



City Health Office – Rural Health Unit 1

External Services





1. Out-patient Consultation (for New Patient)

The out-patient department is designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care

Office or Division:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals seeking medical consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and provide information for Individual Patient Record (IPR)	1. Issue queuing number and prepare patient's record	None	3 minutes	<i>Midwife I</i> CHO-RHU I
2. Proceed to the nurse/midwife for initial assessment	2. Conduct assessment, interview, and vital signs	None	5 minutes	<i>Midwife I</i> CHO-RHU I
3. Proceed to consultation room and submit self for examination	3. Refer for consultations, issuance of prescription and giving follow up instructions	None	27 minutes	<i>Medical Officer III</i> CHO-RHU I
TOTAL:		None	35 Minutes	



2. Out-patient Consultation (for Old Patient)

The out-patient department is designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care.

Office or Division:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individual seeking medical consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and present IPR to OPD personnel.	1. Retrieve of Individual Patient Record (IPR) and update data	None	3 minutes	<i>Nursing Attendant I</i> CHO-RHU I
2. Proceed to the nurse/midwife for assessment.	2. Conduct assessment, interview, and vital signs	None	5 minutes	<i>Nurse I</i> CHO-RHU I
3. Proceed to consultation and submit self for examination.	3. Refer for consultations, issuance of prescription and giving follow up instructions	None	22 minutes	<i>Medical Officer III</i> CHO-RHU I
	TOTAL:	None	30 Minutes	



3. Animal Bite Treatment

Animal Bite Treatment is done at the Animal Bite Treatment Center (ABTC) to protect those who are at risk of exposure to rabies, i.e. pre-exposure vaccination and prevent the development of clinical rabies after exposure has occurred, usually following the bite of an animal suspected of having rabies, i.e. post-exposure prophylaxis.

Office or Division:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individual seeking medical consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and present Individual Patient Record (IPR) to ABTC personnel.	1. Record and retrieve IPR; assess patient for vital signs and other essential data needed.	None	5 minutes	<i>Midwife I Or Nursing Attendant I</i> CHO-RHU I
2. Wait for your number to be called and proceed to the physician for consultation.	2. Assess, treat and manage based on category then give to nurse for injection	None	10 minutes	<i>Medical Officer III</i> CHO-RHU I
3. Proceed to the vaccination room for administration of vaccine.	3. Administer vaccine based on treatment for Category II & III patients; Provide health teachings; Give follow-up schedule of succeeding anti-rabies vaccine	None	31 minutes	<i>Nurse III Or Nurse II</i> CHO-RHU I
TOTAL:		None	46 Minutes	

4. Pre-Natal Care Services (For New Patient)

Women are closely monitored from first week of her conception until the date of her delivery. Patient will undergo History taking, Physical assessment, laboratory examination, tetanus toxoid vaccination and giving medication as needed.

Office or Division:	City Health Office – Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and present Individual Patient Record (IPR) to healthcare worker.	1. Prepare patient record, interview patient and assign IPR	None	1 minute	<i>Barangay Health Worker</i> BHS
2. Proceed to nurse/midwife for examination.	2. Assess patient's vital signs and obstetric history	None	30 minutes	<i>Nurse Or Midwife</i> BHS
	2.1 Conduct physical examination, fetal heart tone, fundic height.	None	5 minutes	<i>Nurse Or Midwife</i> BHS
	2.3 Conduct consultation/s and prepare appropriate vaccine/s (tetanoid toxoid) and medicine/s.	None	10 minutes	<i>Nurse Or Midwife</i> BHS
	2.4 Advise return for follow-up; refer to OB-GYNE if needed.	None	15 minutes	<i>Nurse Or Midwife</i> BHS
	TOTAL:	None	1 Hour and 1 Minute	

5. Pre-Natal Care Services (For Old Patient)

Pre-natal care Services women is closely monitored from first week of her conception until the date of her delivery. Patient will undergo History taking, Physical assessment, laboratory examination, tetanus toxoid vaccination and giving medication as needed.

Office or Division:	City Health Office –Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and present IPR to healthcare worker provider	1. Retrieve IPR	None	1 minute	<i>Barangay Health Worker</i> BHS
2. Proceed to nurse/midwife for examination.	2. Assess patient's vital signs and obstetric history.	None	25 minutes	<i>Nurse Or Midwife</i> BHS
	2.1 Conduct physical examination, fetal heart tone, fundic height.	None	5 minutes	<i>Nurse Or Midwife</i> BHS
	2.3 Conduct consultation/s and prepare appropriate vaccine/s (tetanus toxoid) and medicines.	None	15 minutes	<i>Nurse Or Midwife</i> BHS
	2.4 Advise return for follow-up; Refer to OB-GYN if needed.	None	5 minutes	<i>Nurse Or Midwife</i> BHS
TOTAL:		None	26 Minutes	

6. National Immunization Program (For New Patient)

Originally focused on preventing vaccine – preventable diseases such as Tuberculosis, Measles, Diphtheria, Pertusis, Tetanus, Polio and Pnuemonia to all 0 – 59 months children.

Office or Division:	City Health Office –Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children 0-59 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and present Individual Patient Record (IPR) to healthcare worker provider.	1. Record patient's data, interview and issue immunization card number.	None	1 minute	<i>Barangay Health Worker</i> BHS
2. Proceed to immunization room.	2. Perform assessment and record eligible children according to age and immunization record.	None	10 minutes	<i>Nurse Or Midwife</i> BHS
3. Prepare child for immunization and listen to health teaching noting the next immunization schedule.	3. Perform immunization to child, provide health teaching and follow-up schedule for next vaccination.	None	28 minutes	<i>Nurse Or Midwife</i> BHS
	TOTAL:	None	39 Minutes	



7. National Immunization Program (For Old Patient)

Originally focused on preventing vaccine – preventable diseases such as Tuberculosis, Measles, Diphtheria, Pertusis, Tetanus, Polio and Pnuemonia to all 0 – 59 months children.

Office or Division:	City Health Office – Per Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children 0-59 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and present Individual Patient Record (IPR) to healthcare worker provider.	1. Record patient's data, interview and issue immunization card number.	None	1 minute	<i>Barangay Health Worker</i> BHS
2. Proceed to immunization room.	2. Perform assessment and recording. Identify vaccine to eligible children according to age and immunization record.	None	10 minutes	<i>Nurse Or Midwife</i> BHS
3. Prepare child for immunization	3. Administer appropriate vaccine, provide health teaching and follow-up schedule for next vaccination.	None	28 minutes	<i>Nurse Or Midwife</i> BHS
TOTAL:		None	39 Minutes	



8. TBDOTS (Directly Observed Treatment Short Course) Consultation

TBDOTS Program has five elements (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and (e) Political will.

Office or Division:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Identified tuberculosis patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to nurse for recording and self-examination.	1. Receive patient and perform initial assessment. 1.1 Get vital signs. 1.2 Record and prepare referral	None	10 minutes	<i>Nurse III</i> CHO-RHU I
2. Proceed to TBDC and submit self for examination	2. Conduct consultation and advise patient based on diagnosis.	None	10 minutes	<i>Medical Officer III</i> CHO-RHU I
3. Return to TB-DoTS Clinic for instruction	3. Provide schedule for GenXpert and give instructions for proper collection of sputum.	None	5 minutes	<i>Nurse III</i> CHO-RHU I
	TOTAL:	None	25 Minutes	

9. TBDOTS (Directly Observed Treatment Short Course) - GeneXpert (New)

TBDOTS Program has five elements: (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and (e) Political will.

Office or Division:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Identified tuberculosis patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sputum specimen to sputum microscopy laboratory.	1. Receive and inspect sputum specimen.	None	5 minutes	<i>Dental Aide I/Smearer CHO-RHU I</i>
	1.1 Perform GeneXpert Examination.	None	3 hours	<i>Dental Aide I/Smearer CHO-RHU I</i>
	1.2 Prepare result and advise patient when to come back to Barangay Health Station (BHS).	None	10 minutes	<i>Dental Aide I/Smearer CHO-RHU I</i>
	1.3 Release result	None	10 minutes	
2. Proceed to Barangay Health Station for the result.	2. Give results and instructions for initiation date.	None	5 minutes	<i>Nurse Or Midwife assigned per BHS</i>
3. Return to TBDOTS clinic	3. Initiate treatment and provide health teachings.	None	1 hour and 30 Minutes	<i>Nurse III Or Midwife I CHO-RHU I</i>
TOTAL:		None	5 Hours	

10. TBDOTS (Directly Observed Treatment Short Course) – DSSM (Follow-up)

TBDOTS Program has five elements: (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and I Political will.

Office or Division:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled tuberculosis patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sputum specimen to sputum microscopy laboratory.	1. Receive sputum and give instruction to the patient.	None	30 minutes	<i>Dental Aide I/Smearer CHO-RHU I</i>
	1.1 Smear and stain the specimen.	None	10 minutes	<i>Dental Aide I/Smearer CHO-RHU I</i>
	1.2 Examine specimen under microscope.	None	10 minutes	<i>Dental Aide I/Smearer CHO-RHU I</i>
	1.3 Prepare result and send to BHS.	None	10 minutes	<i>Nurse Or Midwife assigned per BHS</i>
2. Proceed to Barangay Health Station for the result.	2. Advise patient to come back for initiation.	None	15 minutes	<i>Nurse Or Midwife assigned per BHS</i>
3. Return to BHS for initiation and issuance of medicine.	3. Conduct continuous weekly distribution of medications for succeeding periods of medication.	None	15 minutes	<i>Nurse Or Midwife assigned per BHS</i>
TOTAL:		None	1 Hour and 30 Minutes	

11. TBDOTS (Directly Observed Treatment Short Course)

TBDOTS Program has five elements (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and (e) Political will.

Office or Division:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled tuberculosis patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PPD request to TB DOTS Clinic	1. Validate request and proper initial assessment.	None	15 minutes	Midwife I CHO-RHU I
	1.1 Record and provide instruction, refer to RHU I	None	5 minutes	Midwife I CHO-RHU I
	1.2 Administer PPD and advise client when to come back for reading.	None	10 minutes	Nurse I CHO-RHU I
2. Proceed to Barangay Health Station for the result.	2. Read the result of PPD	None	10 minutes	Nurse I CHO-RHU I
	2.1. If positive, submit patient to BHS for treatment and instructions.	None	5 minutes	Nurse Or Midwife assigned per BHS
	2.2 If negative, submit patient to BHS for Isoniazid Preventive Therapy per doctor's order.	None	5 minutes	Nurse Or Midwife assigned per BHS
TOTAL:		None	50 Minutes	