



REPUBLIC OF THE PHILIPPINES  
PROVINCE OF NORTHERN SAMAR  
Municipality of San Roque  
**MUNICIPAL HEALTH OFFICE**  
**CITIZEN'S CHARTER**

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**WEEKLY SCHEDULE**

<b>8:00 AM to 12:00 PM</b> <b>(LUNES—BIYERNES except HOLIDAYS)</b>	<b>KONSULTASYON</b>
<b>1:00 PM to 5:00 PM</b> <b>(LUNES— BIYERNES except HOLIDAYS)</b>	<b>PANPIRMA SA MGA DOKUMENTO, MEDIKOLEGAL AT IPA PA NGA PERMIT</b>
<b>6:00 AM to 5:00 PM</b> <b>(LUNES— BIYERNES except HOLIDAYS)</b>	<b>LABORATORYO</b>
<b>8:00 AM to 5:00 PM</b> <b>(LUNES— BIYERNES except HOLIDAYS)</b>	<b>SERBISYO SAN PESO for Health</b>
<b>8:00 AM to 12:00 PM</b> <b>(MIYERKULES)</b>	<b>PAMBAKUNA</b>
<b>8:00 AM—12:00 PM ngan 1:00 PM— 5:00 PM</b> <b>(MARTES NGAN HUWEBES)</b>	<b>KONSULTASYON SAN MGA BUROD</b>
<b>8:00 AM— 12:00PM</b> <b>(MIYERKULES ngan HUWEBES)</b>	<b>SERBISYONG DENTAL</b>
<b>24 HOURS</b> <b>(LUNES— DOMINGO)</b>	<b>PAANAKAN</b>
<b>24 HOURS</b> <b>(LUNES— DOMINGO)</b>	<b>SERBISYO PANG EMERGENCY</b>

## LISTAHAN SA MGA GINHAHATAG NA SERBISYO

1. MATERNAL CARE ➤ PRENATAL & POSTNATAL ➤ 24 HOURS BIRTHING FACILITY	6. LABORATORY SERVICES
2. FAMILY PLANNING	7. MEDICOLEGAL SERVICES
3. MEDICAL CONSULTATION AND HEALTH CARE ➤ CHILD CARE ➤ DISEASE CONTROL	8. LABORATORY SERVICES
4. ENVIRONMENTAL SANITATION	9. DENTAL HEALTH SERVICES
5. MEDICOLEGAL/ MEDICAL CERTIFICATION	10. PESO for Health SERVICES

### 1. MATERNAL CARE (PRENATAL & POSTNATAL)

#### A. Who can avail of the service?

**PRENATAL:** All pregnant mothers in the municipality of San Roque.

**POSTNATAL:** All postpartum (recently delivered) mothers in the municipality of San Roque.

#### B. Requirement

**PRENATAL:** All pregnant mothers will provide LONG FOLDER and 3 LONG BOND PAPER for record/documentation purposes. A mother's book or HBMR (home based maternal record) will be provided at the RHU.

#### **POSTNATAL:**

- FOR NEW/TRANS- IN: Provide LONG FOLDER and 3 LONG BOND PAPER for record/documentation purposes.
- If client already has her PRENATAL RECORD/FOLDER during the time of pregnancy in the RHU, retrieve the said record from the midwife or BHW.

#### C. Fees

- For non-members of PESO for health with LABORATORY REQUESTS they can pay directly to the municipal treasurer's office. The fee/s will depend on the lab request/s.
- For non-active members of PESO for health with LABORATORY REQUESTS they can update their membership at the PESO for health office in order to avail of free services or opt to pay directly to the municipal treasurer's office. The fee/s will depend on the lab request/s.

#### D. Availability of the service

- Every MONDAY and THURSDAY (8:00AM- 5:00 PM)
- Except for HOLIDAYS
- NO NOON BREAK

#### E. How to avail of the service

STEP	CLIENT/PATIENT	SERVICE PROVIDER	WAITING TIME	PERSON/S RESPONSIBLE

1	<ul style="list-style-type: none"> <li>• <b>FOR NEW OR WITH NO RECORD:</b> Provide LONG FOLDER with 3 LONG BOND PAPER.</li> <li>• <b>FOR OLD PATIENTS WITH RECORD:</b> Proceed to records section, <b>approach MIDWIFE or BHW in charge</b> to retrieve pre/postnatal folder. Provide the last name and address.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide proper instruction for client/patient.</li> <li>• Retrieves PRE/POSTNATAL at record section.</li> <li>• Gathers information from client/patient.</li> </ul>	5-10 mins	RHU MIDWIFE  <b>BHW</b>
2	<ul style="list-style-type: none"> <li>• <b>FOR NEW OR WITH NO RECORD:</b> Approach RHU MIDWIFE and provide necessary information for the proper labelling for folder's identification. (NAME OF PREGNANT/POSTPARTUM MOTHER &amp; Address)</li> <li>• <b>FOR OLD PATIENTS WITH RECORD:</b> Approach RHU MIDWIFE. Submit oneself for vital signs taking and anthropometrics (BP, HR, RR, Temp, Ht &amp; Wt).</li> </ul>	<ul style="list-style-type: none"> <li>• Gathers information/labels the pre/postnatal folder.</li> <li>• Assess patient/client and takes vital signs and measures anthropometrics.</li> </ul>	5-10 mins	RHU MIDWIFE
3	<ul style="list-style-type: none"> <li>• Bring the pre/postnatal folder to midwife.</li> <li>• Cooperate and provide necessary information when interviewed for OB history.</li> </ul>	<ul style="list-style-type: none"> <li>• Gathers information / past medical history/ obstetric history and other vital health information.</li> </ul>	5- 8 mins	RHU MIDWIFE
4	<ul style="list-style-type: none"> <li>• Bring the pre/postnatal folder, lab exam results (if any) to the Doctor at consultation area if with abnormal lab results or if patient is high risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides medical consultation accordingly.</li> <li>• Order for routine laboratory examination.</li> <li>• Provides medical medication and treatment management of patients written in the pre/postnatal ITR.</li> <li>• Provides health information and guidelines corresponding medication and treatment.</li> </ul>	10-20 mins  <i>*May vary depending on patient's status</i>	<b>MUNICIPAL HEALTH OFFICER (DOCTOR)</b>
5	<ul style="list-style-type: none"> <li>• Submit oneself for physical examination (LEOPOLD'S MANEUVER) and medical</li> </ul>	<ul style="list-style-type: none"> <li>• Assess patient/client.</li> <li>• Performs physical exam through Leopold's</li> </ul>	5 mins	RHU MIDWIFE

	consultation.	maneuver.		
6	<ul style="list-style-type: none"> <li>Pay laboratory examination request/s at the municipal treasurer's office. <i>(For pregnant mothers without PESO for Health or non-active members of PESO for Health)</i></li> </ul>	<ul style="list-style-type: none"> <li>Accepts payments for laboratory examination.</li> <li>Issues official receipt for the lab exam.</li> </ul>	3- 5 mins	<b>MUNICIPAL TREASURER'S OFFICE</b>
	<ul style="list-style-type: none"> <li>Bring laboratory request to PESO for Health office. <i>(For active members of PESO for Health or those whose status is non-active but wants to know if he/she can be eligible again for free services)</i></li> </ul>	<ul style="list-style-type: none"> <li>Reviews PESO for health membership status, &amp; request for laboratory and determines if patient/client is eligible to avail free laboratory services.</li> </ul>	5 mins	<b>PESO for Health OFFICE</b>

**F. Other services**

- Birth Plan
- Tetanus toxoid injection
- Iron, Calcium and Multivitamins Supplementation
- Deworming

**MATERNAL CARE (24 HOURS BIRTHING FACILITY)**

**A. Who can avail of the service?**

All pregnant mothers in labor pains who is 19-35 years old, gravida 2-4 with AOG of 37-40 weeks and with uncomplicated pregnancy history per BeMONC protocol.

**B. Requirement/s**

- Prenatal book/record with complete prenatal records
- Ultrasound result
- Other laboratory result

**C. Fees**

- FREE OF CHARGE

**D. Availability of the service**

- 24 HOURS A DAY
- MONDAY to SUNDAY and HOLIDAYS
- NO NOON BREAK

**E. How to avail of the service**

STEP	CLIENT/PATIENT	SERVICE PROVIDER	WAITING TIME	PERSON/S RESPONSIBLE
1	<ul style="list-style-type: none"> <li>Proceed to prenatal section, approach MIDWIFE ON DUTY to retrieve prenatal folder. Provide the name of head of family, spouse and address.</li> </ul>	<ul style="list-style-type: none"> <li>Provide proper instruction for client/patient.</li> <li>Retrieves PRENATAL at</li> </ul>	3-4 mins	<b>STAFF ON DUTY</b>

		<p>record section.</p> <ul style="list-style-type: none"> <li>Gathers information from client/patient.</li> </ul>		
<b>2</b>	<ul style="list-style-type: none"> <li>Submit oneself for vital signs taking (BP, HR, RR, temperature, height, weight, fetal heart beat, fundic height).</li> <li>Cooperate as per instruction.</li> <li>Submit oneself for internal examination (IE) for labor progress monitoring.</li> <li>Cooperate and provide necessary information when interviewed for OB history and other pertinent data needed.</li> </ul>	<ul style="list-style-type: none"> <li>Assess patient/client and takes vital signs and measures anthropometrics.</li> <li>Gathers information/past medical history/obstetric history and other pertinent health information.</li> <li>Assess patient for OB history and check for any danger signs of pregnancy.</li> <li>Performs internal examination.</li> </ul>	<b>10- 15 mins</b>	<b>STAFF ON DUTY</b>
<b>3</b>	<ul style="list-style-type: none"> <li>Pay attention and listen to instructions being provided by the health professional.</li> <li>Apply these instructions (on proper bearing down, breathing techniques, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Provides health education and techniques to patient especially before and during delivery.</li> <li>Does the monitoring, labor watch, charts progress of labor, delivery and after giving birth.</li> </ul>	<b>3-5 mins</b>  <i>Until whole duration of labor period.</i>	<b>STAFF ON DUTY</b>
<b>4</b>	<ul style="list-style-type: none"> <li>Participates and cooperates accordingly during delivery.</li> <li>Takes medication/treatment as per order of staff on duty.</li> <li>Will be admitted (together with newborn child) for 24 hours from time of delivery per BeMONC protocol.</li> </ul>	<ul style="list-style-type: none"> <li>Assists patient during delivery.</li> <li>Provides necessary management to patients per BeMONC protocol.</li> <li>Provides health information and guidelines for the corresponding medication and treatment.</li> <li>Monitors postpartum and newborn for 24 hours.</li> <li>Refers postpartum/newborn per</li> </ul>	<b>24 hours duration or as long as the patients are admitted.</b>	<b>STAFF ON DUTY</b>

		BeMONC protocol or as needed.		
5	<ul style="list-style-type: none"> <li>Advised to submit her newborn child for newborn screening.</li> </ul>	<ul style="list-style-type: none"> <li>Gives instruction for the importance of newborn screening test.</li> </ul>	24 up to 72 hours of newborn's life	STAFF ON DUTY  NBS PROVIDER
6	<ul style="list-style-type: none"> <li>Pay attention during discussion on take home medications and discharge instructions by the health care provider.</li> <li>Will come back for follow-up check-up at the RHU for postpartum visits.</li> <li><b>SIGNIFICANT OTHERS of PATIENTS:</b> they are being instructed to maintain cleanliness at Labor/Recovery room before admission and after discharge in courtesy to the next clients/patients.</li> </ul>	<ul style="list-style-type: none"> <li>Provides discharge instructions including take home medications for mother and newborn as per physician's order.</li> <li>Discharge patients (mother and newborn).</li> </ul>	3-5 mins	STAFF ON DUTY
7		<ul style="list-style-type: none"> <li>Performs necessary endorsement protocols to next staff on duty (with or without patient).</li> <li>Maintains sterility and cleanliness at delivery room/labor room.</li> <li>Maintains cleanliness at staff quarters, comfort rooms (labor room, staff shower room).</li> </ul>	5 mins	OUT GOING STAFF  IN COMING STAFF ON DUTY & HEALTH AID OUT GOING AND IN COMING DUTY

## 2. FAMILY PLANNING

### A. Who can avail of the service?

Current users of any family planning method and new acceptors.

### B. Requirement

Patient's record provided by the midwife.

### C. Fees

None

### D. Availability of the service

- **New Acceptors:** Every MONDAY to FRIDAY (1:00PM – 5:00PM)

➤ **Follow-up:** MONDAY to SUNDAY (8:00AM – 5:00PM)

**E. How to avail of the service**

STEP	CLIENT/PATIENT	SERVICE PROVIDER	WAITING TIME	PERSON/S RESPONSIBLE
1	<ul style="list-style-type: none"> <li><b>FOR NEW ACCEPTORS</b></li> <li><b>FOR OLD PATIENTS WITH RECORD or CURRENT USERS:</b> Proceed to records section, <b>approach MIDWIFE in charge</b> to retrieve records. Provide the last name and address.</li> </ul>	<ul style="list-style-type: none"> <li>Create patient's record and provide proper instruction for client/patient.</li> <li>Retrieves patient's record.</li> <li>Gathers information from client/patient.</li> </ul>	5-8 mins	RHU MIDWIFE
2	<ul style="list-style-type: none"> <li><b>FOR NEW ACCEPTORS OR WITH NO RECORD:</b> Approach RHU MIDWIFE and provide necessary information for the proper labelling for folder's identification. (NAME OF CLIENT &amp; Address)</li> <li><b>FOR OLD PATIENTS WITH RECORD or CURRENT USERS:</b> Approach RHU MIDWIFE. Submit oneself for vital signs taking (BP, HR, RR, Temp).</li> </ul>	<ul style="list-style-type: none"> <li>Gathers information/labels the folder.</li> <li>Assess patient/client and takes vital signs.</li> </ul>	5-10 mins	RHU MIDWIFE
3	<ul style="list-style-type: none"> <li>Bring the record to midwife or MHO.</li> <li>Cooperate and provide necessary information when interviewed.</li> </ul>	<ul style="list-style-type: none"> <li>Gathers information / past medical history/ obstetric history and other vital health information.</li> <li>Counselling on different family planning methods available (Pills, Condom, IUD, NFP, DMPA).</li> <li>Couple's counselling.</li> </ul>	15-30 mins	RHU MIDWIFE  PUBLIC HEALTH NURSE  MUNICIPAL HEALTH OFFICER

**3. MEDICAL CONSULTATION AND HEALTH CARE**

**A. Who can avail of the service?**

Any person/child who needs medical assessment, management/treatment and counselling, in the municipality of San Roque.

**B. Requirement**

- For client/patient who is new and doesn't have any record/family folder at the health facility, a LONG FOLDER will be provided by the RHU with the patient's family name for the purpose of record keeping.

**C. Fees**

- For non-members of PESO for health with LABORATORY REQUESTS they can pay directly to the municipal treasurer's office. The fee/s will depend on the lab request/s.
- For non-active members of PESO for health with LABORATORY REQUESTS they can update their membership at the PESO for health office in order to avail of free services or opt to pay directly to the municipal treasurer's office. The fee/s will depend on the lab request/s.

**D. Availability of the service**

- Every MONDAY to FRIDAY (8:00AM- 12:00 PM) except for EMERGENCY cases.
- Except for HOLIDAYS and when the MHO is on official travel/leave or other official business.
- NO NOON BREAK

**E. How to avail of the service**

STEP	CLIENT/PATIENT	SERVICE PROVIDER	WAITING TIME	PERSON/S RESPONSIBLE
1	<ul style="list-style-type: none"> <li>• <b>FOR NEW OR WITH NO RECORD:</b> Proceed to the information desk and ask for a LONG FOLDER for record keeping/documentation.</li> <li>• <b>FOR OLD PATIENTS WITH RECORD:</b> Proceed to records section, <b>approach the in charge</b> to retrieve your family folder. Provide the name of head of the family, spouse and address.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide proper instruction for client/patient.</li> <li>• Properly label the family folder.</li> <li>• Retrieves family folder at record section.</li> <li>• Gathers information from client/patient.</li> </ul>	5-8 mins	<p><b>PUBLIC HEALTH NURSE</b></p> <p><b>RHU MIDWIFE</b></p> <p><b>RHU HEALTH AID</b></p> <p><b>BHW</b></p>
2	<ul style="list-style-type: none"> <li>• <b>FOR SENIOR CITIZEN, PWD, and PREGNANT WOMEN:</b> Proceed to priority lane of the initial assessment desk and ask for priority number intended for priority patients. Submit oneself for vital signs taking and anthropometrics.</li> <li>• <b>OTHERS:</b> Ask for priority number intended for regular patients at the initial assessment desk. Submit oneself for vital signs taking and anthropometrics.</li> </ul>	<ul style="list-style-type: none"> <li>• Gathers information.</li> <li>• Assess patient/client and takes vital signs and measures anthropometrics (especially for children).</li> </ul>	5-8 mins	<p><b>PUBLIC HEALTH NURSE</b></p> <p><b>RHU MIDWIFE</b></p> <p><b>RHU HEALTH AID</b></p> <p><b>BHW</b></p>



	<ul style="list-style-type: none"> <li>• <b>EMERGENCY cases</b> need not get priority number, proceed directly to the emergency room.</li> </ul>			
3	<ul style="list-style-type: none"> <li>• Proceed according to priority numbers given according to this scheme: 2 seniors/PWD/pregnant woman followed by 1 regular patient.</li> <li>• Bring the family folder, lab exam results (if any) to the doctor at consultation area.</li> <li>• Cooperate and provide necessary information when interviewed for medical history and other pertinent health data.</li> <li>• Submit oneself for physical examination and medical consultation.</li> </ul>	<ul style="list-style-type: none"> <li>• Gathers information / past medical history and other vital health information.</li> <li>• Provides medical consultation accordingly.</li> <li>• Order for laboratory examination if necessary.</li> <li>• Provides medication and treatment management of patients written in the ITR (individual treatment record).</li> <li>• Provide health information and guidelines for the corresponding medication and treatment.</li> <li>• Refers/enrolls patient/client to the different health programs in the RHU accordingly.</li> <li>• Advised on follow-up check-up when needed.</li> <li>• Refers and facilitates patient/client for admission to a hospital when necessary.</li> </ul>	<p><b>10-20 mins per patient</b></p> <p><i>May vary depending on the patient's status and needs.</i></p>	<p><b>MUNICIPAL HEALTH OFFICER</b></p>
4	<p>FOR LABORATORY REQUEST/S</p> <ul style="list-style-type: none"> <li>• For <b>non-members of PESO for Health:</b> pay laboratory examination fee at the municipal treasurer's office. Consult with PESO for Health office for possible enrollment in the program.</li> </ul>	<ul style="list-style-type: none"> <li>• Accepts payments for laboratory examinations.</li> <li>• Issues official receipt for the payment made.</li> <li>• Updates client on current</li> </ul>	<p><b>5 mins</b></p> <p><b>5-8 mins</b></p>	<p><b>MUNICIPAL TREASURER'S OFFICE</b></p> <p><b>PESO for Health</b></p>

	<ul style="list-style-type: none"> <li>For <b>non-active members</b> or those with <b>existing debts</b> from the PESO for Health: proceed to PESO for Health office and update membership/status of PESO for Health account OR one can opt to pay laboratory examination fee at the municipal treasurer's office.</li> <li>For <b>active/updated membership</b> of the PESO for Health program: proceed to PESO for Health Office and have your lab requests reviewed by PESO for Health personnel to avail of free laboratory examination/s.</li> </ul>	<p>status of PESO for Health membership and determines if client/patient can avail of the free laboratory services.</p> <ul style="list-style-type: none"> <li>Approves request for laboratory examinations accordingly.</li> </ul>	<b>2-3 mins</b>	<b>OFFICE</b>
<b>5</b>	<ul style="list-style-type: none"> <li>Accept and bring official receipt or PESO for Health approved laboratory request to the lab.</li> <li>Submit oneself for lab procedure/s as ordered. (May vary depending on what test was ordered.)</li> </ul>	<ul style="list-style-type: none"> <li>Accepts official receipt for laboratory examination.</li> <li>Performs laboratory examination accordingly.</li> </ul>	<b>3- 5 mins</b>	<b>MEDICAL TECHNOLOGIST</b>
<b>6</b>	<ul style="list-style-type: none"> <li>Wait for the release of laboratory result. Bring result to doctor as advised or during follow-up check-up. (May vary depending on what test was requested.)</li> </ul>	<ul style="list-style-type: none"> <li>Releases laboratory examination result/s.</li> </ul>	<p><b>20mins – 2 hours</b></p> <p><i>Varies according to lab examination requested.</i></p>	<b>MEDICAL TECHNOLOGIST</b>
<b>7</b>	<ul style="list-style-type: none"> <li>Bring the lab result/s to the doctor for interpretation.</li> <li>Receives medical information, management/treatment.</li> </ul>	<ul style="list-style-type: none"> <li>Interprets lab results.</li> <li>Provides health education, medical treatment/management.</li> </ul>	<b>5-15 mins</b>	<b>MUNICIPAL HEALTH OFFICER</b>
<b>8</b>	<ul style="list-style-type: none"> <li>Bring prescription (if any) to the pharmacy.</li> <li>Receives medicine (when available) as prescribed and take home instructions.</li> </ul>	<ul style="list-style-type: none"> <li>Receives prescription (if any) for medication/treatment.</li> <li>Records patient information and medication at the daily dispensary of medicine.</li> </ul>	<b>5 mins</b>	<b>PHARMACY IN-CHARGE</b>

		<ul style="list-style-type: none"> <li>Provides medicine and take home instructions accordingly.</li> </ul>		
9		<ul style="list-style-type: none"> <li>Turns over all family folders with ITR with diagnosis and written orders for treatment and medication for logging/encoding.</li> </ul>	2 mins	MUNICIPAL HEALTH OFFICER
10		<ul style="list-style-type: none"> <li>Logs daily consultations.</li> <li>Returns back logged folders/ITRs to record section in-charge.</li> </ul>	1-2 hours	RHU HEALTH AID
11		<ul style="list-style-type: none"> <li>In-charge of filing the family folders per barangay after being logged.</li> <li>Maintains the records arranged alphabetically.</li> </ul>	1 hour	RHU HEALTH AID  BHW

4. SANITATION SERVICES

5. MEDICOLEGAL/ MEDICAL CERTIFICATION SERVICES

A. Who can avail of the service?

**MEDICOLEGAL:** any resident of San Roque or the PSSLM inter local health zone whose case of injury or ailment involves investigations by law-enforcing agencies to fix the responsibility regarding the causation or those that involves legal implications.

**MEDICAL CERTIFICATION:** any person who at some point had a medical consultation/examination done at the RHU. Residents of San Roque applying for work.

B. Requirement

- MEDICOLEGAL: Request from PNP.
- MEDICAL CERTIFICATION (for work): laboratory results (CBC, Chest X-ray, Urinalysis, HbsAg, Sputum exam, Fecalalysis)

C. Fees

- 20. 00 per Medical Certificate/Medicolegal

D. Availability of the service

- Every MONDAY to FRIDAY
- Except for HOLIDAYS and when the MHO is on official travel/leave or other official business.
- NO NOON BREAK

E. How to avail of the service

STEP	CLIENT/PATIENT	SERVICE PROVIDER	WAITING	PERSON/S
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			TIME	RESPONSIBLE
1	<ul style="list-style-type: none"> <li>Pay at municipal treasurer's office.</li> </ul>	<ul style="list-style-type: none"> <li>Provide proper instruction for client/patient.</li> </ul>	3-5 mins	MUNICIPAL TREASURER'S OFFICE
2	<ul style="list-style-type: none"> <li>Present receipt to staff at initial assessment desk.</li> <li>Cooperate as per instruction.</li> </ul>	<ul style="list-style-type: none"> <li>Provides proper instruction for client/patient.</li> </ul>	2-3 mins	STAFF ON DUTY
3	<ul style="list-style-type: none"> <li>Submit oneself for taking of vital signs (BP, HR, RR, temp, height &amp; weight).</li> </ul>	<ul style="list-style-type: none"> <li>Assess patient/client and takes vital signs.</li> </ul>	5 mins	STAFF ON DUTY
4	<ul style="list-style-type: none"> <li>For medical certification: proceed to laboratory section and present receipt or PESO for Health approved laboratory requests.</li> <li>Submit oneself for lab procedures as per requirement.</li> </ul>	<ul style="list-style-type: none"> <li>Accepts official receipt or approved request for laboratory examinations.</li> <li>Performs laboratory exams accordingly.</li> <li>Release lab results.</li> </ul>	10 mins – 1 hour	MEDICAL TECHNOLOGIST
5	<ul style="list-style-type: none"> <li><b>MEDICOLEGAL:</b> submits oneself for physical examination.</li> </ul> <p><b>MEDICAL CERTIFICATE (for work):</b> brings lab results to doctor.</p>	<ul style="list-style-type: none"> <li>Conducts interview and thorough physical examination on patient/client.</li> <li>Records any findings.</li> <li>Provides medical treatment/management when necessary.</li> <li>Interprets lab results, and provides medical treatment/management when necessary.</li> </ul>	10-15 mins	MUNICIPAL HEALTH OFFICER
6	<ul style="list-style-type: none"> <li>Wait for the release of medicolegal report or medical certificate.</li> <li>Signs the log book for medical certificate or medicolegal report.</li> </ul>	<ul style="list-style-type: none"> <li>Logs the official receipt number, and other pertinent data on the logbook.</li> <li>Release of documents accordingly.</li> </ul>	5-10 mins	RHU HEALTH AID

## 6. LABORATORY SERVICES

**A. Who can avail of the service?**

Any person with a laboratory examination request.

**B. Requirement**

- Lab request

**C. Fees**

- For non-members of PESO for health with LABORATORY REQUESTS they can pay directly to the municipal treasurer’s office. The fee/s will depend on the laboratory examination requested.
- For non-active members of PESO for health with LABORATORY REQUESTS they can update their membership at the PESO for health office in order to avail of free services or opt to pay directly to the municipal treasurer’s office. The fee/s will depend on the laboratory examination requested.

**D. Availability of the service**

- Every MONDAY to FRIDAY (6:00AM- 5:00 PM)
- Except for HOLIDAYS
- NO NOON BREAK

**E. How to avail of the service**

STEP	CLIENT/PATIENT	SERVICE PROVIDER	WAITING TIME	PERSON/S RESPONSIBLE
1	Pay for the laboratory request:			
	<ul style="list-style-type: none"> <li>• For <b>non-members of PESO for Health:</b> pay laboratory examination fee at the municipal treasurer’s office. Consult with PESO for Health office for possible enrollment in the program.</li> </ul>	<ul style="list-style-type: none"> <li>• Accepts payments for laboratory examinations.</li> <li>• Issues official receipt for the payment made.</li> </ul>	5 mins	<b>MUNICIPAL TREASURER’S OFFICE</b>
	<ul style="list-style-type: none"> <li>• For <b>non-active members</b> or those with <b>existing debts</b> from the PESO for Health: proceed to PESO for Health office and update membership/status of PESO for Health account OR one can opt to pay laboratory examination fee at the municipal treasurer’s office.</li> </ul>	<ul style="list-style-type: none"> <li>• Updates client on current status of PESO for Health membership and determines if client/patient can avail of the free laboratory services.</li> </ul>	5-8 mins	<b>PESO for Health OFFICE</b>
	<ul style="list-style-type: none"> <li>• For <b>active/updated membership</b> of the PESO for Health program: proceed to PESO for Health Office and have your lab requests reviewed by</li> </ul>	<ul style="list-style-type: none"> <li>• Approves request for laboratory examinations accordingly.</li> </ul>	2-3 mins	

	PESO for Health personnel to avail of free laboratory examination/s.			
<b>2</b>	<ul style="list-style-type: none"> <li>Present receipt or approved lab request at the laboratory.</li> <li>Submit oneself for lab procedure/s as per requested.</li> </ul>	<ul style="list-style-type: none"> <li>Accepts official receipt/ approved lab request.</li> <li>Performs lab exam accordingly.</li> <li>Release lab result/s.</li> </ul>	<b>30mins- 1 month</b>  <i>*May vary according to type of lab test requested/done.</i>	<b>MEDICAL TECHNOLOGIST</b>

**F. List of Laboratory Examinations available**

- Complete Blood Count (CBC) **2 hours**
- Platelet count **2 hours**
- Blood typing **1 hour**
- HBsAg **1 hour**
- HAV IgM/IgG **1 hour**
- Syphilis test **1 hour**
- Urinalysis **30 mins**
- Pregnancy test **30 mins**
- Stool examination
  - Direct Fecal Smear **30 mins**
  - Kato Katz technique **2 days**
- Sputum examination **2 days**
- Lipid Profile **6 hours**
- SGOT **4 hours**
- SGPT **4 hours**
- Blood Uric Acid **4 hours**
- Fasting Blood Sugar (FBS) **4 hours**
- Random Blood Sugar **4 hours**
- Blood Urea Nitrogen (BUN) **4 hours**
- Creatinine **4 hours**
- HGT **30 mins**
- Dengue NS-1 **1 hour**
- Dengue Duo **1 hour**
- Dengue Blot **1 hour**
- Newborn Screening **Within 1 month**

**7. DENTAL HEALTH SERVICES**

**A. Who can avail of the service?**

Any resident of San Roque with dental concerns.

**B. Fees**

- FREE OF CHARGE

**C. Availability of the service**

- Every WEDNESDAY and THURSDAY (8:00AM- 12:00 PM)

➤ Except for HOLIDAYS

**D. How to avail of the service**

<b>STEP</b>	<b>CLIENT/PATIENT</b>	<b>SERVICE PROVIDER</b>	<b>WAITING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<b>1</b>	<ul style="list-style-type: none"><li>• Get priority number.</li></ul>	<ul style="list-style-type: none"><li>• Distributes priority number to client/patients.</li></ul>	<b>1-2 mins</b>	<b>DENTAL AID</b>
<b>2</b>	<ul style="list-style-type: none"><li>• Register</li><li>• Submit oneself for taking of vital signs.</li></ul>	<ul style="list-style-type: none"><li>• Provide proper instruction for client/patient.</li><li>• Properly label patient's records. Record vital signs and pertinent health data.</li></ul>	<b>5-8 mins</b>	<b>DENTAL AID</b>
<b>3</b>	<ul style="list-style-type: none"><li>• Wait for number to be called to avail of dental check-up and procedures.</li><li>• Cooperate and provide with other health/dental information when deemed necessary.</li></ul>	<ul style="list-style-type: none"><li>• Conducts dental check-up/ procedure.</li><li>• Provides health information, medicines and take home medications instruction accordingly.</li></ul>	<b>15 mins – 30 mins</b>	<b>DENTIST</b>

**E. PESO for Health SERVICES**