



Municipal Government  
Of Burgos, Ilocos Sur



# MUNICIPAL GOVERNMENT OF BURGOS, ILOCOS SUR

## CITIZEN'S CHARTER

2022, First Edition



Municipal Government  
Of Burgos, Ilocos Sur

# **Office of the Municipal Health Officer**

## **External Services**



## 1. ISSUANCE OF SANITARY PERMIT FOR BUSINESS ESTABLISHMENT

Civil Registry documents such as Birth, Marriage and Death Certificate may be availed by securing a certified transcript or photocopy from the office.

<b>Office:</b>	Municipal Health Office			
<b>Classification:</b>	Complex			
<b>Type of transaction:</b>	G2B- Government to Business Entity			
<b>Who may avail:</b>	Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>FROM WHERE TO SECURE</b>	
Barangay Clearance (1 Original, 2 photocopy)			Barangay Hall	
Police Clearance (1 Original, 2 photocopy)			Municipal Police Station	
Order of Payment (1 Original)			Office of the Mayor	
Official Receipt (1 Original)			Municipal Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register in the logbook	Assist the client.		1 minute	Staff on Duty
Submit request and requirements	Check the requirements		1 minute	Staff on Duty
Undergo examination	Advise and give request to the patient to undergo <ul style="list-style-type: none"> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Hepa B test/HbSAg</li> <li>• Sputum exam/chest X-ray if symptomatic</li> <li>• CBC and PC</li> </ul>		10 minutes	Municipal Health Officer  Sanitation Inspector 1  Medical Technologist



Present examination results	Check the examination results and forward the patient to the doctor for the physical examination		2 minutes	Municipal Health Officer  Staff on Duty
Pay necessary bill	Advise the client to pay the fees. Issuance of official receipt. Staff will write OR n Number at the Log Book	P132.83	2 minutes	Revenue Collection Clerk
Receive Sanitary Permit	Sign and issue the Sanitary Permit		1 minute	Municipal Health Officer  Sanitation Inspector 1
Wait for the inspection of establishment	Ocular inspection at the business establishment and if failed to meet the necessary requirement in accordance to the Sanitation code the RSI will give relevant intervention through proper instruction on the owner and revisit after the scheduled next follow up visit		Time: Case to case basis	Sanitation Inspector 1
<b>TOTAL:</b>		<b>P132.82</b>	<b>20 Minutes</b>	



## 2. PROVISION OF OUT PATIENT CONSULTATION

This service is to diagnose and treat illness and give appropriate medical services. Service is available at the Municipal Health Office to any person/individual who needs medical assistance.

<b>Office:</b>	Municipal Health Office			
<b>Classification:</b>	Complex			
<b>Type of transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Citizenry			
CHECKLIST OF REQUIREMENTS			FROM WHERE TO SECURE	
Individual Treatment Record (Family's Folder)			Rural Health Unit Record's Section	
Order of Payment (1 Original)			Laboratory Section	
Official Receipt (1 Original)			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Take out folder at the records section containing Individual Treatment Record (ITRF)		1 minute	Staff on Duty
Wait for his/her name to be called before entering into the doctor's room	Head-to-toe assessment to the patients, take the vital signs and other chief complaints and record all the pertinent information at the ITRF		2 minutes	Staff on Duty
Undergo examination at the Doctor's room	Thorough examination and relevant prescription and health teachings to the patient by the Doctor		5 minutes	Municipal Health Officer
Receive medicine at the Pharmacy	Dispense appropriate medicine to the patient  Instruct how to take the medicines		2 minutes	Dispensing Officer



<p>The patient will give the laboratory prescription to the Nurse/Midwife on duty for the registration at the Laboratory logbook</p>	<p>If laboratory examinations will be conducted, the doctor will give prescription to the patient. The staff will give necessary laboratory request to the patient and charge slip to be presented at the billing unit at the Treasurer's Office. Issuance of Official Receipt and record OR number at the RHU logbook</p>		<p>1 minute</p>	<p>Municipal Health Officer  Staff on Duty</p>
<p>The patient will give the laboratory request at the Laboratory Room located at the second floor of the New RHU building</p>	<p>The Medical Technologist will collect necessary specimen to the patients and run the needed/requested examination. The MT will record all the results at the Lab logbook and issue/furnish a copy of result to the staff on duty at the consultation area.</p>		<p>8 minutes</p>	<p>Medical Technologist  Staff on Duty</p>
<p>The patient will wait for his/her name to be called before entering at the Doctor's room for the Laboratory result</p>	<ul style="list-style-type: none"> <li>Review the lab result by the doctor and give necessary health instructions and prescriptions to the patient.</li> </ul>		<p>3 minutes</p>	<p>Municipal Health Officer  Staff on Duty</p>
	<ul style="list-style-type: none"> <li>If the patient needs to be referred to a higher facility, the doctor will give needed referral note. The staff on duty will prepare the patient</li> </ul>		<p>1 minutes</p>	
	<ul style="list-style-type: none"> <li>If the patient will undergo further observation and treatment, the patient will stay at the health center until the doctor will order</li> </ul>		<p>Time: As instructed by the physician (case to case basis)</p>	



	that she or he may go home			
The patient will stay at the RHU for observation and further treatment	<ul style="list-style-type: none"> <li>• Orders and insertion of IVF and start all prescribed medicines</li> <li>• On discharge of patient: Instruct the patient and the watcher all necessary health teachings for continuity of care</li> </ul>		11 minutes	Municipal Health Officer  Staff on Duty
<b>TOTAL</b>			<b>33 Minutes</b>	

### 3. PROVISION OF NATINAOL TUBERCULOSIS PROGRAM (NTP)

This service is to diagnose and treat illness and give appropriate medical services. Service is available at the Municipal Health Office to any person/individual who needs medical assistance. The purpose of this program is to identify and treat patients with TB providing free medications and assisting them throughout their treatment short course. This program as well aims to treat all cases at the community thru active case finding.

<b>Office:</b>	Municipal Health Office			
<b>Classification:</b>	Complex			
<b>Type of transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Citizenry			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>FROM WHERE TO SECURE</b>	
Individual Treatment Record (Family's Folder)			Rural Health Unit TB IDOTS Facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the admission area	<ul style="list-style-type: none"> <li>• Take out folder at the records section containing</li> </ul>		1 minute	Staff on Duty



	Individual Treatment Record (ITRF)			
Wait for his/her name to be called before entering into the doctor's room	<ul style="list-style-type: none"> <li>Head-to-toe assessment to the patients, take the vital signs and other chief complaints and record all the pertinent information at the ITRF</li> </ul>		2 minutes	Staff on Duty
Undergo examination at the Doctor's room	<ul style="list-style-type: none"> <li>Thorough examination, provision of medicines and relevant prescription and health teachings to the patient by the Doctor</li> </ul>		2 minutes	Municipal Health Officer Nurse I
	<ul style="list-style-type: none"> <li>If the patient's condition is suggestive of TB as per physician's assessment, then the patient will be enter/admitted/enroll to the TB short course treatment.</li> </ul>		2 minutes	
	<ul style="list-style-type: none"> <li>The nurse will admit the patient at the TB DOTS room completing all data of the patient on the treatment card and NTP card Health teachings is reiterated to assist the patient properly</li> </ul>		5 minutes	





	<ul style="list-style-type: none"> <li>The medication of the patient will be properly and clearly instructed and started at the first visit of the patient. Advised the patient to comply strictly during scheduled follow ups and seek for medical attention immediately if negative symptoms occur.</li> </ul>		5 minutes	
The patient will bring his/her NTP card during follow up visits.	<ul style="list-style-type: none"> <li>For follow up patients, they will go immediately to the TB DOTS center for resupply of medicines.</li> </ul>		5 minutes	Nurse I
<b>TOTAL:</b>			<b>22 minutes</b>	

#### 4. PROVISION OF MATERNAL CARE SERVICES

This service is to ensure safe child birth or every pregnant mother. Service is available at the Municipal Health Office to any person/individual who needs medical assistance. This service is provided as free for every patient.

<b>Office:</b>	Office of the Municipal Civil Registrar
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All concerned parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>FROM WHERE TO SECURE</b>
Individual Treatment Record (Family's Folder)	Rural Health Unit Record's Section
Order of Payment (1 Original)	Laboratory Section
Official Receipt (1 Original)	Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	<ul style="list-style-type: none"> <li>Take out folder at the records section containing Individual Treatment Record (ITRF)</li> </ul>		1 minute	Staff on Duty
	<ul style="list-style-type: none"> <li>Head-to-toe assessment to the patients, take the vital signs, OB history and other chief complaints and record all the pertinent information at the ITRF. Record all pertinent information at the Home-Based Maternity Record (HBMR) card of the mother</li> </ul>		3 minutes	
	<ul style="list-style-type: none"> <li>Forward the patient together with the patient's folder/ITR at the BEmONC building for the prenatal check up</li> </ul>		1 minute	
The pregnant mother will undergo laboratory test at the Laboratory Room located at the second floor of the New RHU building	<ul style="list-style-type: none"> <li>The Medical Technologist will collect necessary specimen to the patients and run the needed/requested examination. The MT will record all the results at the Lab logbook and</li> </ul>		8 minutes	Medical Technologist Staff on Duty



	issue/furnish a copy of result to the staff on duty at the consultation area.			
The patient will wait for his/her name to be called before entering at the Doctor's room for the Laboratory result	<ul style="list-style-type: none"> <li>Review the lab result by the doctor and give necessary health instructions and prescriptions to the patient. Assess and prescribed medications.</li> </ul>		3 minutes	<p>Municipal Health Officer</p> <p>Visiting OB-Gyne</p>
Receive/get prescribed medicines	<ul style="list-style-type: none"> <li>Advice and instruction given as well as health teachings imparted to patients</li> </ul>		2 minutes	<p>Municipal Health Officer</p> <p>Visiting OB-Gyne</p>
The pregnant mother is advised to return at the Birthing Home Facility for further assessment. Give accurate and relevant data	<ul style="list-style-type: none"> <li>The midwife on duty will get her catchment areas to be checkup. Antenatal record will be accomplished by the midwife. Formulation of an individual birth plan.</li> </ul>		2 minutes	
	<ul style="list-style-type: none"> <li>Assess the Tetanus Diphtheria status of the patient and make sure that she received the complete vaccination before giving birth and as a follow after giving birth the mother should as well receive immunization until 5 doses with a</li> </ul>		3 minutes	<p>Nurse I</p> <p>Midwife III</p> <p>Midwife II</p>



	particular scheduled interval.			
The patient undergo examination at the prenatal room	<ul style="list-style-type: none"> <li>Perform the Leopold's Maneuver and using the fetal Doppler listen and record the Fetal Heart Tone of the fetus as well as the presentation of the baby on the ITR and HBMR. Assess any danger signs that may post any risk to the mother and the baby.</li> </ul>		3 minutes	Nurse I Midwife III Midwife II
	<ul style="list-style-type: none"> <li>Give the mother health teachings and other important instructions on the proper nutrition and maternity care services as well as to follow up schedule.</li> </ul>		3 minutes	Nurse I Midwife III Midwife II
<b>TOTAL:</b>			<b>29 minutes</b>	

## 5. PROVISION OF IMMUNIZATION SERVICES

This is to immunize children 6 weeks to 15 months old to 59 months against from the vaccine preventable diseases. This is usually done at the Rural Health Unit and Barangay Health Station every Wednesday on a weekly basis. Immunization at the different barangays will be done as scheduled.

<b>Office:</b>	Municipal Health Office
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	0 to 59 Months
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>FROM WHOM TO SECURE</b>	
Individual Treatment Record (Family's Folder)	Rural Health Unit Record's Section



Baby's Book/ECCD Card		Given during their first visit at the Rural Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Take out folder at the records section containing Individual Treatment Record (ITRF)		1 minute	Staff on Duty
Present the baby record	Ask the baby book/record of the baby		1 minute	Nurse I Midwife III Midwife II
Wait for the name of the baby to be called	Check and validate the immunization record on the Target Client Lists		1 minute	Nurse I Midwife III Midwife II
Undergo immunization	Give a brief health education to the mother on what is the vaccine's action to the baby's body and possible side effects that may happen after immunization. Assess the baby for any complications before administering or giving the vaccines as scheduled.		5 minutes	Nurse I Midwife III Midwife II
Receive/get further health teachings	Instruction/health education will be given to the mother and reiterate the next schedule for follow up visit		2 minutes	Nurse I Midwife III Midwife II
<b>TOTAL:</b>			<b>10 minutes</b>	



## 6. PROVISION OF FAMILY PLANNING SERVICES

This service is to provide logistics on family planning methods. We educate as well the couples on the responsible parenthood that may be achieved through shared responsibility of both men and women or the couple.

<b>Office:</b>	Municipal Health Office			
<b>Classification:</b>	Complex			
<b>Type of transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Sexually Active of Reproductive Age			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>FROM WHERE TO SECURE</b>	
Individual Treatment Record (Family's Folder)			Rural Health Unit Record's Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the admission area	Take out folder at the records section containing Individual Treatment Record (ITRF)		1 minute	
Undergo interview and consultation	<ul style="list-style-type: none"> <li>Present and discuss all the possible options that the patient will adopt or accept.</li> </ul>		4 minutes	Nurse I Midwife III Midwife II
	<ul style="list-style-type: none"> <li>Ask the patient's decision on what method is to be use or she/he will accept. Assess the patient and perform head to toe examination before administering or starting any method.</li> </ul>		4 minutes	



	<ul style="list-style-type: none"> <li>• Fill up all necessary information on the patient's FP service record, logbook and daily dispensing record</li> </ul>		2 minutes	
Receive the chosen FP method	<ul style="list-style-type: none"> <li>• Administer or start the chosen FP method</li> </ul>		1 minute	Nurse I Midwife III Midwife II
	<ul style="list-style-type: none"> <li>• Record or pertinent information and advice the next follow up visit/resupply.</li> </ul>		1 minute	
<b>TOTAL:</b>			<b>13 minutes</b>	