OUR FRONTLINE SERVICES

III – MUNICIPAL HEALTH OFFICE

1. OUT-PATIENT CONSULTATIONS, DENTAL SERVICE INCLUDED

THE SERVICE :

We provide medical and dental assistance to individuals who need treatment. This aims to provide medical and dental assistance, diagnose and treat illnesses.

OUR CLIENTS :

The General Public.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Proceed to the Admission Table for the Registration and record purposes	Family Folder (Pay P10.00 if folder is lost or new)	1. Retrieve record for old patient 2. Make one for new patient 3. Get vital signs and 4. Ask health problems	10 minutes	Midwife/Nurse on duty for the day
2 Proceed to the attending	Family Folder	1. Treat/examine		Dr. Elizabeth S. Alimorong-

Physician or Dentist, as the case maybe		patients 2. Give prescription	20 minutes (case to case basis)	MHO Dr. Sergio Gil M. Gadia, II – RHD

3. Proceed to the Pharmacy, get the prescribed medicines and further instruction	1. Prescription 2. Family folder	Dispense medicines/s prescribed and give further instruction	5 minutes	Midwife/Nurse on Duty for the day

Client Feedback maybe made at the Public Assistance Desk and/or HRM Office.

TOTAL RESPONSE TIME - 35 minutes

2. *MATERNAL CARE SERVICES*

THE SERVICE :
We provide maternal care services to pregnant women for comprehensive maternal care.

OUR CLIENT :
All pregnant women.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employees Responsible
1. Proceed to the Admission Table		1. Retrieve records kept on file 2. Get vital signs and abdominal palpitations 3. Ask health problems	10 minutes	Midwife on Duty For the Day
2. Proceed to the Physician's/Dentist's room	Family Folder	1. Perform physical examination and evaluation 2. Give prescription	15 minutes	Dr. Elizabeth S. Alimorong Mun. Health Officer
3. Proceed to the Pharmacy	Prescription	1. Get prescribed		

	Family Folder	medicine/s 2. Give Tetanus immunization 3. Instruct patients further	5 minutes	Ms. Recy B. Paed Nurse II

Client Feedbacks maybe made at the Public Assistance Desk and/or HRM Office
TOTAL RESPONSE TIME - 30 minutes

3. CHILD BIRTH SERVICES

THE SERVICE :

Our midwives provide our pregnant mothers home delivery assistance anytime.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Patient calls for the barangay midwife in case of impending delivery	Maternity record	1.Respond to the Call 2.Supervise until delivery is done 3. Refer to the hospital if problem occurs	10 minutes (respond to Call)	Midwife assigned in the barangay
2. Seek post-natal services		Provide post-natal Check-up/services; a. cord care b. newborn care c. activate Family Planning d. advice BF & HE	20 minutes	Midwife assigned in the barangay
3. Visit the Rural Health Unit/Office for further post-natal management and evaluation		Provide post-natal Management and evaluation	5 minutes	Midwife assigned in the Barangay

Client Feedbacks maybe made at the Public Assistance Desk and/or HRM Office

TOTAL RESPONSE TIME - 35 minutes

4. *CHILD CARE SERVICES (IMMUNIZATIONS)*

THE SERVICE :

We provide immunization services free of charge. We also offer house to house immunizations to those who are unable to come to the Rural Health Unit.

OUR CLIENTS :

All infants and pre-schoolers within the municipality.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Sign in client logbook	FREE of charge		3 minutes	Midwife on Duty
2. Proceed to the Immunization	Yellow card	Assess/Check status of the baby/child	5 minutes	Midwife on Duty
3. Submit baby/child for immunization area	Yellow card	Give immunization to the baby/child	5 minutes	Midwife on Duty
4.Wait for the Yellow card for proper documentation		Accomplish/fill up Yellow Card	5 minutes	Midwife on Duty
5. Receive the Yellow Card		1.Release the Yellow Card 2.Give instructions for the next schedule	3 minutes	Midwife on Duty

Client Feedback maybe made at the Public Assistance Desk and/or HRM Office

RESPONSE TIME - 21 minutes