

OFFICE OF THE MUNICIPAL HEALTH OFFICER

The office of the Municipal health Officer of Bauang, La Union pledges a well-established Sentrong Sigla 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.

MS. OLGA ESTEPA, MD

Municipal Health Officer

Service Schedule

MONDAY-FRIDAY 8:00 AM - 5:00 PM (*Doña Donata Aguila Dumuk Memorial Health Center*)

MONDAY TO SUNDAY 24 hours (*Doña Corazon Campos Ortega Lying-Inn and Maternity Clinic*)

FRONTLINE SERVICES

A. Doña Donata Aguila Dumuk Memorial Health Center

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

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

1. CONSULTATION/PATIENT CARE

Care given to patient from time of Admission until consulted and discharge from MHO

Requirements:

Prescription pad Patient's chart

Prescription Paper

Philhealth ID

Fees: None

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Patient approach the admitting clerk	Retrieves patient's folder	2 minutes	Cecilia Federico Shalimar De Guzman Carmela Mariene Sanchez Dana Cariño Daryll Orpilla Sunshine Q. Madayag Phil Norby Y. Cortez Clorose T. Sabado
Register at the admission area	Take medical-personal information; vital signs	5 minutes	
Proceed to the doctor's room consultation	Check-up patient and prescribe medicines; instruct patient on proper medication	8 minutes	Corazon Hacosta
Proceed to medicine dispenser	Issue/ needed with instruction	2 minutes	Corazon Hacosta Marvin Sandaga
<i>For Philhealth patients: Proceed to staff in charge to get prescribed medicines</i>	<i>Issue complete medicines with instruction</i>	<i>3 minutes</i>	
Patient returns to admission area	Records patient chart at the daily service record	1 minute	MHO Staff

2. ISSUANCE OF MEDICAL CERTIFICATES

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

Requirements:

Official Receipt from Treasury Office

Fees: Php. 75.00

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Client approach the admitting clerk	Interviews the client and advised to pay the required fee at the MTO	2 minutes	Cecilia Federico Shalimar De Guzman Carmela Mariene Sanchez Dana Cariño Sunshine Q. Madayag Phil Norby Y. Cortez Clerosse 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	3 minutes	Cecilia Federico Shalimar De Guzman Carmela Mariene Sanchez Dana Cariño Sunshine Q. Madayag Phil Norby Y. Cortez Clerosse T. Sabado
Proceed to MHO for consultation/ physical examination	Performs physical checkup/ examination	10 minutes	Dr. Olga Estepa
Client is issued medical certificate	Fill up and issue medical certificate	2 minutes	

3. ISSUANCE OF MEDICO LEGAL CERTIFICATES

Clients are examined and issued medico-legal certificates by the Doctor for Medico-legal purposes.

Requirements:

Official Receipt from Treasury Office

Fees: Php. 75.00

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
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 Clerosé 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

4. LABORATORY SERVICES

Procedures done to the patient at the laboratory upon request of the Doctor for diagnostic purposes.

Requirements:

Specimen (sputum, blood, urine & feces)

Official receipt

Fees:

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
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	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	3 minutes	Stephanie E. Gatchalian
Return to MHO for diagnosis and treatment	Interpret result and prescribe medicines	5 minutes	Dr. Olga Estepa Dr. Erwill O. Nunan

5. TB-DOTS MEDICATION

Providing free and complete treatment for TB patients enrolled under TB-DOTS Program.

Requirements:

Sputum result & x-ray result

Fees:

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Register at the Nurses Room	Interview patient History taking Asses Patient Ask for requirements needed	5 minutes	Elsa Soriano Nurse II Maria Teresa Manalo Nurse I Alfred Bambao
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	
Pay the required fee at the MTO	Issue official receipt	5 minutes	

6. ISSUANCE OF SANITARY PERMIT*Permit issued to all business owner/managers with complete requirements.***Requirements:**

Sputum result & x-ray result

Fees:

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Register at the RSI Room	Register client at the Master list	5 minutes	AdelfaFontz Editha Fortes MarydaleCostales Marc Alvin Garcia WinnardKyzer Lopez DiosdadoEstigoy
Present Barangay clearance	Sign the Sanitary Permit	2 minutes	
Proceed to Municipal Health Officer for signing	Sign the Sanitary Permit	1 minute	Dr. Olga Estepa

7. Issuance of Health Certificate

Health certificate is issued to all qualified food handlers.

Requirements:

Specimen (Stool, Urine or sputum)

Fees: Php. 50 for Sputum; 15 for urine Exam

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
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	10 minutes	Stephanie E. Gatchalian Med Tech Mary Ann G. Garcia MTDP
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	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

8. FAMILY PLANNING SERVICES

Helping couples to plan their family and providing necessary information and FP Services needed.

Requirements:

Fees: P120.00 for DMPA for non NHTS

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Client proceed to nurses or midwife for screening/physical check up	Examines/ screens the client if eligible for Family Planning	5 minutes	Elsa Soriano Nurse II Maria Teresa Manalo Nurse I Alfred Bambao Nurse I
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	Elsa Soriano Nurse II Maria Teresa Manalo Nurse I
Avails Family Planning service needed	Gives/ administer Family Planning method chosen	1 minute	Alfred Bambao Nurse I
Advised to come for next visit	Gives/ administer FP method chosen Inform next schedule visit	1 minute	

8. OLD ACCEPTORS*Helping couples to plan their family and providing necessary information and FP Services needed.*

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Client proceed to nurses or midwife for screening/physical check up	Examines/ screens the client if eligible for Family Planning	<i>5 minutes</i>	Elsa Soriano Nurse II Maria Teresa Manalo Nurse I Alfred Bambao Nurse I
Eligible client is registered at the DTUR form and given counseling	Register client as New acceptor & explains the advantages/ disadvantages/ side effects of the method	<i>10 minutes</i>	Elsa Soriano Nurse II Maria Teresa Manalo Nurse I
Avails Family Planning service needed	Gives/ administer Family Planning method chosen	1 minute	Alfred Bambao Nurse I
Advised to come for next visit	Gives/ administer FP method chosen Inform next schedule visit	1 minute	

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.

Requirements:

Pink Card, Official Receipt

Fees: Php. 75.00

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Register at Social Hygiene Clinic	Issue pink card	2 minutes	Elsa Soriano Nurse II
For walk-in clients: Register at Social Hygiene Clinic	Register and interview client	5 minutes	
	Assess and examine client	10 minutes	
Pay the required fee at the Municipal Treasury	Issue official receipt	5 minutes	Treasury Personnel
Return to Health Center and present the official receipt then have the smear	Register on logbook and sign pink card	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	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

10. DENTAL SERVICES

Promotes Dental Health among pre-scholars, school children and adults.

Requirements:
Prescription Paper

Fees:

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
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	2 minutes	Liza Nudo Dana Cariño

11. IMMUNIZATION SERVICES

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

Requirements:
ECCD CARD

Fees: Php. 10- 20.00 For syringe and needle

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Register at the admission area	Register client (baby) at the target client list Fills up ECCD CARD	3 minutes	Midwife BHW
Baby's name announced/called	Call/ announce baby's name Give the vaccines due; give health education	3 minutes	Midwife
Receives back the ECCD	Returns ECCD CARD and inform mother on next schedule	5 minutes	Midwife

12. PREGNANT PATIENT

Requirements:

HBMR/ITR

Fees:

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Register at the admission area	Admits patient Take Personal Information History Taking Vital Signs	10 minutes	Midwife Nurse on Duty
Proceed to examination room	Examines client's abdomen thru Leopold's Maneuver Listens for Fetal Heart Beat thru Doppler Give Immunization (Tetanus Toxoid)	10 minutes	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	9minutes	Midwife Nurse on Duty
Schedule for next visit	Inform next schedule of visit		

13. PATIENTS ON LABOR

Requirements:

HBMR/ITR

Fees:

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
Patient to labor Room	Admit patient Take patient's history pantograph, Vital sign, IE Monitor Vital Signs Fill u[Patient's chart	<i>30 minutes</i>	Midwife Nurse on Duty
Patient on Delivery Room	Proper Coaching Essential newborn Care Post Partum Care	<i>1 hour</i>	Midwife Nurse on Duty

14. POST PARTUM

Requirements:

HBMR/ITR

Fees:

Php. 1,800.00 delivery fee

Php. 600.00 NBS Fee

STEPS OR PROCESS

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
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	Midwife Nurse on Duty
Payment of bill after 24 hours		5 minutes	
	Discharge patient Medtech performs Newborn Screening		Stephanie E. Gatchalian Medtech Midwife on Duty
New born screening of infant (if parent are willing)			

15. HIGH-RISK PATIENT

Requirements:

HBMR

Fees:

Php. 1,800.00 delivery fee

Php. 600.00 NBS Fee

STEPS OR PROCESS

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
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.	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.	30 minutes	Nurse on Duty Midwife on Duty
Postpartum Patient	Monitor Vital signs Assess postpartum abnormalities that needs referral. Refer patient to Hospital.	30 minutes	Nurse on Duty Midwife on Duty

16. FAMILY PLANNING

Requirements:
HBMR/ITR Form 1

Fees: Php. 120.00 DMPA

STEPS OR PROCESS

STEPS OR PROCESS		Duration/ Processing Time	Staff-in-Charge
Client	Service Provided		
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	10 minutes	Nurse on Duty Midwife on Duty
Client receives FP services needed	Give / administer Family Planning (FP) services needed Provide Health Education	5 minutes	
Instruct client when to come back for next schedule	Give proper instruction regarding next visit	2 minutes	