

CALATAGAN RHU CITIZEN CHARTER

A. THE OUT-PATIENT SERVICES OF THE RURAL HEALTH UNIT

ABOUT THE SERVICE:

This service caters to the primary health needs of our constituents. It includes consultation, diagnosis and giving of appropriate medical services.

Medical, Minor Surgeries and Dental Health services are available at the Rural Health Unit (RHU) to any person or individual who needs assistance.

SERVICE SCHEDULES:

Monday to Friday
8:00 am to 5:00 pm

FEES:

No fee is collected in availing of the outpatient services of the Rural Health Unit

HOW TO AVAIL OF THE SERVICE:

A. 1. OPD CHECK- UP

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1.Go to Records Section	Retrieve Family Envelope	5 minutes	Monday- Friday Brgy. Health Aid
2. Go to admitting section	Admit patient for OPD Check up Ask clients/patients on purpose of consultation and write patients data on a	2 minutes	Monday- Friday RHM, NDP, BHW

	daily patient's logbook.		
3. Approach the Main Health Center Nurse, Midwife	Get vital signs to be recorded in an Individual Treatment Record (ITR) and refer the patient to the Municipal Health Physician.	5 minutes	PHN RHM NDP/RHMPP/BHW
4. Approach the Municipal Health Officer 5. May go home	Examination of patients The Municipal Health Officer, <ol style="list-style-type: none"> 1. Take history and proper physical examination, request for some laboratory exams if needed 2. Make the proper disease diagnosis 3. Administer proper management 4. Prescribe and dispense necessary available meds 5. Advice and discharge patient 	10 minutes	MHO

A. 2. DENTAL SERVICES

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Go to the Municipal Health Office Receiving Area	Admit patients for Dental care Ask patients for purpose of consultation and take patients' vital signs	2 minutes	RHM, BHW
	Refer patient to the Dentist on duty.	2 minutes	RHM, BHW
2. May go home	Administration of Dental Care. Dentist on Duty: 1. Examine the patient 2. Render necessary needed dental care 3. Give dental advice and discharge the patient	variable	Municipal Dentist

B. PRE-NATAL CHECK UP

ABOUT THE SERVICE:

Maternal Care is one of the featured programs in the Department of Health Reform Agenda in conjunction with the country's Millennium Goal, hence we offer regular pre-natal check up to would-be, and expectant mothers in our community to be able to achieve a zero maternal mortality rate, and to make sure that every delivery is a safe delivery.

SERVICE SCHEDULES:

EVERY WEDNESDAY
1:00 AM TO 5:00 AM

FEES:

No fee is collected in availing pre-natal check-up
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HOW TO AVAIL OF THE SERVICE:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Go to the admitting section	Take personal data, obstetrical history and vital signs and record them in the individual patient record chart and issue number	4-5 minutes	RHM, NDP/RHMPP, BHW
2. Proceed to the examination room, you will be called according to your numbers	Midwife in the examination room do the prenatal abdominal palpation and other necessary examination suited to the patient. Health education is rendered	8-10 minutes	RHM, NDP/RHMPP

	emphasizing facility based- delivery. Other patients who need further examinations are referred to the physician for further check-up		
3. May go home	Midwife in charge do the final advice and schedule patient for further follow up if necessary. Patients referred to the physician are advised and discharged by the physician	3-5 minutes	RHM, NDP/RHMPP

C.FAMILY PLANNING SERVICES

ABOUT THE SERVICE:

Family Planning is one of the featured programs in the Department of Health Reform Agenda in conjunction with the country's Millennium Goal, hence we offer regular Family Planning services for the urposed of Birth Spacing, responsible parenthood.

SERVICE SCHEDULES:

EVERY WEDNESDAY
8:00 AM TO 5:00 AM

FEES:

No fee is collected in availing pre-natal check-up

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HOW TO AVAIL OF THE SERVICE:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Go to the admitting section	Take personal data,vital sign, LMP,LB,GP.	4-5 minutes	PHN, RHM, NDP/RHMPP
2. Proceed to the examination room, you will be called according to your numbers	Nurse and Midwife in the examination room do the examination AND health teaching regarding different Family Planning Methods	8-10 minutes	PHN, RHM, NDP/RHMPP

3. May go home	Midwife in charge do the final advice and schedule patient for further follow up if necessary. Patients referred to the physician are advised and discharged by the physician	3-5 minutes	PHN, RHM, NDP/RHMPP
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D. ANTI- TUBERCULOSIS PROGRAM (TB-DOTS)

ABOUT THE SERVICE:

Tuberculosis has burdened the country for so many years. Presently, it is still a major health hazard. The Municipak Health Office manages an anti- tuberculosis program. It is geared toward preventing and controlling the spread/ transmission of tuberculosis (TB) in the community. The main objective is to identify and treats patients with TB by providing anti- tuberculosis medication for free using the DOTS.

This program caters to the so called TB symptomatic , meaning, patients having a chronic cough of more than two (2) weeks or coughing out blood, afternoon low grade fever, body weakness, and sudden loss of weight for the last six (6) months.

SERVICE SCHEDULES:

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

FEES:

No fees to be collected

HOW TO AVAIL OF THE SERVICES:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Proceed to the admitting section	Nurse and Midwife on duty take the patients personal data, the reason why the patient came for check up and the patient's vital signs. These are all logged in the patient's individual chart.	2-3 minutes	RHM, NDP, RHMPP
2. All TB symptomatic admitted are referred to the physician	Physician further examine patient for proper evaluation and assessment.	5-10 minutes	MHO
3. All TB patient symptomatic proceed to laboratory for sputum examination	Medical Technologist, Microscopist collect sputum specimen.	2-3 minutes	RMT, Microscopist, ILW, BHW
4. Follow up sputum results	Medical Technologist release sputum results to midwives or directly to patient	1 day	RMT, Microscopist
7. Patient with sputum result proceeds to admitting section.	Midwife on duty refer patient to the physician.	2-3 minutes	RHM, MHO
8. Patient proceed to treatment room	Physician examine, evaluate and diagnose patient for proper management	8 minutes	MHO

<p>9. (a.) TB Symptomatic patient with (+) sputum approach the Nurse on duty (b.) TB Symptomatic patient with (-) sputum requested for chest x-ray exam</p>	<p>(a.) Nurse on duty register the patient to Directly Observed Treatment with Short Course Chemotherapy, National Tuberculosis Program (DOTS NTP) registry and endorse to the midwife in charge or BHW as DOTS treatment partner. (b.) Diagnostic Center (non-institutional) conduct chest x-ray exam as requested</p>	<p>(a.) 10 minutes (b.) 30 minutes</p>	<p>PHN, RHM, BHW</p>
<p>10. (a.) TB Symptomatic patient with (+) sputum approach the midwife in charge. (b.) TB symptomatic patient with (-) sputum and chest x-ray results approach the physician.</p>	<p>(a.) Midwife in charge properly instruct the patient regarding DOTS and emphasized strict compliance to treatment. (b.) Physician evaluate patient for further management</p>	<p>(a.) 20 minutes (b.) 3-5 minutes</p>	<p>(a.) RHM, NDP/RHMPP (b.) MHO</p>
<p>10. (a.) TB Symptomatic patient with (+) sputum start the medication and follow-up as instructed. (b.) TB Symptomatic patients with (-) sputum and with chest x-ray results start medication as instructed by the physician.</p>	<p>(a.) Midwife and BHW in charge directly supervise the patients' compliance to drug intake. (b.) Physician follows up patient and or refer to TB Diagnostic Committee (TBDC) in accordance with the proper assessment.</p>	<p>(a.) 6 months to 1 year depends on TB category. (b.1.) TBDC- 2-3 weeks. (b.2.) Other Diagnosis-variable</p>	<p>(a.) RHM, NDP/RHMPP (b.1.) Provincial Health Office (b.2.) MHO</p>

E. NATIONAL IMMUNIZATION PROGRAM (NIP) SERVICES

ABOUT THE SERVICE:

This is one of the core programs of the Department of Health, under the Maternal and child care, giving free vaccines for all the different childhood diseases to the susceptible populace from birth to nine (9) months old. The Municipal Health Office gives bacillus Calmette-Guérin (BCG) vaccine, Hepatitis B vaccine, Diphtheria, Pertussis, Tetanus (DPT) vaccine, Oral Polio vaccine (OPV), Inactivated Polio Vaccine (IPV) and measles vaccine to neonates before one year of age.

SERVICE SCHEDULES:

WEDNESDAY

8:00 AM to 12:00 NN

FEES:

No fees to be collected

AT BIRTH	SIX (6) WEEKS OF LIFE	TEN (10) WEEKS OF LIFE	FOURTEEN (14) WEEKS OF LIFE	NINE (9) MONTHS OF LIFE	TWELVE (12) TO FIFTEEN (15) MONTHS
BCG	PENTAVALENT 1	PENTAVALENT 2	PENTAVALENT 3	Measles	MMR (Measles, Mumps ,Rubella)
Hepatitis B 1	OPV 1	OPV 2	OPV 3, IPV	Vitamin A	

HOW TO AVAIL OF THE SERVICE:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
<ol style="list-style-type: none"> 1. Go to admitting section for registration 2. Hospital born baby- bring along the referral form for immunization. 3. Follow- up immunization 	<ol style="list-style-type: none"> 1. Midwife on duty get the personal data of the client. 2. Nurse on duty review the immunization record or baby's book and add the name of the client to the masterlist 3. The midwife on duty checks the name of the client in the masterlist 	<p>2-3 minutes</p> <p>(a.) 2-3 minutes</p> <p>(b.) 1-2 minutes</p>	RHM, NDP/RHMPP
<ol style="list-style-type: none"> 1. Client proceed to vaccination area 	The nurse and midwives administer the necessary vaccines to the client on a first-come, first-served basis.	2-3 minutes	RHM, NDP/RHMPP
<ol style="list-style-type: none"> 1. May go home 	Nurses and Midwives advise and give health education and instruct client for follow-up and further discharge.	2-3 minutes	As above

F. BASIC LABORATORY EXAMINATION SERVICES

ABOUT THE SERVICE:

This service caters to all indigent cardholders under the OPD package of the Philippine Health Insurance Corporation for free, but also serves our constituents who would like to avail of the services paying minimum amount for the maintenance and financial assistance of the laboratory in aid of the capitation fund. Laboratory examination such as complete blood count (CBC), urinalysis, fecalysis, and sputum examination are available for free for Philhealth OPD cardholders. All other non-cardholders are pay patients and may avail of the following services as enumerated below;

SERVICE SCHEDULES:

Monday to Friday
8:00 AM- 5:00 PM

FEES:

Complete Blood Count (CBC) – Php 100.00
Platelet Count – Php 180.00
Blood Typing – Php 50.00
Urinalysis – Php 60.00
Fecalalysis – Php 60.00

* (supported by Municipal Ordinance No. 2007-003)

HOW TO AVAIL OF THE SERVICES:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Patient with laboratory	Medical Technologist	Variable,	RMT

request, proceed to the laboratory section and present your request to the medical technologists	review the laboratory request and instruct the patient, depending on what laboratory examination is needed	depending on what kind of laboratory exam is requested	
2. Patient without Phil Health OPD card should proceed to the Treasury Department for payment.	Medical Technologist get receipt prior to laboratory procedures.	2-3 minutes	RMT
3. Patients with PhilHealth OPD card and Non-Philhealth cardholders with receipts for laboratory can proceed to the Med Tech for laboratory procedure/ extraction.	Medical Technologist do the laboratory works and instruct the client to wait for the results.	10-15 minutes	RMT
4. Patients with PhilHealth OPD card and Non-PhilHealth cardholders with receipts for laboratory claim the results.	Medical Technologist release the results and advise patient to go back to referring physician for result evaluation and analysis.	1 minute	RMT
5. Patient , return lab results to requesting physician	Attending physician evaluate laboratory results. (institutional or non-institutional)	variable	MHO, Attending physician (institutional or non institutional)

G. ISSUANCE OF SANITARY PERMIT AND HEALTH CERTIFICATE:

ABOUT THE SERVICE:

In accordance to our implementing rules and regulations of Chapter III Food Establishment of the Code of Sanitation of the Philippines (P.D. 856) No person shall be allowed to engaged in any food related establishment without securing sanitary permit and all other individuals involved in food preparation and handling are required to secure health certificate.

SERVICE SCHEDULES:

Monday to Friday
8:00 to 5:00 PM

REQUIREMENTS:

Inspection Report of the establishment duly signed by the Sanitary Inspector.

HOW TO AVAIL OF THE SERVICE:

F.1 SANITARY PERMIT

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Approach Sanitary Inspector for transaction	Sanitary Inspector check and review the necessary requirements brought by the client for application of sanitary permit.	3-5 minutes	RSI
2.(a.)Client with incomplete requirement (Sanitation report)	(a.)Sanitary Inspector schedule the date for inspection and subsequent	(a.)variable (b.) 5-10	RSI

set an appointment for inspection schedule. (b.)Client with complete requirements go to the Treasurer's office for payment of dues.	release of inspection report. (b.)Treasurer's Office collect payments and release official receipt	minutes	
3. Go back to the Sanitary Inspector and present the official receipt.	Sanitary Inspector release /issue the permit.	2-3 minutes	RSI

F. 2. HEALTH CERTIFICATE

REQUIREMENTS:

1. Urinalysis results
2. Fecalalysis results
3. Chest X-ray results
4. Hepa A test
5. CBC

HOW TO AVAIL OF THE SERVICE:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Approach the Sanitary Inspector for transaction	Sanitary Inspector check and review the requirements.	2-3 minutes	RSI

<p>2.(a.)Client with normal laboratory results goes to the treasurer’s office for payment of dues. (b.)client with abnormal results is referred to the physician</p>	<p>(a.)Receive payment and issue official receipt. (b.) Physician evaluate clients for further management.</p>	<p>(a.)3-5 minutes (b.)3-5 minutes</p>	<p>RSI</p>
<p>3. Clients goes back to the Sanitary Inspector and present official receipt.</p>	<p>Sanitary inspector issue/ release the health certificate</p>	<p>2-3 minutes</p>	<p>RSI</p>

H. PRE AND POST TREATMENT FOR ANINMAL BITE VICTIMS

ABOUT THE SERVICE:

The Office provides pre and post treatment for dog and cat bite victims

CLIENT:

General Public

SCHEDULE:

Tuesday and Friday

8:00 AM – 5:00 PM

HOW TO AVAIL OF THE SERVICE:

As the client, you	Responsibilities of Person/Department Concerned	It will take	Person(s)/ Department(s) Responsible
1. Proceeds to Animal Bite Treatment Center (ABTC)	History taking. Checked vital signs, Accomplished ABTC Individual Treatment Record (ITR). Advises the client to proceed to the Doctor on Duty	3-5 minutes	PHN, RHM, NDP/RHMPP
2. Proceeds to the Doctor on Duty	Evaluates the extent of bite. Provides health information and education. Advises patient for vaccination, if necessary Gives prescription and advises the patient to purchase the medicine	15 minutes	MHO
3. Purchase medicine and returns to the clinic for vaccination	Provide wound care. Prepares and administered vaccination. Advises patient to return on the scheduled date for vaccination	3-5 minutes	PHN or MHO