



**MUNICIPAL GOVERNMENT OF BANSUD
FRONTLINE SERVICES**

CITIZEN'S CHARTER

2nd Edition Series of 2023

Municipal Government Center, Poblacion, Bansud Oriental Mindoro 5210
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“Ang Gusto Natin Simple lang, Malinis, Mapayapa at Maunlad Na Bayan Ng Bansud”

I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

II. Vision

BANSUD

“A ROBUST AGRICULTURAL TOWN”

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



OFFICE OF THE MUNICIPAL HEALTH
Frontline Services

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Republic of the Philippines
Province of Oriental Mindoro
MUNICIPALITY OF BANSUD



MUNICIPAL HEALTH OFFICE

CITIZEN'S CHARTER

PROVISION OF OUT-PATIENT CONSULTATION SERVICES				
The purpose of these services is to diagnose and provide appropriate medical treatment and other medical support to promote the well-being of all constituent of Bansud.				
Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All residents of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Adult: Philhealth ID Card if member 2. For Children: Mother and Baby Book		Philhealth Barangay Health Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number on the information desk and fill up forms with full name	Get the individual Treatment Record (ITR)	None	2 minutes	Ame Rodriguez Nurse / Midwife on duty
2. Proceed to the treatment room for assessment	Assessment of the Patient (get vital signs and chief complains)	None	2 minutes	Arlene Morillo / Nurse / Midwife on Duty
3. Proceed to the Doctor's Room for Treatment	Examination and treatment of the patient	None	5 - 10 minutes	
a. Patient Services	- Operating Room	₱ 250.00	N/A	Dr. Mario O. Sales
b. General	- Small	₱ 100.00	5-10 minutes	Dr. Mario O. Sales

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Surgical Dressing	- Medium	₱ 200.00	5-10 minutes	Dr. Mario O. Sales
	- Large	₱ 500.00	5-10 minutes	
c. Suturing of wounds	- Large wound (3cm and larger)	₱ 1,500.00	5-10 minutes	
	- Circumcision	₱ 300.00	15-30 minutes	
	- Ingrown Toenail	₱ 300.00	5-10 minutes	
4. Proceed to the Pharmacy/ Laboratory/ Treatment Room	Provision of medicines and other medical or laboratory procedure			Nurse/ Midwife on Duty
	Record the data on Dispensary Logbook	None	5-10 minutes	
a. Laboratory Examination Services	Blood Chemistry		3 hours-4 hours	Michelle Grace A. Cueto MedTech I
	- Fasting Blood Sugar	₱ 100.00		
	- Blood Urea Nitrogen	₱ 100.00		
	- Cholesterol	₱ 100.00		
	- Creatinine	₱ 100.00		
	- Uric Acid	₱ 150.00		
	- SGOT	₱ 200.00		
	- SGPT	₱ 200.00		
	- Total Bilirubin	₱ 300.00		
	- Total Protein A/G Ration	₱ 300.00		
	Hematology		1 hours- 2 hours	Michelle Grace A. Cueto MedTech I
	- Complete Blood Count	₱ 180.00		
	• Hemoglobin/ Hemotocrit			
	• Determination			
	• WBC, Different Count			
	• RBC Count			

	<ul style="list-style-type: none"> • Thrombocyte Count/ Platelet Count 			
	- ESR	₱ 300.00		
	- Bleeding	₱ 200.00		
	Clinical Microscopy		30 minutes-1 hour	Michelle Grace A. Cueto MedTech I
	- Urinalysis	₱ 50.00		
	- Pregnancy Test	₱ 100.00		
	Parasitology			
	- Malaria Detection	₱ 250.00	1 day	Michelle Grace A. Cueto MedTech I
	- Fecalysis	₱ 50.00	30 minutes - 1 Hour	
	- NBE-Noctornal Blood Examination	₱ 50.00	1 day	
	Blood Banking			
	- ABO-RH Testing	₱ 100.00	20-30 minutes	Michelle Grace A. Cueto MetTech I
	- Cross Matching	₱ 100.00		
	Immunology		N/A	Michelle Grace A. Cueto MetTech I
	- RPR	₱ 150.00		
	- Dengue Blot	₱ 1,200.00		
	- HBsAG	₱ 100.00		
	Bacteriology		N/A	Michelle Grace A. Cueto MetTech I
	- Acid Fast Stain Smear (TB, Leprosy)	₱ 100.00		
	- Gram Stain Smear	₱ 100.00		
	- Pap Smear	₱ 900.00		
	a. Posterior anterior (PA)			
	- Chest X-ray	₱ 380.00	N/A	N/A

- AP View	₱ 320.00	N/A	N/A
- APL View	₱ 300.00	N/A	N/A
b. Thoracic Cage			
- 14 x 17	₱ 350.00	N/A	N/A
- 11 x 14 APL	₱ 350.00	N/A	N/A
c. Thoracic- Lumbar (AP Lateral)			
- AP	₱ 320.00	N/A	N/A
- APL	₱ 320.00	N/A	N/A
- 14 X 17	₱ 320.00	N/A	N/A
- 11 X 14 APL	₱ 320.00	N/A	N/A
d. Lumbo-Sacral (AP Lateral) X-ray			
- Skull AP and Lateral	₱ 320.00	N/A	N/A
- Skull Paranasil Sinuses (3 pcs)	₱ 320.00	N/A	N/A
- 10 x 12	₱ 320.00	N/A	N/A
e. Extremeties, Long Bones, AP Lateral			
- Hand and Wrist –AP	₱ 320.00	N/A	N/A
- APL	₱ 320.00	N/A	N/A
- KUB -14 x 17	₱ 320.00	N/A	N/A
f. Plain Abdomen			
- AP	₱ 320.00	N/A	N/A
- APL	₱ 320.00	N/A	N/A
- 14 x 17	₱ 320.00	N/A	N/A
- 10 x 12	₱ 320.00	N/A	N/A

	g. Upper GI Series			
	- 14 x 17 (1 pc)	₱ 320.00	N/A	N/A
	- 10 x 12 (4 pcs)	₱ 320.00	N/A	N/A
	h. Oral Cholecystography			
	- 10 x 12 (3 pcs) with Medication	₱ 500.00	N/A	N/A
	i. Pedia			
	- 10 x 12	₱ 500.00	N/A	N/A
	j. Chole GI Series			
	- 14 x 17 (1 pc)	₱ 500.00	N/A	N/A
	- 14 x 12 (4 pcs)	₱ 500.00	N/A	N/A
	- 8 x 10 (1 pc)	₱ 500.00	N/A	N/A
	- Ultrasound	₱ 500.00	N/A	N/A
5. Hospital Fess	Out-patient Department (OPD) after office Hour (Bansud Residence)	₱ 100.00	N/A	Nurse/ Midwife on Duty
	Out-patient Department (OPD) after office hour (Outside Zone- 5:00 PM- 7:00 PM)	₱ 150.00	N/A	
	Housekeeping (per day)	₱ 100.00	N/A	
	Nebulization (per use)	₱ 50.00	N/A	
6. Maintenance Fee	- Bansud to Calapan	₱ 500.00	N/A	Nurse/ Midwife on Duty
	- Bansud to Pinamalayan	₱ 200.00	N/A	
	- Bansud to Manila	₱ 1,000.00	N/A	
7. Rental fee for Ambulance	- Residence outside Bansud	₱ 2,000.00	N/A	Nurse/ Midwife on Duty

8. Other Services	- Within the municipality	₱ 200.00	N/A	Nurse/ Midwife on Duty
	- Outside the municipality	₱ 500.00	N/A	
	- Outside the province	₱ 1,500.00	N/A	
	- Electric fan	₱ 500.00	N/A	
TOTAL			2 days & 9 hours & 44 minutes	



PROVISION OF PRE-NATAL CARE

The purpose of these services is to provide a comprehensive maternal care services for pregnant mothers. Through prenatal care, diseases which may lead to complications can be detected and managed early. Pregnant mothers are also informed and educated on danger and emergency signs and symptoms.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All residents pregnant mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth ID Card if member 2. Mother and Baby Book		Philhealth	Barangay Health Station	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the nurse / Midwife on duty Get and fill up information slip Wait for your name to be called	Obtain OB history and vital sign and record on the Mother and Baby Booklet	None	5 minutes	Nurse / Midwife on duty
2. Present the mother and baby Booklet to the staff on duty	Assess and perform Leopolds Manuevers, measure fundic height and auscultation of FHB	None	5-10 minutes	Nurse / Midwife on Duty
3. Proceed to the Pre-Natal Room and wait for the nurse / midwife on duty	Give appropriate intervention - TT injection Vitamin Supplementation - FeS o4 Supplementation - Referral to higher level of care for	None	5-10 minutes	Nurse / Midwife on Duty

	<ul style="list-style-type: none"> • Laboratory • Ultrasound • Higher risk factor <p>- Advice Philhealth requirement and birth plan</p>			
4. Wait in the lobby until the mother and baby booklet returned by BHW	Record the details on TCL and write the next schedule of check-up	None	5-10 minutes	Nurse / Midwife on Duty
TOTAL			35 minutes	

PROVISION OF BEMONC SERVICES

The purpose of these services is to provide good quality health care during critical period of labor and delivery. The presence of a skilled birth attendant, may it be a midwife, nurse or doctor does not only ensure hygiene during labor and delivery, but may also provide safe and non-traumatic care, recognize complications and also manage them effectively or refer competently the mother to a higher level of care.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All residents of pregnant mother			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth ID/ MDR 2. Mother and Baby Book		Philhealth Barangay Health Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Nurse Station Present Mother and Baby Booklet and Philhealth ID/MDR if member	Evaluate / Assess the client status and record, if can be admitted to the facility or for referral to higher level of care, if not admit the pregnant mother Secure / Signed the Consent to Care	None	1-5 minutes	Nurse / Midwife on duty
2. Proceed to the Labor Room /Delivery Room	Fill-up Admission Form - Vital Signs - Cervical Exams Monitor Labor pains Facilitate child delivery Practice skin to skin contact and initiate Breastfeeding - Normal Delivery (Excluding medicine) - Abnormal Delivery (Excluding medicine)	₱ 200.00 ₱ 3,000.00 ₱ 3,000.00	N/A N/A N/A	Nurse / Midwife on Duty Nurse / Midwife on Duty Nurse / Midwife on Duty

a. Transfer to Postpartum Ward	The mother and the newborn may be discharged 24 hours after delivery			
	Child Birth Certificate should be registered in the MCR before discharged	₱ 200.00	N/A	Nurse / Midwife on Duty
	- Private Room without Aircon	₱ 200.00	N/A	Nurse / Midwife on Duty
	- Private Room with Aircon	₱ 500.00	N/A	Nurse / Midwife on Duty
	- Nursery	₱ 100.00	N/A	Nurse / Midwife on Duty
	- Room Charge per day	₱ 200.00	N/A	Nurse / Midwife on Duty
	Subsistence			
	- Pay Ward	₱ 500.00/Day	N/A	Nurse / Midwife on Duty
	- Charity	Free	N/A	Nurse / Midwife on Duty
b. If philhealth Member	Checked all submitted Supporting document for Philhealth claims encoded and signed by the member	None	N/A	Nurse / Midwife on Duty
- Submit complete supporting documents and signed all necessary documents	Ask for the Official Receipt of payment from the MTO	₱ 3,000.00	N/A	Nurse / Midwife on Duty
c. Hospital Fees	Professional Fee for In-patient not exceeding Five Hundred (P500.00) Pesos per day	₱ 500.00	N/A	Nurse / Midwife on Duty
	Nursing Fee	₱ 100.00	N/A	
	House Keeping (per day)	₱ 100.00	N/A	

3. Confirm with the staff on duty that all required supporting documents/ payments are done				
4. Take note of the discharge instructions and next schedule of Check up Get the Mother and Baby Book	Returned the Mother and Baby Book and facilitate the counseling on NBS/BF/ Take Home Meds/Personal Hygiene/Newborn Care and schedule of Postpartum check-up and immunization	None	N/A	Nurse / Midwife on Duty
TOTAL			5 minutes	

PROVISION OF POST-PARTUM CARE SERVICES

The purpose of these services is to provide postpartum care. These enables health professional to check if the mother are doing well and detect and manage any problems early. This is also the best time to offer the opportunity to support breastfeeding and provide family planning and services the first 24 - 48 hours is most critical and where most postpartum death occurs.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All postpartum mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Baby Book		Barangay Health Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the nurse / midwife on duty Present Mother and Baby Booklet Wait for your name to be called	Ask and review OB record Assess the postpartum mother and baby	None	1-5 minutes	Nurse / Midwife on duty
2. Proceed to the Treatment Room	Provide postpartum services: - Vit A supplementation - Iron supplementation - Care of the Baby's Cord - Hygiene for the mother and baby - Breastfeeding - Family Planning	None	5-10 minutes	Nurse / Midwife on duty
3. Wait in the lobby until the mother and baby booklet returned by BHW	Record the details on TCL and write the next schedule of check up	None	5-10 minutes	Nurse / Midwife on duty
TOTAL			25 minutes	

PROVISION OF NBS SERVICES

The purpose of these services is the provision of Newborn Screening (NBS) to a newborn on the 48th to 72 hours of life, however, it may also done 24 hours from birth. It is a simple procedure to find out if the baby has a congenital metabolic disorder that may lead to mental retardation or even death if left untreated.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Newborn (48th to 72 Hours after birth)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Philhealth / MDR of Parents (if Philhealth member) 2. Official Receipt of Payment (if non - Philhealth member) 		Philhealth Municipal Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Proceed to the nursing station <ul style="list-style-type: none"> - present the OR / Baby Book / Philhealth ID / MDR <p>Wait your name to be called</p>	<ul style="list-style-type: none"> - Check the baby's mother name on the admission logbook - Prepare the NBS Filter card and other logistics - Record the data on the NBS Logbook 	₱ 1,750.00 If non Philhealth member	1-2 minutes	Nurse / Midwife on duty
<ol style="list-style-type: none"> 2. Give the baby to the nurse / midwife on duty 	<ul style="list-style-type: none"> - Prepare the baby for collection of sample - Collect blood sample and return the baby to the mother / caregiver 	None	2-5 minutes	Nurse / Midwife on duty
<ol style="list-style-type: none"> 3. Take note of the instruction and the release of result 	<ul style="list-style-type: none"> - Advise the mother or caregiver on release of result 	None	1-2 minutes	Nurse / Midwife on duty
TOTAL			9 minutes	

PROVISION OF IMMUNIZATION SERVICES

The purpose of these services is to immunize children 0 to 1 year old with basic antigen Immunization protects the child from diseases. If a child is not immunized, she/he is more likely to get sick, malnourished or even die from the immunizable diseases.

Office/Division	MUNICIPAL HEALTH OFFICE
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	All 0-1 year old child

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Baby Book		Barangay Health Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Staff on duty Present the Mother and Baby Book	- Record the child data on Target Client List (TCL) for Immunization	None	1-2 minutes	Nurse / Midwife on duty
2. Enter the immunization room	Assess the child required Vaccine for immunization as scheduled	None	2-5 minutes	Nurse / Midwife on duty
3. Take note of the post immunization instructions and next schedule Retrieve the Mother and Child book	Immunized the child and record the antigen given on TCL and Mother and Child Book Write the date of next schedule on the Mother and Child Book	None	5-10 minutes	Nurse / Midwife on duty
TOTAL			17 minutes	

PROVISION OF DENTAL SERVICES

The purpose of these services is to provide dental examination and other dental service to pre-school and school age children, pregnant mothers, adults and senior citizens.

Office/Division	MUNICIPAL HEALTH OFFICE
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	All residents

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dental Record		Information Desk		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the nurse / Midwife on duty Get and fill up information slip Wait for your name to be called	Get the filled up information slip Get Blood Pressure for adult patient	None	5 minutes	Dental Aide
2. Proceed to the Dental Room	Examine the patient and provide appropriate dental services - Extraction (including anesthesia) - Temporary Filling - Permanent Filling - Silicate Cement - Composite Filling - Cementation	None ₱ 200.00 ₱ 150.00 ₱ 500.00 ₱ 500.00/ Surface ₱ 500.00 ₱ 250.00	4-5 minutes 30 minutes 15 minutes 15 minutes 15 minutes 20 minutes	Dentist on Duty Dr. Elizabeth Rufon

	- Prophylaxis	₱ 500.00	30 minutes	
	- Gum Treatment			
	▪ Initial Treatment	₱ 250.00	15 minutes	
	▪ Second Treatment	₱ 250.00	15 minutes	
	- Dental treatment	₱ 500.00	N/A	
3. Take note of the Instructions and prescriptions	Record the treatment of the patient dental record and give post dental care and prescription	None	2-5 minutes	Dentist on Duty Dr. Elizabeth Rufon
TOTAL			3 hours & 5 minutes	



PROVISION OF TUBERCULOSIS CONTROL AND PREVENTION SERVICES

The purpose of these services is to identify and treat patients with tuberculosis (TB) disease.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Presumptive TB patients (with sign and symptoms of TB Disease)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth ID/MDR 2. NTP Treatment Card for Old Patient 3. Chest x-ray result if available 4. NTP Referral if from other facilities		Philhealth Referring Facilities		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with Nurse/Midwife on duty Get and fill up information slip Wait for your name to be called	Get the Individual Treatment Record Record the Vital Sign	None	5 minutes	Nurse / Midwife on duty
2. Proceed to the Consultation Room	Assess, examined and classify the patient treatment category	None	4-5 minutes	Dr. Mario O. Sales
3. Proceed to the TB Laboratory -Submit sputum sample the next day and comeback on the following day for the result	Give instruction for Sputum collection and examination	None	1-2 days	Nurse / Midwife on duty

4. Proceed to the TB Laboratory for the result	Released the result to the patient and advised to proceed to the Consultation Room	None	10-15 minutes	Michelle Grace A. Cuete MedTech I
5. Proceed to the Consultation Room then to DOTS Facility	Prescribed the Treatment Regimen of the patient according to TB Classification Instruct the patient to proceed to the TB Treatment Room	None	15-30 minutes	Dr. Mario O. Sales TB Coordinator
6. Take note of the instruction and follow strict compliance to the treatment regimen	Provide health information and instruction on drug intake Advised the patient to comeback 1 week before the meds consumed	None	15-30 minutes	TB Coordinator
TOTAL			2 days & 1 hour & 25 minutes	

ISSUANCE OF HEALTH / MEDICAL CERTIFICATES AND OTHER HEALTH RELATED DOCUMENTS

The purpose of these services is the provision required health documents for employment, studies, travel, competition, insurance, financing, loans, and driver's license and for other purposes.

Office/Division	MUNICIPAL HEALTH OFFICE
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	All residents

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate 2. Official Receipt of payment		Municipal Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required certification fee at the Municipal Treasurer's Office and get official receipt (OR)	Check the CTC and OR	₱ 100.00	1-2 minutes	Cashier
	- Imposition of Fee for Physical examination	₱ 20.00	1-2 minutes	Cashier
	- Medical Certificate (Student)	₱ 50.00	1-2 minutes	Cashier
	- Medical Certificate (Employed)	₱ 150.00	1-2 minutes	Cashier
2. Proceed to the Municipal Health Office (MHO) and present your OR together with all the requirements	Register in the Logbook Facilitate physical Examination Prepare the health related documents needed	None	2-5 minutes	Administrative Aide / Dr. Mario O. Sales
3. Received the documents Received the certificate and sign the logbook.	Have the client received and signed the logbook	None	2 minutes	Administrative Aide
TOTAL			13 minutes	

PROVISION OF ENVIRONMENTAL / SANITATION SERVICES

The purpose of these services is the provision required health documents / Sanitary Permit for business, food establishment, salons and other businesses as requisites to their business permit.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance / Permit 2. Official Receipt from MTO 3. Chest - Xray result, Hbsag, Stool Exam 4. Physical Assessment		Barangay Hall Municipal Treasurer's Office Other Laboratory / Clinic Municipal Health Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fee for Health Card at the Cashier and get official receipt (OR)	Get the official receipt and registered the client on the logbook	Health Card ₱ 50.00 Sanitary Permit ₱ 100.00	10 minutes	Treasurer's Office Cashier
2. Present OR and submit to interview and take note of the instructions	Proceed to RSI to check the requirements	None	10 minutes	Melody S. Ibañez RSI
3. Screening of Permit a. If Sanitary Permit is not required, let inspector sign the MHO portion of the Business Permit	Signed the Business Permit	None	5-10 minutes	Melody S. Ibañez RSI

b. If Sanitary Permit is required, comply with the sanitary permit requirements	Prepared Sanitary Permit			
4. Be present during the inspection	Conduct actual inspection	None	Time varies depending on distance	Melody S. Ibañez RSI
5. Receive Sanitary permit to operate and sign logbook	Have the client received and signed the logbook	None	10 minutes	Melody S. Ibañez RSI
6. Sanitary Inspection Fee				
a. Manufacturer/ Exporters/ Millers/ Procedures/ Assembler/ Repackers/ Processors/ Brewers, Distillers, Rectifiers and Compounders of:	Essential Commodities			
	Bakery	₱ 250.00	5-10 minutes	
	Ricemill	₱ 300.00	5-10 minutes	
	Semi-Cono	₱ 300.00	5-10 minutes	
	Cono	₱ 750.00	5-10 minutes	
	Mobile Ricemill	₱ 300.00	5-10 minutes	
	Water Distributor (refilling station)	₱ 225.00	5-10 minutes	
	Poultry			
	Poultry with less than 500 heads	₱ 100.00	5-10 minutes	
	Poultry with 501 to 1,000 heads	₱ 150.00	5-10 minutes	Melody S. Ibañez RSI
	Poultry with 1,001 to 5,000 heads	₱ 250.00	5-10 minutes	
	Above 5,000 heads	₱ 350.00	5-10 minutes	

b. Wholesaler/ Distributor/ Dealer and Retailer	Piggery			
	Hogs with more than ten (10) heads	₱ 100.00	5-10 minutes	Melody S. Ibañez RSI
	Hogs raising with 11 to 50 heads	₱ 150.00	5-10 minutes	
	Hog raising with 51 to 100 heads	₱ 200.00	5-10 minutes	
	Above 100 heads	₱ 500.00	5-10 minutes	
	Other essential Commodities	₱ 150.00	5-10 minutes	
	Non-Essential Commodities			
	Glass and Aluminum Supply	₱ 300.00	5-10 minutes	Melody S. Ibañez RSI
	Manufacturing (e.g. wines, liquors etc.)	₱ 750.00	5-10 minutes	
	Woodcraft	₱ 300.00	5-10 minutes	
	Other non-essential commodities	₱ 200.00	5-10 minutes	
	Agricultural Supplies	₱ 225.00	5 - 10 minutes	Melody S. Ibañez RSI
	Sari-sari Stores			
	- With Gross sales below ₱ 180,000.00	₱ 150.00	5 - 10 minutes	
	- With Gross sales above ₱ 180,000.00	₱ 250.00	5 - 10 minutes	
	Groceries	₱ 225.00	5 - 10 minutes	
General Merchandise or Variety Store	₱ 225.00	5 - 10 minutes		
Supermarkets	₱ 500.00	NA		
Drugstore	₱ 225.00	5 - 10 minutes		
Hardware/Construction Supply	₱300.00	5 - 10 minutes		

c. Banks and Other Financial Institution	Lumber buyer/dealer	₱300.00	5 - 10 minutes	Melody S. Ibañez RSI		
	Meat/Fish/Vegetable vendor	₱150.00	5 - 10 minutes			
	Gasoline Station	₱500.00	5 - 10 minutes			
	Other Business whosaler, distributor, dealers and retailers not mentioned above	₱150.00	5 - 10 minutes			
	- Educational Institutions	₱250.00	5 - 10 minutes			
	- Banking and lending Institution	₱500.00	5 - 10 minutes			
	- Other establishment rendering or offering to					
	- Render service banks and financial institution	₱250.00	5 - 10 minutes			
	d. Contractors and Independent Contractors:	Funeral Parlor	₱250.00		5 - 10 minutes	Melody S. Ibañez RSI
		Mining, Quarry and other similar activities	₱1,000.00		5 - 10 minutes	
Agricultural Product Hauler						
- Small vehicles (tricycle)		₱150.00	5 - 10 minutes			
- Elf/mini truck/jeep		₱225.00	5 - 10 minutes			
- Trucking		₱400.00	5 - 10 minutes			
Public Utility Vehicle						
- Van & PUV		₱300.00	5 - 10 minutes			
- Multicab		₱200.00	5 - 10 minutes			

e. Business Principally Rendering Services	Motorized boat (for commercial use) - 10 horse power & above	₱200.00	5 - 10 minutes	Melody Ibañez RSI
	- Below 10 horse power	₱125.00	5 - 10 minutes	
	Chainsaw, circular, ripsaw and other similar cutting	₱300.00	NA	
	Pharaphernalia			
	Cellular Towers & Other Telecommunication	₱1,000.00	5 - 10 minutes	
	Services			
	Other contractors and independent contractors not mentioned above	₱500.00	5 - 10 minutes	
	Eating Places			
	- Mini small/carinderia /canteen	₱200.00	5 - 10 minutes	
	- Restaurant	₱300.00	5 - 10 minutes	
	Hotels/Motels, pension house or tavern inns	₱350.00	5 - 10 minutes	
	Beach and Island Resort	₱400.00	5 - 10 minutes	
Dormitories, apartments/house	₱500.00	5 - 10 minutes		
Other business principally rendering services	₱225.00	5 - 10 minutes		
f. Private Cemeteries/ Memorial Park		₱ 1,500.00 /Ha.	5 - 10 minutes	Melody S. Ibañez RSI

g. All Other establishments whose operation requires a Mayor's permit		₱150.00	5 - 10 minutes	Melody S. Ibañez RSI
h. MENRO will also issue sticker for environmental permit		₱25.00	5 - 10 minutes	Melody S. Ibañez RSI
	Health and Sanitation Permit (health card)			Melody S. Ibañez RSI
	1. Health Certificate of Owners	₱50.00	5 - 10 minutes	
	2. Health Certification of Employees	₱50.00	5 - 10 minutes	
	3. Health Certification of Public Utility Vehicles	₱50.00	5 - 10 minutes	
TOTAL			10 hours & 10 minutes	

PROVISION OF FAMILY PLANNING SERVICES

The purpose of these services is to provide clients with FP commodities and counseling using informed choice and volunteerism on all FP contraceptives method and other FP services.

Office/Division	MUNICIPAL HEALTH OFFICE
Classification	Women of Reproductive Age (WRA), 15 to 49 years old
Type of Transaction	G2C
Who may avail	All residents

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Record (if available)		Barangay Health Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the staff on duty Proceed to Family Planning Room	Register the client on Family Planning Dispensary	None	3 minutes	Nurse / Midwife on duty
2. Register your name, age, address and state your purpose for availing the service in the logbook.	Accomplished FP Form 1	None	3 minutes	Nurse / Midwife on duty
3. Submit yourself to an interview and physical examination, if required.	Conduct assessment and physical examination	None	Will depend on the type of physical examination	Nurse / Midwife on duty

The possible exams are the following: If Pregnancy Test-proceed to room and submit to collection of specimen.	Facilitate Pregnancy Test if necessary	None	Variable	Nurse/ midwife on duty
4. Wait for the result and return to Family Planning Room Received FP commodities and counseling.	Provide FP commodities and counselling using Informed Choice and Volunteerism	None	5 minutes	Nurse / Midwife on duty
5. Take note of other instructions and next schedule to comeback for FP supply Get the FP Card	Record the client data on FP TCL Provide other instruction and FP Card	None	5 minutes	Nurse / Midwife on duty
6. Family Planning Services	- IV Insertion - IFC Insertion - IUD Insertion ▪ 14 x 17 (1 pc) ▪ 10 x 12 (4 pc) - IUD Check-up	₱150.00 ₱50.00 ₱200.00 ₱380.00 ₱380.00 ₱100.00	2-5 minutes 2-5 minutes 2-5 minutes 2-5 minutes 2-5 minutes 2-5 minutes	Nurse / Midwife on duty Nurse / Midwife on duty Nurse / Midwife on duty Nurse / Midwife on duty Nurse / Midwife on duty Nurse / Midwife on duty
TOTAL			46 minutes	

PROVISION OF PRE MARRIAGE COUNSELING

The purpose of these services is to provide would-be couples with information they will need in preparation for the challenges of married life.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Would be couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Marriage		Municipal Civil Registrar		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE COLLECT ED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the staff on duty Proceed to PMC Counseling Room	Register the client on PMC Logbook	None	3 minutes	Nurse / Midwife on duty
2. Submit to Family Planning Assessment and Counseling	Accomplished FP Form 1 Conduct PMC Session	None	2 - 3 minutes	PMOC Team
3. After the counseling session, received PMC Certificate	Prepared and issue PMC Certificate	None	2-5 minutes	PMOC Team
TOTAL			11 minutes	

PROVISION OF MEDICO-LEGAL SERVICES

The purpose of these services is to examine and diagnose cases pertaining to medico legal reasons. It also includes examination of Dead on Arrival (DOA) cases for Autopsy. This service is available to any person / individual who needs medico legal assistance.

Office/Division	MUNICIPAL HEALTH OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Medico Legal Cases Request from the PNP For DOA Request for Autopsy		PNP Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request for Medical Examination / Autopsy	Register in the Logbook and notify the doctor of the request	None	5 minutes	Nurse / Midwife on duty
2. For Medico-Legal Examination Proceed to Treatment Room for Physical Examination Wait in the lobby to receive the report and signed the logbook.	Conduct Physical Examination Prepared Medico-Legal Report Conduct autopsy of cadaver	₱200.00	5 - 10 minutes 30 - 45 minutes	Dr. Mario O. Sales
3. For autopsy, wait the doctor on the funeral parlor Proceed to MHO to receive copy of Autopsy Report	Have the relatives received and signed the logbook	₱ 2,000.00	30 - 45 minutes	Dr. Mario O. Sales
TOTAL			1 hour and 45 minutes	