ANCHINGES</b> Medical Technologist III  <b>FERDINAND G. VILLOSO</b> Medical Technologist III  <b>PABLO D. AYO, JR.</b> Medical Technologist III
<i>Depending on the specimens to be evaluated, results can be secured from 1 hour to 1 day upon</i>		<i>Blood typing 5 mins. CBC 30 mins.</i>	

<i>submission of specimen</i>		<i>Urinalysis 15 mins. Fecalalysis 15 mins.</i>	
3. Secure the results of the laboratory exams and sign your name in the logbook	Releases the laboratory results	2 minutes	<b>SHARON T. ANCHINGES</b> Medical Technologist III  <b>FERDINAND G. VILLOSO</b> Medical Technologist III  <b>PABLO D. AYO, JR.</b> Medical Technologist III

### 7.13. AVAILMENT OF IMMUNIZATION SERVICES

#### ABOUT THE SERVICE

The City Health Office provides immunization to infants 0 to 11 months old. An anti-tetanus vaccine is also available to pregnant women to prevent the occurrence of tetanus neonatorum in infants. The immunization is administered in the barangay health centers.

#### CLIENT GROUPS:

Parents of infants (0 to 11 months old)  
Pregnant women

#### SERVICE SCHEDULES:

Every first week of the month

#### TOTAL PROCESSING TIME:

23 minutes

#### REQUIREMENTS:

Under Five Card, Home-Based Maternity Record

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to your barangay health station and inquire about the	Provides schedule of immunization	3 minutes	Barangay Health Worker

schedule of immunization			
2. On the scheduled date of immunization, proceed to the BHS. Register in the logbook. For parents of infants with no previous immunization: give the necessary information for records purposes For parents of infants with previous immunization: present UFC/record of immunization For pregnant women: present record of previous immunization, if any	Records necessary information about the patient  Secures record of immunization  Conducts interview, records all pertinent data	5 minutes	Rural Health Midwife/Public Health Nurse
3. Submit yourself and/or your child/children for immunization	Administers vaccination/ Immunization	5 minutes	RHM
4. Submit your child/children for weighing	Records child's weight	5 minutes	RHM
5. After the immunization, ask the midwife/nurse for post-immunization instructions. Also inquire about the next schedule of immunization, if applicable	Gives instructions and advises client of the next schedule of immunization	5 minutes	RHM/PHN

#### **7.14. AVAILMENT OF THE SERVICES OF THE REPRODUCTIVE TRACT & HEALTH CLINIC**

##### **ABOUT THE SERVICE:**

As part of its commitment to stem sexually transmitted infections, particularly among high-risk groups, the City Health Office runs the Reproductive Tract and Health Clinic. The clinic treats clients with STI and issues a health card to workers in entertainment establishments who pass the medical examinations for STI.



**CLIENT GROUPS:**

General public  
Vulnerable groups

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

1 hour 30 minutes

**TOTAL FEES/CHARGES:****PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the RTHC and state the nature of your visit. If there are charges and fees, proceed to the City Treasurer's Office/ authorized personnel, pay the required fees and secure official receipt. If there are no charges, omit this step.	Answers queries on laboratory services and corresponding requirements and charges	30 minutes	RTHC medical aide/nurse/medical technologist
2. Present your ID and register in the logbook. Provide the necessary data during the interview.	Conducts interview and briefs the client on the examination procedures	30 minutes	Medical Technologist/ Medical Officer
Undergo examination.	Conducts examination; informs client of state of release of results of medical and laboratory exams	30 minutes	Medical Technologist
3. On the appointed date, go back to the RTHC to get the results of the examination. If there are adverse findings, you will be given medical	Releases the results of the examinations  Conducts medical treatment	30 minutes	RTHC staff

advice and medication If result is negative, you will be issued a pink card To ensure that you are free of STI, submit yourself to regular examination	Releases health card		
4. Subject to health counseling	Conducts health counseling on STI cases	30 minutes	RTHC staff

### 7.15. AVAILMENT OF DENTAL SERVICES

#### ABOUT THE SERVICE:

To ensure proper and adequate oral hygiene, the City Health Office provides dental services in every district health office.

#### CLIENT GROUPS:

General public

#### REQUIREMENTS:

None

#### SERVICE SCHEDULES:

Mondays  
8:00 AM to NOON

#### TOTAL PROCESSING TIME:

45 minutes

#### TOTAL FEES/CHARGES:

P75 per tooth

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the District Health Office and register your name in the logbook. Submit yourself to BP screening.	Receives client, takes client's blood pressure.	5 minutes	<b>EVA D. JAMOLIN</b> Dental Aide
If your BP is normal and you are cleared for	Records patient data; issues call number	5 minutes	<b>REA D. JEBULAN</b> Dental Aide

extraction, supply the necessary information in the patient intake form. You will be given a call number. Wait for your number to be called.			
2. Proceed to the dental laboratory to undergo tooth extraction/dental examination.	Performs extraction, gives dental advice and issues prescription, if needed	30 minutes	<b>SALVE MARIE UYBARRETA USMAN, DMD</b> Dentist III <b>BELLA B. BABASA, DMD</b> Dentist III <b>DENNIS L. ROSA, DMD</b> Dentist I
3. Proceed to the pharmacy section and present your prescription.	Fills prescription, asks patient to sign in the logbook	5 minutes	<b>MARIA ELAINE T. NATO</b> Pharmacist III <b>AIMEE D. TENERIFE</b> Pharmacist I

## 7.16. AVAILMENT OF FAMILY PLANNING SERVICES

### ABOUT THE SERVICE:

The City Health Office provides family planning services to advocate proper child spacing and responsible parenthood.

### CLIENT GROUPS:

General public

### REQUIREMENTS:

None

### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON; 1:00 PM to 5:00 PM

### TOTAL PROCESSING TIME :

- For first time - 45 minutes
- For those who already availed - 35 minutes

### TOTAL FEES/CHARGES:

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the District Health Office and state your request for information and/or counselling and Register your name in the logbook	Accommodates client and Secures client's signature in the logbook	5 minutes	<b>SHIELA MARIE L. GUMBA</b> Population Program Officer III
2. Go through counseling session and receive IEC materials as reference	Conducts counseling and hands out reference materials	20 minutes	Nurse coordinator Midwife
3. For those requesting DMPA injection for the first time:  Approach the midwife/nurse on duty to inquire about DMPA Provide the information needed during the initial interview/taking of medical history	Accommodates client and answers queries on DMPA  Conducts interview. Records medical history and determines whether client will not have adverse reaction to DMPA	20 minutes	Nurse
For those who have already availed of DMPA Present your DMPA card and wait as the midwife/nurse validates your schedule  Proceed to the nurses' station for the administration of DMPA injection  Register your name in the logbook and wait for advice as to your next appointment	Reviews client's DMPA card and validates schedule; takes and records client's blood pressure  Administers DMPA injection  Advises client of the next appointment	10 minutes  5 minutes  5 minutes	Nurse Coordinator

## 7.17. AVAILMENT OF ANTI-TUBERCULOSIS MEDICINES AND SERVICES

### ABOUT THE SERVICE:

The City Health Office, in partnership with the Department of Health, implements the National Tuberculosis Program to prevent the spread of tuberculosis and to treat TB patients. Each district health office has an accredited TB-DOTS Center.

### CLIENT GROUPS:

Patients with tuberculosis

### REQUIREMENTS:

None

### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON

### TOTAL PROCESSING TIME

1 ½ hours

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the Barangay Health Station, inquire about requirements. Provide the necessary information during the initial interview and during taking of medical history.	Answers queries on TB treatment. Conducts interview and records client's medical history. Refers client to the district health office if the case warrants immediate attention.	5 minutes	Midwife
2. Proceed to the rural health unit/district health office	Evaluates records and conducts counseling on TB. Instructs client on the proper procedures in collecting sputum specimen	15 minutes	Nurse Coordinator
3. Submit for sputum microscopy three (3) sputum specimens taken	Obtains from client sputum samples for microscopy. Advises	5 minutes (per visit)	Midwife/Nurse Coordinator/District Health Officer

for 2 to 3 consecutive days.	client of the date of release of results*		
4. Go to the BHS and secure the sputum examination results	Release sputum exam results	10 minutes	Midwife
If result is positive, go back to the rural health unit/district health office for information, counseling and enrolment in multi-drug therapy.	Conducts counseling	1 hour	Nurse Coordinator

### 7.18. AVAILMENT OF MATERNAL CARE SERVICES

#### ABOUT THE SERVICE:

The City Health Office targets low, if not zero, maternal mortality. To achieve this, the CHO implements a comprehensive maternal care program for pregnant and lactating women.

#### CLIENT GROUPS:

Pregnant and lactating women

#### REQUIREMENTS:

None

#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON

#### TOTAL PROCESSING TIME:

45 minutes

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the Barangay Health Station and provide	Accommodates client and logs pertinent data on the HBMR card.	15 minutes	Midwife

information to be entered in the Home-Based Maternity Record (HBMR) card.			
2. You will receive instructions on proper nutrition and maternity care and will be advised to report to the CHO should you observe signs of pregnancy risks	Gives instructions on proper nutrition and maternity care	30 minutes	Midwife
3. For pregnant women: Submit to prenatal examination and health education Submit to consultation Submit to initiation of breastfeeding Submit to tetanus toxoid test Receive referral for dental services Submit to counseling on motherhood	Conducts examination, health education and consultation; issues referrals	1 hour	Midwife/Nurse/ District Health Officer
For lactating women: Submit yourself to regular checkups within four to six weeks upon delivery to ensure proper and adequate post-partum care Submit to follow-up checkup			

## 7.19. SMOKING CESSATION CLINIC SERVICES

### ABOUT THE SERVICE:

The City Health Office operates the Smoking Cessation Clinic, which advocates a 100% smoke-free/tobacco-free environment. It provides counseling/consultation to both walk-in and offsite/remote clients who intend to quit smoking.

### CLIENT GROUPS:

Smokers

### REQUIREMENTS:

None

### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON; 1:00 PM to 5:00 PM

### TOTAL PROCESSING TIME:

Initial consultation	30 minutes
Follow-up consultation	30 minutes

### TOTAL FEES/CHARGES

None

### PROCESS OF AVAILING THE SERVICE (FOR WALK-IN CLIENTS):

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
Go to the Smoking Cessation Clinic and provide pertinent data.	Accommodates client and logs pertinent data on the client logbook.	5 minutes	Clerk on duty
Subject yourself to an interview and assessment.	Conducts interview based on DOH protocols. Assesses intervention needs of client.	10 minutes	<b>SOPHIA D. DEMATERA</b> Nurse II
You will receive treatment/Intervention plan on quitting smoking. You will also be advised of the follow-up schedule.	Provides treatment/intervention plan and discusses the plan with the client. Gives treatment schedule and advises client on the schedule of the next consultation.	15 minutes	<b>SOPHIA D. DEMATERA</b> Nurse II



Return to the Smoking Cessation Clinic on the agreed date and subject yourself to counseling	Provides follow-up counseling; assesses the progress of the client	30 minutes	<b>SOPHIA D. DEMATERA</b> Nurse II
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**PROCESS OF AVAILING THE SERVICE (FOR OFFSITE/REMOTE CLIENTS:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
Contact the Cessation Clinic at (056) 255-0478 or sorsogonscc@yahoo.com. Provide pertinent data	Accommodates client and logs pertinent data on the client logbook. Makes arrangements with the client as to counseling schedule	5 minutes	Clerk on duty
On the date of appointment, call/contact the SSC. Subject yourself to an interview and assessment.	Conducts interview based on DOH protocols. Assesses intervention needs of client.	10 minutes	<b>SOPHIA D. DEMATERA</b> Nurse II
You will receive treatment/Intervention plan on quitting smoking. You will also be provided referrals for more accessible case management (if needed)	Provides treatment/ intervention plan and discusses the plan with the client. Provides referrals/case management should the client require closer supervision/ consultation	15 minutes	<b>SOPHIA D. DEMATERA</b> Nurse II