

The office of the Municipal health Officer of Bauang, La Union pledges a well-established SentrongSigla Facility providing Quality Health Care services with accessibility to the community for a health-empowered municipality. In the delivery of health care services, the Municipal Health Office shall practice equality among the constituents in providing their health needs regardless of status in life.

FRONTLINE SERVICES

A. Doña Donata Aguila Dumuk Memorial Health Center (8:00-5:00 Monday-Friday)

1. Consultation/Patient Care
2. Issuance of Medical Certificates
3. Issuance of Medico Legal Certificates
4. Laboratory Services
5. TB-DOTS Medication
6. Issuance of Sanitary Permit
7. Issuance of Health Certificates
8. Family Planning Services
9. Social Hygiene Services
10. Availing Pre-natal Services
11. Dental Services
12. Immunization Services

B. Doña Corazon Campos Ortega Lying-Inn and Maternity Clinic (24 HOUR SERVICE)

1. Pregnant Patient
 2. Patients on Labor
 3. Post Partum
 4. High –Risk Patient
- C. Family Planning Acceptor

A. Doña Donata Aguila Dumuk Memorial Health Center

1. Consultation/Patient Care -Care given to patient from time of Admission until consulted and discharge from MHO					
STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Patient approach the admitting cler	Retrieves patient's folder			2 minutes	Cecilia Federico Romielyn Shalimar De Guzman
Register at the admission area	Take medical-personal information; vital signs			5 minutes	Carmela Mariene Sanchez Dana Cariño Daryll Orpilla Sunshine Q. Madayag Phil Norby Y. Cortez Clorose T. Sabado
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. Olga Estepa Dr. Erwill O. Nunan
Proceed to medicine dispenser	Issue/ needed with instruction	Prescription Paper		2 minutes	Liza Nudo Dana Cariño Sunshine Q. Madayag Phil Norby Y. Cortez Clorose T. Sabado
<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>	
Patient returns to admission area	Records patient chart at the daily service record	Patient's chart		1 minute	Adminiting Clerk
Total Processing Time:				21 minutes	

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 75.00	2 minutes	Cecilia Federico Romielyn Shalimar De Guzman Carmela Mariene Sanchez Dana Cariño Sunshine Q. Madayag Phil Norby Y. Cortez Clerose T. Sabado
Pay the required fee at the MTO	Issue official receipt			5 minutes	Treasurry Personnel
Client register at the admission area	History taking; personal information; vital signs	Official Receipt		3 minutes	Cecilia Federico Romielyn Shalimar De Guzman Carmela Mariene Sanchez Dana Cariño Sunshine Q. Madayag Phil Norby Y. Cortez Clerose T. Sabado
Proceed to MHO for consultation/ physical examination	Performs physical check up/ examination			10 minutes	Dr. Olga Estepa
Client is issued medical certificate	Fill up and issue medical certificate			2 minutes	
Total Processing Time				22 minutes	

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	Cecilia Federico Romielyn Shalimar De Guzman Carmela Mariene Sanchez Dana Cariño Clorose T. Sabado
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. Olga Estepa
For injured clients, treatment is administered at the ER	Wound suturing and dressing			5 minutes	Dr. Olga Estepa Dr. Erwill O. Nunan Nurse On Duty
Client is issued medical certificate	Prescribes medicines and give health education; issue medical certificate			3 minutes	Dr. Olga Estepa
Total Processing Time				30 Minutes	

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			3 minutes	Admitting clerk
Proceed to MHO room for examination	personal information and medical history Examine the client before giving laboratory request			5 minutes	Dr. Olga Estepa Dr. Erwill O. Nunan
Proceed to the Laboratory	Collects and examines specimen	Specimen (sputum,blood,urine& feces)		10 minutes	Stephanie E. Gatchalian Med Tech Mary Ann G. Garcia MTDP
Pay the required fee at the MTO	Issue official receipt			5 minutes	Treasury Personnel Med Tech Mary Ann G. Garcia MTDP
Return to Health Center & present the official receipt	Prepare the result form	Official receipt		3 minutes	Stephanie E. Gatchalian
Return to MHO for diagnosis and treatment	Interpret result and prescribe medicines	Laboratory result		5 minutes	Dr. Olga Estepa Dr. Erwill O. Nunan
Total Processing Time				31 minutes	

5. TB-DOTS Medication –Providing freeand complete treatment for tb patients enrolled under TB-DOTS Program.					
STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the Nurses Room	Interview patient History taking Asses PatientAsk for requirements needed	Sputum result & x-ray result		5 minutes	Elsa Soriano Nurse II Maria Teresa Manalo Nurse I Alfred Bambao Nurse I Elsa Soriano Teresa Manalo
Enrolled at the TB register	Enroll patient under TB-DOTS program; Fill up TB register			2 minutes	
Signs at the back of treatment card	Fills up TB-DOTS treatment card			3 minutes	
Receives medicines	Explains how to take the medicines properly and gives health education			5 minutes	
Total Processing Time				15 minutes	

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 RSI Room	Register client at the Master list	Application form		5 minutes	AdelfaFontz Editha Fortes MarydaleCostales Marc Alvin Garcia WinnardKyzer Lopez DiosdadoEstigoy
Present Barangay clearance	Sign the Sanitary Permit	Sanitary Permit		2 minutes	
Proceed to Municipal Health Officer for signing	Sign the Sanitary Permit	Sanitary Permit		1 minute	Dr. Olga Estepa
Total Processing Time				8 minutes	

7. Issuance of Health Certificate -Health certificate is issued to all qualified food handlers.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the Sanitarian's Room	Register client in the Master list Ask for specimen			3 minutes	AdelfaFontz Editha Fortes MarydaleCostales Marc Alvin Garcia WinnardKyzer Lopez DiosdadoEstigoy
Submit specimen to the laboratory	Examines specimen	Specimen (Stool, Urine or sputum)	P50.00 for Sputum Exam	10 minutes	Stephanie E. Gatchalian Med Tech Mary Ann G. Garcia MTDP
Pay the required amount at the MTO	Issue Official Receipt		P15.00 for Urine Exam	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. Olga Estepa
Proceed to Sanitarian's Room for issuance of Health Certificate	Issue Health Certificate			2 minutes	AdelfaFontz Editha Fortes MarydaleCostales Marc Alvin Garcia WinnardKyzer Lopez DiosdadoEstigoy
Total Processing Time				30 minutes	

8. Family Planning Services -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 chec up	Examines/ screens the client if eligible for Family Planning			5 minutes	Elsa Soriano Nurse II Maria Teresa Manalo Nurse I Alfred Bambao
Eligible client is registered at the DTUR form and given counselling	Register client as New acceptor & explains the advantages/ disadvantages/ side effects of the method			10 minutes	Nurse I Elsa Soriano Nurse II Maria Teresa Manalo
Avails Family Planning service needed	Gives/ administer Family Planning method chosen			1 minute	Nurse I Alfred Bambao
Advised to come for next visit	Gives/ administer FP method chosen Inform next schedule visit		P120.00 for DMPA for non NHTS	1 minute	Nurse I
Total Processing Time				17 minutes	

OLD ACCEPTORS					
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 card for DMPA acceptors		3 minutes	Nurse/Midwife
Receive FP service needed	Give/ administer Family Planning (FP) service needed		P100.00 for DMPA if no Supply	3 minutes	
Instructed when to come back for next schedule	Give proper instruction regarding next visit			3 minutes	
Total Processing Time				9 minutes	

9. Social Hygiene Services - Increase awareness of the public regarding prevention and control of STI/HIV AIDS thru advocacy with priority to High-risk group.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at Social Hygiene Clinic For walk-in clients: Register at Social Hygiene Clinic	Issue pink card Register and interview client Assess and examine client	PINK CARD		2 minutes 5 minutes 10 minutes	Elsa Soriano Nurse II
Pay the required fee at the Municipal Treasury	Issue official receipt		P75.00	5 minutes	Treasury Personnel
Return to Health Center and present the official receipt then have the smear	Register on logbook and sign pink card	Official receipt		3 minutes	Elsa Soriano Nurse II
Brings own slide to the laboratory	Examines smear under the microscope			5 minutes	Stephanie E. Gatchalian Med Tech
Notified of the laboratory result A. Walk in clients B. STI positive clients	Issue notice through telephone call or text	Laboratory Result Form		10 minutes 24 hours	Elsa Soriano Nurse II
Returns to social hygiene	Give result form and refer to nurse for treatment			10 minutes	Stephanie E. Gatchalian Med Tech
Receives medicines, Counseling and IEC materials	Explains how to take the medicines properly, give counseling, contact tracing			10 minutes	Elsa Soriano Nurse II

Total Processing Time	24 Hours and 60 minutes
------------------------------	------------------------------------

10. Dental Services - Promotes Dental Health among pre-scholars, 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	Jesus Antonio Flor
Processed to the dental room	Dentist performs tooth extraction & or tooth filling			10 minutes	Dr. MaritesMunar
Advised on proper medication	Prescribe medicines and give health education			5 minutes	Dr. MaritesMunar
Proceed to medicine dispenser	Issue prescribed medicines	Prescription Paper		2 minutes	Liza Nudo Dana Cariño
Total Processing Time				11 Minutes	

11. Immunization Services - Vaccination of Children 0-11 months against the 7 Immunizable diseases.

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Register at the admission area	Register client (baby) at the target client list Fills up ECCD CARD	ECCD CARD		3 minutes	Midwife BHW
Baby's name announced/called	Call/ announce baby's name Give the vaccines due; give health education		P 10-20.00 For syringe and needle	3 minutes	Midwife
Receives back the ECCD	Returns ECCD CARD and inform mother on next schedule			5 minutes	Midwife
Total Processing Time				11 Minutes	

B. Doña Corazon Campos Ortega Lying-Inn and Maternity Clinic

<i>1. Pregnant Patient</i>					
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	HBMR/ITR		<i>10 minutes</i>	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)			<i>10 minutes</i>	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			<i>9minutes</i>	Midwife Nurse on Duty
Schedule for next visit	Inform next schedule of visit			<i>1 minute</i>	Mdwife Nurse on Duty
Total Processing Time				<i>30 Minutes</i>	

2. Patients on Labor					
STEPS/PROCESS		REQUIREMENTS / FORM	FEEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
Patient to labor Room	Admit patient Take patient's history partograph, Vital sign, IE Monitor Vital Signs Fill u[Patient's chart	HBMR/ITR		<i>30 minutes</i>	Midwife Nurse on Duty
Patient on Delivery Room	Proper Coaching Essential newborn Care Post Partum Care	HBMR/ITR		<i>1 hour</i>	Midwife Nurse on Duty
Total Processing Time				<i>1 hour 30 minutes</i>	

3. 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	HBMR/ITR		23 hours	Midwife Nurse on Duty
Payment of bill after 24 hours	Discharge patient Medtech performs Newborn Screening	Delivery Fee	P1,800.00	5 minutes	Stephanie E. GatchalianMedtech Midwife on Duty
New born screening of infant (if parent are willing)		Payment of NBS fee	P600.		
		Total Processing Time		23Hrs & 10 Minutes	

4. 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. NOD/ MOD fills up referral form. NOD/ MOD 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
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
Total Processing Time				1Hour & 30 Minutes	

5. Family Planning

STEPS/PROCESS		REQUIREMENTS / FORM	FEES	DURATION/ PROCESSING TIME	STAFF IN CHARGE
Client	Service Provider				
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	HBMR/ITR Form 1		10 minutes	Midwife Nurse on Duty
Client receives FP services needed	Give / administer Family Planning (FP) services needed Provide Health Education	HBMR/ITR Form 1	120 (DMPA)	5 minutes	
Instruct client when to come back for next schedule	Give proper instruction regarding next visit	HBMR/ITR Form 1		2 minutes	Midwife Nurse on Duty
Total Processing Time				17 Minutes	

OLGA ESTEPA, MD
Municipal Health Officer
Tel. No. 607-27-02