

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

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Office or	City Health Office – RHU I					
Division:						
Classification:	Simple					
Type of	G2C					
Transaction:						
Who may avail:	Individual seeking n	nedical consu	ultation			
	REQUIREMENTS		WHERE TO SE	CURE		
None						
	AGENCY	FEES TO	PROCESSIN	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE		
1. Secure queuing number and	Retrieve of Individual Patient	None	3 minutes	Nursing Attendant		
				CHO-RHU I		
present IPR to	Record (IPR) and			CHO-KHU I		
OPD personnel.	update data	N.I.	- · ·	N1		
2. Proceed to the	2 Conduct	None	5 minutes	Nurse I		
nurse/midwife for	assessment,			CHO-RHU I		
assessment.	interview, and vital					
	signs					
3. Proceed to	3. Refer for	None	22 minutes	Medical Officer III		
consultation and	consultations,					
submit self for	issuance of					
examination.	prescription and					
	giving follow up					
	instructions					
	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	City Health Office –	RHIII			
Division:	Oity Fleatin Office - Tri 10 1				
Classification:	Simple				
Type of	G2C				
Transaction:	020				
Who may avail:	Individual seeking n	nedical consu	ultation		
	REQUIREMENTS		WHERE TO SE	ECURE	
None					
	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Secure queuing	1. Record and	None	5 minutes	Midwife I Or	
number and	retrieve IPR;			Nursing Attendant	
present Individual	assess patient for			1	
Patient Record	vital signs and			CHO-RHU I	
(IPR) to ABTC	other essential				
personnel.	data needed.				
2. Wait for your	2. Assess, treat	None	10 minutes	Medical Officer III	
number to be	and manage			CHO-RHU I	
called and	based on category				
proceed to the	then give to nurse				
physician for	for injection				
consultation.					
3. Proceed to the	3. Administer	None	31 minutes	Nurse III Or Nurse	
vaccination room	vaccine based on				
for administration	treatment for			CHO-RHU I	
of vaccine.	Category II & III				
	patients; Provide				
	health teachings;				
	Give follow-up				
	schedule of				
	succeeding anti-				
	rabies vaccine	None	AG Minutos		
	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.

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Office or	City Health Office – Barangay Health Station				
Division:	Cinania				
Classification:	Simple				
Type of	G2C				
Transaction:	Due sin ant Manage				
Who may avail:	Pregnant Women		WHERE TO SE	CUDE	
	REQUIREMENTS	N/A	WHERE TO SE	CURE	
None	ACENOV		DDOCESSIN	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	Barangay Health Worker BHS	
2. Proceed to nurse/midwife for examination.	2. Assess patient's vital signs and obstetric history	None	30 minutes	Nurse Or Midwife BHS	
	2.1 Conduct physical examination, fetal heart tone, fundic height.	None	5 minutes	Nurse Or Midwife BHS	
	2.3 Conduct consultation/s and prepare appropriate vaccine/s (tetanoid toxoid) and medicine/s.	None	10 minutes	Nurse Or Midwife BHS	
	2.4 Advise return for follow-up; refer to OB-GYNE if needed.	None	15 minutes	Nurse Or Midwife 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	City Health Office –Barangay Health Station				
Division:					
Classification:	Simple				
Type of	G2C				
Transaction:					
Who may avail:	Pregnant Women				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
None		N/A			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Secure queuing	1. Retrieve IPR	None	1 minute	Barangay Health	
number and				Worker	
present IPR to				BHS	
healthcare worker					
provider					
2. Proceed to	2. Assess	None	25 minutes	Nurse Or Midwife	
nurse/midwife for	patient's vital			BHS	
examination.	signs and				
	obstetric history.				
		None	5 minutes	Nurse Or Midwife	
	2.1 Conduct			BHS	
	physical				
	examination, fetal				
	heart tone, fundic				
	height.				
			<u>, </u>		
	2.3 Conduct	None	15 minutes	Nurse Or Midwife	
	consultation/s and			BHS	
	prepare				
	appropriate				
	vaccine/s (tetanus				
	toxoid) and				
	medicines.				
	0.4.4.4				
	2.4 Advise return	NI =	F	Nivers of Over NASS-Service	
	for follow-up;	None	5 minutes	Nurse Or Midwife	
	Refer to OB-GYN			BHS	
	if needed.	No	26 Mi4		
	TOTAL:	None	26 Minutes		



6. National Immunization Program (For New Patient)

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

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



7. National Immunization Program (For Old Patient)

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

0.65	0:1 11 111 015				
Office or	City Health Office – Per Barangay Health Station				
Division:					
Classification:	Simple				
Type of	G2C				
Transaction:					
Who may avail:	Children 0-59 montl	าร			
	REQUIREMENTS		WHERE TO SE	CURE	
None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	Barangay Health Worker 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	Nurse Or Midwife BHS	
3. Prepare child for immunization	3. Administer appropriate vaccine, provide health teaching and follow-up schedule for next vaccination.	None	28 minutes	Nurse Or Midwife 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.

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Office or	City Health Office – RHU I				
Division:					
Classification:	Simple				
Type of	G2C				
Transaction:					
Who may avail:	Identified tuberculos	sis patients			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
None		N/A			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Proceed to nurse for recording and self-examination.	Receive patient and perform initial assessment. Get vital signs.	None	10 minutes	Nurse III CHO-RHU I	
	1.2 Record and prepare referral				
2. Proceed to TBDC and submit self for examination	2. Conduct consultation and advise patient based on diagnosis.	None	10 minutes	Medical Officer III 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	Nurse III 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	City Health Office –	RHU I		
Division:				
Classification:	Simple			
Type of	G2C			
Transaction:				
Who may avail:	Identified tuberculos	sis patients		
	REQUIREMENTS		WHERE TO SE	CURE
None		N/A		
	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit sputum	1. Receive and	None	5 minutes	Dental Aide
specimen to	inspect sputum	INOTIC	o minutos	I/Smearer
sputum	specimen.			CHO-RHU I
•	specimen.			CHO-MHO
microscopy	1.1 Perform	None	3 hours	Dontal Aida
laboratory.		None	3 Hours	Dental Aide
	GeneXpert			I/Smearer
	Examination.			CHO-RHU I
	400		40 ' (D (A'
	1.2 Prepare result	None	10 minutes	Dental Aide
	and advise patient			I/Smearer
	when to come			CHO-RHU I
	back to Barangay			
	Health Station			
	(BHS).			
	1.3 Release result	None	10 minutes	
2. Proceed to	2. Give results	None	5 minutes	Nurse Or Midwife
Barangay Health	and instructions			assigned per BHS
Station for the	for initiation date.			
result.				
3. Return to	3. Initiate	None	1 hour and 30	Nurse III Or
TBDOTS clinic	treatment and		Minutes	Midwife I
	provide health			CHO-RHU I
	teachings.			
	TOTAL:	None	5 Hours	
			0110010	



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	City Health Office – RHU I				
Division:					
Classification:	Simple				
Type of	G2C				
Transaction:					
Who may avail:	Enrolled tuberculos	is patients			
	REQUIREMENTS		WHERE TO SE	ECURE	
None		N/A			
OLIENT OTERO	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Submit sputum specimen to sputum microscopy laboratory.	1. Receive sputum and give instruction to the patient.	None	30 minutes	Dental Aide I/Smearer CHO-RHU I	
laboratory.	1.1 Smear and stain the specimen.	None	10 minutes	Dental Aide I/Smearer CHO-RHU I	
	1.2 Examine specimen under microscope.	None	10 minutes	Dental Aide I/Smearer CHO-RHU I	
	1.3 Prepare result and send to BHS.	None	10 minutes	Nurse Or Midwife assigned per BHS	
2. Proceed to Barangay Health Station for the result.	2. Advise patient to come back for initiation.	None	15 minutes	Nurse Or Midwife assigned per BHS	
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	Nurse Or Midwife assigned per BHS	
	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	City Health Office – RHU I					
Division:						
Classification:	Simple					
Type of	G2C					
Transaction:						
Who may avail:	Enrolled tuberculos	is patients				
	REQUIREMENTS		WHERE TO SE	ECURE		
None		N/A				
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON		
1 Dresent DDD	ACTIONS	BE PAID	G TIME	RESPONSIBLE		
1.Present PPD	1. Validate	None	15 minutes	<i>Midwife I</i> CHO-RHU I		
request to TB DOTS Clinic	request and proper initial			CHO-KHU I		
DO 13 CIIIIC	assessment.					
	assessificit.					
	1.1 Record and	None	5 minutes	Midwife I		
	provide			CHO-RHU I		
	instruction, refer					
	to RHU I					
	1.2 Administer	None	10 minutes	Nurse I		
	PPD and advice			CHO-RHU I		
	client when to					
	come back for					
2. Proceed to	reading. 2. Read the result	None	10 minutes	Nurse I		
Barangay Health	of PPD	None	10 minutes	CHO-RHU I		
Station for the				CHO-KHO I		
result.	2.1. If positive,	None	5 minutes	Nurse Or Midwife		
- Count	submit patient to	1,101.10		assigned per BHS		
	BHS for treatment					
	and instructions.					
	2.2 If negative,	None	5 minutes	Nurse Or Midwife		
	submit patient to			assigned per BHS		
	BHS for Isoniazid					
	Preventive					
	Therapy per					
	doctor's order.	None	50 Minutes			
1	TOTAL:	None	50 Minutes			