

# RHU

## CITIZEN'S CHARTER

TO AVAIL THE FOLLOWING SERVICES, PLEASE FOLLOW THESE STEPS

SERVICE	REQUIREMENTS	STEPS	DURATION	FEES	PERSON TO APPROACH
1. AVAILING OF GENERAL CONSULTATION, MINOR SURGICAL PROCEDURES AND TREATMENT OF EMERGENCIES	1. Referral Form 2. Family Record	1. Registration and taking of Vital Signs 2. Physician conducts general consultation and prescription of medicine 3. Dispensing of medicines (if available at RHU) and health teaching/ counseling	5 minutes 5 to 10 minutes  5 minutes	None	Nica Micor, Mark Augustine Lamosao, Lahlyn Miranda, Jonahjean Camiguig, Maureen Bajo, Agoes Noal, Shiena Laurente
		FOR MINOR SURGERY (Proceed to step 4) 4. Physician performs minor surgical procedures as wound suturing incision and drainage, cyst excision and circumcision  FOR EMERGENCIES (Proceed to step 5) 5. Patient brought to treatment room for initial/immediate medical management  6. For referral to the highest level of care (with referral slip). 7. Contact ambulance for transport.	(case to case)  ( as soon as possible)	Free Service  Ambulance and Driver	Nica Micor, Mark Augustine Lamosao, Lahlyn Miranda, Jonahjean Camiguig, Maureen Bajo, Agoes Noal  Jimuel Saludar, Roel Hernandez, Israel Jerusalem
2. SECURING HEALTH CERTIFICATE / MEDICAL CERTIFICATE	For Employment 1. Results of blood exam 2. Results of Chest X-Ray 3. Results of Urinalysis 4. Results of Drug Test 5. Official Receipt of Fees  For Students and other purpose Official Receipt of Fees	1. Registration and taking of vital signs 2. Physician conducts physical examination	5 minutes 5 to 10 minutes		Rowena G. Buhawe Jonathan C. Tanduyan
		3. Pay required fees and secure official receipt 4. Prepare health / medical certificate	4 minutes 5 minutes		Shiena Laurente Mark Augustine Lamosao Lahlyn Miranda, Jonahjean Camiguig Jonathan C. Tanduyan
		5. Sign and release health/ medical certificate	1 minute		

3. SECURING MEDICO – LEGAL CERTIFICATE	1. Written request from Punong Barangay/Police Officer 2. Official Receipt of Fees	1. Submit written request 2. Physician conducts medical examination 3. Pay required fees and secure official receipt 4. Prepare Medico-Legal Certificate 5. Sign and release health/medical certificate	1 minute 5 to 10 minutes 4 minutes 5 minutes 1 minute	None	Niza B. Catapusan / Rowena G. Buhawe Ricardo Ypanto/ Alin Timtim  Niza B. Catapusan / Rowena G. Buhawe
4. AVAILING LABORATORY SERVICES	1. Physician’s written request for laboratory examination 2. Official Receipt of Fees	1. Submit written request 2. Pay required fees and secure official receipt 3. Administer laboratory examination 4. Release laboratory examination result	1 minute 4 minutes 30 minutes–1 hour 1 minute	(HIV Testing, Blood Typing, Urinalysis, Blood Count or RBC)	Karr Mia Boquecosa Shiena Laurente
5. SECURING SANITARY PERMIT	1. Request Slip 2. Official Receipt 3. Trash Receptacle	1. Fill-up and submit receipt slip 2. Pay required fees and secure official receipt 3. Set schedule for site inspection 4. Conduct inspection as scheduled 5. Prepare and sign Sanitary Permit 6. Release Sanitary Permit	5 minutes 4 minutes 1 minute 1-2 hours 5 minutes 1 minute		Cerissa G. Dela Cerna Shiena Laurente
6. AVAILING OF EXPANDED PROGRAM ON IMMUNIZATION	1. Family Record	1. Registration, weighing and taking of vital signs 2. Administer immunization 3. Post immunization instruction	5 minutes 1 minute 2 minutes	None	Mark Augustine Lamosao, Lahlyn Miranda, Jonahjean Camiguing
7. AVAILING OF MATERNAL CARE SERVICES	1. Family Record 2. Maternal Record	1. Registration, weighing and taking of vital signs 2. Pre-natal examination and health education 3. Return visit instruction	5 minutes 8 minutes 2 minutes	None	Niza B. Catapusan, Aurea G. Libato, Keith Apostadero, Maureen Bajo, Agnes Noel
8. AVAILING OF DENTAL SERVICES	1. Request Slip 2. Official Receipt of Fees	1. Fill-up and submit receipt slip 2. Pay required fees and secure official receipt 3. Dental examination tooth extraction	5 minutes 4 minutes		Lieza Canada
9. AVAILING OF ANTI-TUBERCULOSIS (TB) DRUGS	1. Referral Slip 2. Family record	1. Registration and history taking vital signs 2. Instruction given for proper sputum collection 3. Submit sputum positive patient, enroll in the National Tuberculosis Program 4. For sputum positive patient, enroll in the National Tuberculosis Program 5. Give patient info-education about TB disease and control 6. Issue initial TB drug supply for treatment 7. Set schedule for follow-up sputum exam 8. Patient gets subsequently weekly supply	5 minutes 2 minutes 3 minutes  40 minutes – 1 hour		Rowena G. Buhawe, Mark Augustine Lamosao, Karr Mia Boquescosa  Rowena G. Buhawe, Mark Augustine Lamosao
10. SECURING FAMILY PLANNING SUPPLIES	1. Family Record	1. Inquire about Family Planning methods 2. History taking 3. Issues supplies of contraceptives and give	10 minutes 5 minutes 10-30 minutes		Niza B. Catapusan, Rowena G. Buhawe  Mark Augustine Lamosao, Lahlyn Miranda, Jonahjean Camiguing

		instructions/discussion of side effects/Midwife inserts IUD to the client Administer DMPA injection 4. Let client sign the logbook	1 minute		Aurea G. Libato, Keith Apostadero, Maureen Bajo, Agnes Noel
11. XRAY SERVICES	1. Referral form	1. Submit written request 2. Pay required fees and secure official receipt 3. Administer laboratory examination 4. Release examination result	1 minute 4 minutes 30 minutes-1 hour		

For your complaints and more information, please see/text/call:

**Dr. JONATHAN C. TANDUYAN**

Municipal Health Office

Cell no.: 0922 513 9386

Tel no.: (032) 473 9382

For your comments and suggestions, please drop at the suggestion box located at the main entrance of the Municipal Hall.