



**MUNICIPAL DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE
EXTERNAL SERVICES**

1. EMERGENCY RESPONSE (TRAUMA/ MEDICAL EMERGENCIES) 24/7

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple/Complex or Highly Technical			
Type of Transaction:	G2C–Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to MDRRMO any untoward incident, trauma (vehicular accident) or request for medical assistance	Accept and verify the emergency call, take note the name of informant/ caller, contact number and few details regarding the emergency/ incident (location, kind of accident, number of victim) and advise the caller afterwards not to leave the victim until the team arrive. With regards to medical emergencies, gather vital information (location, patient health condition, name and relationship of the caller to the patient) and advise the caller afterwards to monitor the patient while waiting for the team to arrive.	None	1 minute	Team on duty Team Alpha TL: Tita E. Anzaldo; EMT: Ariel C. Afable; Responder: Ricardo Jr. Magnaye; Driver: Ryan T. Delos Reyes Team Bravo TL: Nelson B. De Jesus; EMT: Victoriano Jr. Gomez; Responder: Joseph P. Cardona; Driver: Aries L. Macalalad or ,Team Charlie TL: Ernesto Jr. Delos Reyes; EMT: Rio R. Ramirez; Responder: Samuel A. Panganiban; Driver: Alfredo P. Gomez
2. Wait	Alert the team members about	None	1 minute	Driver/ EMT/ Responder

	the situation from the call. Prepare rescue equipment, medical kits. Dispatch the team.			
3. Wait	Inform the PNP if the responding team needs assistance; inform other concerned agencies if necessary.	None	2 minutes	Team Leader
4. Wait	Upon arrival in the scene, the EMT act as Incident Commander doing the following tasks (survey the scene, identification of victims for tagging).	None	ASAP	EMT
5. Wait	Update the team leader of the whereabouts of the responding team, maintains communication with the team leader, endorse the case to other sectors if necessary.	None	ASAP	Driver/ Team Leader
6. Answer relevant questions/ queries by the Rescuer	Manage, access, apply first aid to the victim/s	None	10 minutes	EMT/ Responder
7. Assist the rescuers if necessary	Load the patient to the ambulance/ rescue vehicle and bring to the nearest hospital for severe cases or send home for minor cases.	None	10 minutes	Driver/ EMT/ Responders/ Next of KIN
8.	Upon arrival in the hospital. Endorse patient	None	2 minutes	EMT

	to nurse on duty and sign the duly accomplished Pre – Hospital Patient Care Report (PHPCR)			
9.	Back to MDRRMO Operation Center, disinfect the member of the team and ambulance after the operation.	None	5 minutes	Team on duty

2. REQUEST FOR AMBULANCE 24/7

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
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Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Express request, or present letter of request	Accept verbal request or read the written request	None	1 minute	Team on duty (Team Alpha, Team Bravo, or Team Charlie)
2. Answer interview questions	Interview client as regards to date; time and place ambulance is needed	None	2 minutes	MDRRMO Staff
3. Wait	Verify the availability of driver and ambulance.	None	1 minute	MDRRMO Staff
4. Wait	Go signal from MDRRMO	None	1 minute	MDRRMO
5. Listen	Instruct the client to call the driver and give the details	None	1 minute	Driver

3. REQUEST FOR CAPACITY DEVELOPMENT (TRAINING/ SEMINAR)

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
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Type of Transaction:	G2C–Government to Citizen G2G–Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for the required training, seminar or drills	Study the request as to what kind of training, the date, time and possible venue	None	3 minutes	Ronaldo A. Torres – MDRRMO Admin and Training Section Samuel A. Panganiban Ariel C. Afable Ricardo Jr. D. Magnaye Tita E. Anzaldo – MDRRMO Staff
	Coordinate with the other partner agencies for the resource speaker or trainor	None	2 days	MDRRMO
2. Client follow up the request	Discusses the confirmation/ finalization of the training or seminar to be conducted	None	30 minutes	MDRRMO Staff
	Preparation of training design of the said training/ seminar the needed supplies, meals, venue and other.	None	Depending on the availability of the signatories	MDRRMO Staff
	Prepare the needed materials and all the details	None	3 days before the training proper	MDRRMO Staff

4. DISASTER RESPONSE (NATURAL HAZARD)

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Type of Transaction:	G2C–Government to Citizen G2G–Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to MDRRMO or event happened	Take note of the details (name of informant, contact number, location and brief details of disaster or event happened	None	1 minutes	Team on duty
	Call and verify with the Barangay Chairman/ Chairwomen about the information received	None	2 minutes	MDRRMO Staff
	Alert the team member about the situation from the call. Prepare rescue equipment. Dispatch the team	None	2 minutes	Team on Duty
	Coordinate with SDRRMO for possible evacuation	None	2 minutes	Team Leader
	Upon arrival in the site check the area. Coordinate with the affected families and prepare for evacuation.	None	5 minutes	Team on duty
	Evacuate all affected families	None	ASAP	Team on duty Barangay Officials
	Upon arrival at the Evacuation Center, endorse the evacuees to MSWD personnel	None	5 minutes	Team on Duty Barangay Officials MSWD Personnel
	After the disaster,	None	3 minutes	Team on duty

	coordinate and check with the Barangay Chairman/ Chairwoman if the affected families are safe to go back home			Barangay Chairman/ Chairwomen
	Send home all affected families	None	As soon as all affected families sent to their respected houses	Team on duty Barangay Officials