

# CGPP Citizens' Charter

**Table 15. Office of the City Health Officer**

## SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>1. Request for Medical Consultation/ Medicines</b> a. General consultation	1. Secure Priority Number from the security guard on duty  2. Approach admitting personnel when priority number is called for vital sign taking and give vital information and chief complaints  3. Proceed to Medical Officer at the Annex Building (CHO II) to submit self for medical examination to the physician and receive prescription for medicines/lab requests  4. If given with laboratory requests, proceed to laboratory section for laboratory test	1. Call the number to be served  2. Search & locate patient's record from the files, if none, issue family number to new client/ patient. Document chief complaint, vital signs, medical history and other relevant information in the patient record.  3. Bring client's record and assist client to the physician for further evaluation and assessment to complete physical examination  4. Perform the necessary procedure: extract blood as needed or collect specimen such as stool, urine, sputum; examine the specimen submitted; and issue result	1. Family Number Identification Card (for old patient) 2. Growth Chart/Child Immunization Record (for old patient)	None	20 minutes	Ma. Helene C. Palanca & staff/ CHO Dr. Juancho Monserate/ ACHO Dr. Ricardo Panganiban/ Dr. Dean Palanca/ Dr. Eunica Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>5. Prescription (for unavailable medicines)- purchase/buy the medicines at any private pharmacy.</p> <p>6. Bring patient's record and proceed to CHO Main Bldg to the Dispensing Section/Pharmacy (BOTIKA)</p> <p>7. Approach Dispensing Nurse to get medicines prescribed and sign receipt on listed medicines received.</p>	<p>5. Make final diagnosis based on history and physical examination and the laboratory result</p> <p>6. Provide medical advices to client on how to take medicines and the scheduled follow-up</p> <p>7. Retrieve and collect patient's records, return them to Records Section for proper filing and reporting</p>	<p>3. Patient's record/Admission form for dispensing of medicines</p>		<p>5 minutes</p>	<p>Ma. Helene C. Palanca</p> <p>Nestor Timbancaya</p>
<p>b. Medico Legal Consultation/ Commitment to jail/ Medical Certificate (Sick leave, athletes/ Encampment/ Reinstatement/ Employment/ Appointment)</p>	<p>1. Proceed to Admission Section and approach admitting personnel</p>	<p>1. Admit client and fill-up Patient's Admission Form and take vital information regarding their complaints</p>	<p>Request from PNP for jail commitment</p>		<p>20 minutes</p>	<p>Ma. Helene C. Palanca &amp; staff/ CHO Dr. Juancho Monserate/ ACHO Dr. Ricardo Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston</p>

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Give vital information/incident/chief complaints and submit for vital signs taking before proceeding to the Medical Officer at the Annex building	2. Advise the client to proceed to the physician for examination	Family Number for Sick leave and medical certificate form for athletes/schools/agencies			
<b>2. Request for Pre-natal care</b>	<p>1. Secure Priority number and wait to be called</p> <p>2. Present priority number when called and family number for old clients. For new clients, provide personal data. Subject self to pre-natal examination. Retrieve back HBMR and follow subsequent instruction for return visit.</p>	<p>1. Give Priority Number - for old clients: get and fill-up HBMR/ Interview/ record the data needed; for new clients: provide HBMR/ get personal data and OB History and Record</p> <p>2. Conduct routine pre-natal and complete physical exam to clients. Counseling &amp; IEC to pregnant woman, give advise for schedule of Tetanus Toxoid Immunization</p> <p>3. Refer pregnant woman with danger signs/other illnesses to Admission or physician for consultation &amp; evaluation. Return to PHN/RHN for recording of lab results and for proper instruction and management and return back HBMR to clients. Advise for return visit.</p>	HMMR (Home Based Maternal Record) for old clients and Family Number	None	<p>10-15 minutes</p> <p>5-10 minutes</p>	<p>Ma. Dolores Mesicula &amp; staff</p> <p>Elma T. Reynoso &amp; staff</p>

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>3. Request for Immunization to:</b> a. Infant (0-11 months)	1. Parents/Guardian should secure priority number and wait for the number to be called 2. Present priority number and family number when called (old client); for new clients provide child's personal data. 3. Wait for child's turn to be immunized. Get copy of your child's ECCD Card (Early Childhood Care Development) Card after the child has been immunized.	1. Provide priority number, get ECCD Card for old client and provide card to new one. 2. Get vital information and fill-up ECCD Card. Record information to TCL 3. Assess and screen infants for immunization; give immunization to eligible infants and give vitamin A to 9 months infant simultaneous with measles. 4. Refer sick children before immunization to admission section/ physician/ hospital for further evaluation and management 5. Advice and educate parents/ caregivers on health; return ECCD to clients and give instruction for schedule of return visit.	ECCD Card (old clients) or growth monitoring Chart  Family number for old clients	None	10-15 Minutes  5-10 minutes	Ma. Dolores Mesicula & staff  Elma T. Reynoso & staff
	b. Pregnant Mother	1. Secure priority number and wait to be called	1. Follow procedure for pre-natal care	HMMR (Home Based Maternal Record) for old clients and Family Number	None	10-15 minutes

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Present priority number when called and family number for old clients. For new clients provide personal data. Subject self to immunization. Retrieve back HBMR and follow subsequent instruction for return visit.				5-10 minutes	Elma T. Reynoso & staff
<b>4. Request for laboratory examination services and issuance of results</b> a. BSMP (Blood Smear for Malaria Parasites) b. CBC c. Blood Typing d.. Hemoglobin e. Hematocrit f. Platelet Determination g. Bleeding/Clotting Time h. Widal Test i. Urinalysis/Pregnancy Test j. Fecalalysis k. Lipid Profile	1. Pay prescribed fees (for laboratory test requiring payments) 2. Submit specimen  3. Get Result	1. Advise client to pay corresponding fee 2. Get/accept specimen 3. Advise the client when to return to get the result 4. Examine specimen 5. Record and release the result	Physician's request Official Receipt Specimen Health Card (food Handlers)	None 75.00 30.00 30.00 30.00 40.00 40.00 100.00 40.00 50.00 340.00	1 hour  Half day	Lolita M. Moraga & staff

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
l. Fasting Blood Sugar m. Hepatitis B  n. Gram Stain for Sexual Transmitted Infection o. Sputum	<i>(Note: Lab Exam shall have the physician's request.)</i>			100.00 150.00  30.00  None	   4 days	
<b>5. Request for Tetanus Toxoid</b>	1. Proceed to NTP section 1st dose - 1st visit  2nd dose - after 1 month  3rd dose - after 6 months  4th dose - after one year 5th dose - after one year <i>If there's a wound:</i> Gathering of patient's history Assessment of patient's condition	1. Carry out doctor's order  2. Conduct Health Education to patient 3. Give intramuscularly Tetanus Toxoid, 5 ml injection 4. Give post injection instruction	TT Card    <i>If severe: Doctor's Order</i>	5.00 for syringe	5 minutes  10 minutes	Joy Tianchon
<b>6. Request for Dental Services</b> a. Oral Examination	<i>New:</i> 1. Get family number to the Dental Aide Admission of patient by Dental Aide  2. Wait for your turn for personal data gathering and evaluation	1. Issue Family Number  2. Screen and evaluate px individually for a new one	Family Number (old patient)   Official Receipt		10 minutes	Dr. Edgar G. Villagracia & staff

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
b. Tooth Extraction  c. Oral Prophylaxis  d. Dental Filling e. Dental Consultation and Gum treatment	3. Prepare for oral examination, and undergo individual screening and evaluation 4. New patient will undergo oral examination before tooth extraction/ oral prophylaxis  5. Get prescription for medicine to CHO Pharmacy	3. Conduct oral examination of teeth and required service:  - Tooth extraction  -Oral prophylaxis/ scaling  -Dental filling -Dental examination and gum treatment 4. Fill-up individual record of px 5. Prescribe medicines and refer to CHO Pharmacy		75.00 temporary tooth  100.00 permanent tooth  250.00  100.00 (d) None (e)	30 minutes  30 minutes	
<b>7. Request for Tooth Brushing Drill and Fluoridization (in different schools)</b>	1. Provide glasses and clean water to be used in tooth brushing drill and fluoridization  2. Listen attentively to the lecture about oral dental care before the actual tooth brushing drill and fluoride mouth rinsing	1. Coordinate with school officials  2. Give lecture and demonstration on proper oral hygiene  3. Distribute toothbrush with toothpaste to every pupil (Grades 1 and 11)	Attendance in school	None	1 hour  (with follow-up monthly)	Dr. Edgar G. Villagracia & staff

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		<ol style="list-style-type: none"> <li>4. Conduct actual tooth brushing drill and fluoridization</li> <li>5. Get the list of pupils who participated in the drill</li> </ol>				
<b>8. Request for Re-supply of Contraceptives</b>	<ol style="list-style-type: none"> <li>1. Present return visit card to Popcom personnel</li> <li>2. Submit self for vital signs examination (blood pressure, weight, etc.)</li> <li>3. Accept necessary Family Planning Service/ contraceptive, sign logbook and get return visit card again</li> </ol>	<ol style="list-style-type: none"> <li>1. Get Record from file</li> <li>2. Interview/ assess the client for possible complaint</li> <li>3. Help/ recommend other method</li> <li>4. Release/Give Family Planning supply</li> <li>5. Update client record</li> </ol>	None	None	10 minutes	Isabelita Pelonia & staff
<b>9. Request for Intra Uterine Device (IUD)</b>	<ol style="list-style-type: none"> <li>1. Approach front desk personnel</li> <li>2. Submit self for necessary examination (menstruation, weight, blood pressure, etc.) and IUD insertion</li> </ol>	<ol style="list-style-type: none"> <li>1. Interview/counsel the client</li> <li>2. Prepare family planning service record</li> <li>3. Prepare instrument</li> <li>4. Conduct physical, pelvic and internal examination before insertion of IUD, if qualified</li> </ol>	Have menstruation	None	30 minutes	Arminda Buaya



## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Sign necessary documents	5. Provide return visit card and conduct post counseling				
<b>10. Request for PAPANICULAO SMEAR (PAP SMEAR) for early detection of cervical cancer</b>	1. Approach the staff and asked about PAP smearing  2. Submit self for physical examination  3. Receive the released specimen and sign in the logbook  4. Bring specimen to Pathologist and get result on specified date of return  5. Return to Popcom Office and present the result of Laboratory to physician	1. Interview/ assess the client  2. Physically examine the client and prepare for actual Pap Smearing  3. Examine the pelvic and collect specimen for pap smear  4. Release slides to client for laboratory reading of the Pathologist  5. Advise the client for return visit	At least 10 days after menstruation  3 days no sexual contact	150.00	30 minutes	Arminda Buaya          Arminda A. Buaya/ Dra. Eunice Rina Herrera
<b>11. Request for Resource Speaker on Family Planning Health and Nutrition Subjects</b>	1. Approach front desk personnel and present the letter request  2. Ask for the availability of speaker  3. Return/ call for confirmation of speaker	1. Receive and record letter request  2. Schedule date of Resource Speaker and personnel assigned to do the job	Letter request for approval of the Department Head	None	15 minutes	Concerned personnel

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>12. Issuance of Medico Legal/ Autopsy Examination results</b>	<p><i>For Medico-Legal:</i></p> <p>1. Proceed to CHO Secretary to present/give the letter request</p> <p>2. Subject self for physical examination by the Physician</p> <p>3. Bring admission form to Admin Section for preparation of document, then bring the document back to the physician for signature and receive the client's copy</p>	<p>1. Receive request for medico legal examination and advise the client to proceed to Admission Section</p> <p>2. Take vital information on the patient and refer to physician afterwards</p> <p>3. Conduct physical examination, document the findings/ recommendations on the admission form, and advise the patient to bring the record to the Admin Aide for preparation of Medico Legal document</p>	<p>Request from the authority if the case was brought to the police or from the surviving family (for autopsy exam)</p> <p>Admission Form and Official Receipt</p>	80.00 (Medico Legal)	30 minutes	Ma. Helene C. Palanca & staff

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p><i>For Autopsy:</i></p> <p>1. Proceed to Admission Section and wait for the assignment of the CHO who will conduct the autopsy</p> <p>2. Receive the copy of the autopsy report from the Admin Section</p>	<p>1. CHO will assign Physician who will conduct an autopsy exam</p> <p>2. Conduct autopsy examination and document the result for preparation of autopsy report</p> <p>3. Prepare and sign the autopsy report</p>		100.00	3 hours	CHO Dr. Juancho V. Monserate/ ACHO Dr. Ricardo B. Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston/ Vilma Abaa/ Marilyn Tabang/ Trini Ann Castro
<b>13. Issuance of physically fit Certificate for Medical/ Physical Examination Result/ Dental/ Pre-Marriage Certificate</b>	<p>Proceed to Admin staff/Clerk for the preparation of the medical certificate after presenting the laboratory tests and present self to the physician for medical examination and signature</p> <p>Pay the corresponding fee</p>	<p>Prepare medical certificate and advise client to proceed to admission for some vital signs taking before proceeding to the physician for physical examination. (a,b,c,d,f,g)</p>	Laboratory Results (CBC, Chest X-ray, Urinalysis, Drug Test) for (a) Drug Test (b)		10 minutes	ACHO Dr. Ricardo B. Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston/ Vilma Abaa/ Marilyn Tabang/ Trini Ann Castro

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
a. Employment	<i>For sickness:</i>	<i>For e and h:</i>	Patient's record (e)			
b. Driver's license	Proceed to Admission section for vital information and to physician for physical examination then to Admin. Section for preparation of Medical Certificate	Take vital information and advise the patient to proceed to the physician for examination	Bond Form (f)	70.00 (medical cert.)		
c. Physically/Mentally fit	<i>For Immunization:</i>		Official Receipt			
d. Jail Commitment	Proceed to MCH Section for the record of the child (City Health Officer signs the Immunization Certificate)	Interview client, search data needed and submit records to Admin Division for payment of Research and Certification Fee before issuance of immunization signed by the City Health Officer	Marriage application for License (K)	70.00 (Immunization Certificate)	15 minutes	CHO Dr. Juancho Monserate (immunization cert.) with the support of immun. & pre-natal section
e. Diagnosis (Financial/Medical Assistance)	<i>For Dental Clearance:</i> Wait for your turn for oral examination and payment of corresponding fees before the Dental Certificate will be issued	Admit client for oral examination of the dentist before issuance of Dental Certificate	Attendance for Pre-Marriage Counseling	30.00 (dental)	20 minutes	Dr. Edgar G. Villagracia & staff
f. Bond	<i>For PMCC:</i> Present Marriage Application Form	1. Receive application for recording and prepare Pre-Marriage Counseling Cert		None	2 hours (PMC)	Isabelita A. Pelonia & staff
g. School Requirements		2. Conduct Counseling session before releasing PMC Certificate				

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
h. Leave of Absence i. immunization  j. Dental Clearance k. Pre-Marriage Counseling Certificate l. Health Certificate	<i>For Health Certificate:</i> Proceed to Laboratory Section for examination/Physician/ Disease Control/CHO	Check if required examinations were done; record in the logbook		310.00 (FH); 50.00 (NFH)		Chona C. Cabiguen & staff
<b>14. Issuance of Death Certificate</b>	1. Proceed to Admin Section and show proof of Death of the deceased person before referring to the physician  2. Proceed to the physician for determination of the cause of death before going back to the Admin Section for preparation of death certificate 3. Bring back the prepared death certificate to the physician for signature before the admin Staff releases the copy	1. Check/verify proof of death/ Certificate of death or Bgy. Certificate  2. Determine cause of death to be indicated in the death certificate then advice the client to go back to Admin Section for preparation of Death Certificate before affixing his signature	Bgy. Certification or proof of death; if delayed (Affidavit of Delayed Registration & Affidavit of two Disinterested persons Official receipt	50.00	15 minutes	ACHO Dr. Ricardo B. Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston/ Vilma Abaa/ Marilyn Tabang/ Trini Ann Castro

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>15. Issuance of Certificate for Permit</b> a. To construct a tomb	1. Proceed to Admin Staff/Clerk for the preparation of the permit	Advise the client to pay corresponding fee; check the request if the tomb is allowed to be opened (b); prepare the permit	Death Certificate (a & b)	Rental for 5 yrs & renewable 420.00 (3x7)	10 minutes	ACHO Dr. Ricardo B. Panganiban & Vilma Abaa/ Marilyn Tabang
b. To open a tomb  c. To transfer/transport Cadaver  d. Sanitary Permit	2. Go to the Caretaker of the City Cemetery for the sketch of the tomb site/location (for tomb const.)  3. Back to City Health Office-Disease Control Division for inspection and to the physician for signature  <i>For Sanitary Permit:</i> a.) Present necessary documents/ papers and Official Receipt	Physician and sanitation officer signs the recommendation and advice client to proceed to the Office of the City Mayor, New City Hall, for approval           Fill-up Sanitary Permit form and sign for recommending approval and record at the logbook	Community Tax Certificate (Cedula) (a)   Request with photocopy of death cert.(b)   Application (d)  Official Receipt	           300.00 (3x5)   120.00 (2x3)  100.00 (above niche)   350.00 (SP)	           20 minutes	           Sanitation Inspectors and the City Health Officer


## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>16. Issuance of Food Commodities for the UWPS children and identified Underweight Pregnant for Patient who seek consultation at the CHO</b>	Present referral from Midwife or Medical Officer, receive food commodities, and log to record book	Receive referral form, identify the client if underweight, give counseling, give supplementary food, and advise for monitoring and for re-issuance of food	Referral form/patient medical record	None	10 minutes	Ms. Analiza R. Herrera & staff
<b>17. Provisions of Other Health Related Services:</b> a. Giving Free counseling on proper diet & diet management (Adult & children)  b. Parents of UWPS Underweight pregnant  c. Provide technical assistance	Present concern to the Nutritionist-Dietitian, give pertinent data on health status and vital statistics and/ or present the diet prescription given by the doctors, if any.  Present self for counseling on proper diet and diet management and/or necessary documents or data  Receive diet prescription from the nutritionist-Dietitian and affix signature on client Counseling Record Book/walk-in clients.	Inquire patients/clients concern and conduct nutrition counseling;  Provide technical assistance and advise for monitoring and return visit if necessary	a.) None  b.) Parents record from admission indicating underweight child  c.) Pink card and referral from midwife	None	15-20 minutes	Ms. Analiza R. Herrera
<b>18. Provisions of Food Handler Seminar</b>	Participants sign at the Attendance Sheet and attend the lectures	Give lectures using Visual Aids	Attendance	None	One day	Chona C. Cabiguen & staff

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>19. Provisions of Services to Sanitary complaints</b>	Fill-up sanitary complaint form and submit to the receiving clerk	Secure Mission Order from the City Health Officer to inspect the subject complaint and issue Sanitary Order/recommendation	Complaint Form	None	2-5 days	Chona C. Cabiguen & staff
<b>20. Provision of Services to Facilitate application for tomb construction at the City Cemetery</b>	File application before proceeding to the city cemetery for the caretaker to sketch the location and back to the CHO for signature of the Sanitary Inspector and City Health Officer	Check the OR or certification from CSWD in case of indigent before signing and recording/releasing the document	Official Receipt	420.00 300.00 120.00 100.00	10 minutes	Chona C. Cabiguen & staff

Approved by:

  
**Dr. JUANCHO V. MONSERATE**  
 City Health Officer II