

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



(1) NAME OF DEPARTMENT/AGENCY/LGU: MUNICIPAL HEALTH OFFICE

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
AVAILING OF OUTPATIENT CONSULTATION	REPUBLIC ACT NO. 1082	PROMOTING THE HEALTH AND WELL BEING OF OUR RURAL POPULATION	NONE	NONE	NONE
AVAILING OF IMMUNIZATION SERVICES	REPUBLIC ACT NO. 10152	MANDATORY INFANTS AND CHILDREN HEALTH IMMUNIZATION ACT OF 2011	NONE	NONE	NONE
AVAILING OF FAMILY PLANNING SERVICES	REPUBLIC ACT NO. 10354	RESPONSIBLE PARENTHOOD AND REPRODUCTIVE	NONE	NONE	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



		HEALTH ACT OF 2012 (RPRH LAW)			
VAILING OF LABORATORY EXAMINATIONS	REPUBLIC ACT NO. 1082	PROMOTING THE HEALTH AND WELL BEING OF OUR RURAL POPULATION	MUNICIPAL REVENUE CODE	NONE	NONE
AVAILING OF ANTI-TUBERCULOSIS DRUGS	REPUBLIC ACT NO. 10767	COMPREHENSIVE TB ELIMINATION PLAN ACT OF 2016	NONE	NONE	NONE
AVAILING OF MATERNAL HEALTH SERVICES	REPUBLIC ACT NO. 10354	RESPONSIBLE PARENTHOOD AND REPRODUCTIVE HEALTH ACT OF 2012 (RPRH LAW)	MUNICIPAL REVENUE CODE	NONE	NONE
AVAILING OF LEPROSY EXAMINATION TREATMENT	REPUBLIC ACT NO. 4073	AN ACT FURTHER LIBERALIZING THE TREATMENT OF LEPROSY BY AMENDING AND REPEALING CERTAIN SECTIONS OF THE REVISED ADMINISTRATIVE CODE	NONE	NONE	NONE
AVAILING OF ANIMAL BITE TREATMENT	REPUBLIC ACT NO. 9482	ANTI-RABIES ACT OF 2007	MUNICIPAL ANTI-RABIES ORDINANCE	2019	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



AVAILING OF NUTRITION COUNSELING	PRESIDENTIAL DECREE NO. 491	NUTRITION ACT OF THE PHILIPPINES	NONE	NONE	NONE
PROVIDE PRENATAL EXAMINATION	REPUBLIC ACT NO. 10354	RESPONSIBLE PARENTHOOD AND REPRODUCTIVE HEALTH ACT OF 2012 (RPRH LAW)	NONE	NONE	NONE
ISSUANCE OF HEALTH RELATED CERTIFICATIONS	PRESIDENTIAL DECREE NO. 856	CODE SANITATION OF THE PHILIPPINES	MUNICIPAL REVENUE CODE	NONE	NONE
SECURING HEALTH CERTIFICATE/CARD/PERMIT	PRESIDENTIAL DECREE NO. 856	CODE SANITATION OF THE PHILIPPINES	MUNICIPAL REVENUE CODE	NONE	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: <u>AVAILING OF OUTPATIENT CONSULTATION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. For Philhealth Patient—Member Data Record (MDR)	REPUBLIC ACT NO. 1082	1. Go to Health staff on duty for Admitting Outpatient Consultation	NONE	10 min.	NONE
2. Referral Slip		2. Approach Health staff on duty for your medical Assessment		5 mins.	
3. ECCD Card for (0-5YRS.OLD)		3. Approach the Medical Officer / Physician for your Examination		10 mins.	
4. Individual Treatment Record		4. Carry out Doctor's Order		5 mins.	
TOTAL				30 MINUTES	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF IMMUNIZATION SERVICES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. ECCD Card for (0-5YRS.OLD)	REPUBLIC ACT NO. 10152	1. Go to the Midwife on Duty for Enlistment/ Registration	NONE	2 mins.	NONE
		2. Approach the Midwife on duty/ Health staff for Vital signs taking		5 mins.	
		3. Approach the Midwife on duty for your child Immunization		3 mins.	
		4. Schedule of follow-up check-up		5 mins.	
			TOTAL	15 MINUTES	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF FAMILY PLANNING SERVICES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. For Philhealth Patient—Member Data Record (MDR) 2. Family Planning Form 1	REPUBLIC ACT NO. 10354	1. Go to the Midwife in Charge for interview and fill-up the Family Planning form.	NONE	5 mins.	NONE
		2. Approach the Midwife for Vital signs taking		3 mins.	
		3. Listen to Midwife in Charge for Family Planning Counseling		10 mins.	
		4. Choose what type of family planning will you avail and Listen to the Midwife in charge for family planning orientation		5 min.	
		5. Schedule of follow-up check-up		2 min.	
TOTAL				15 MINUTES	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF LABORATORY EXAMINATIONS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> 1. For Philhealth Patient—Member Data Record (MDR) 2. Individual Treatment Record 3. Laboratory Request from the Physician 	REPUBLIC ACT NO. 1082	<ol style="list-style-type: none"> 1. Go to the medical technologies and present your laboratory request 2. Pay fees at the cashier 3. Submit the specimen to the laboratory room for examination of medical technology 	MUNICIPAL REVENUE CODE	10 mins. 3 mins. See extraction time <i>Extraction time:</i> Urine/stool: 10-15 minutes; Hgb/Hct: 5-10 minutes; Blood Typing: 3-5 minutes; CBC: 10-20 minutes (per sked); Sputum exam: 20-30 minutes; Slit-Skin-Smear: 1 hour.	Hemoglobin—P25.00 Platelet Count—P25.00 Complete Blood Count—P75.00 Routine Urinalysis—P50.00 Stool exam—P50.00 Blood Typing—P100.00 Sputum: Food Handler's—P50.00 Presumptive TB—Free Slit-skin-smear—Free

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



		4. Get the laboratory result		See result scheduled time Scheduled Release of Result:Urine/stool: 5-10 minutes Hgb/Hct: 5-10 minutes Blood Typing: 3-5 minutes Sputum: Food handler's (Following day), Presumptive TB (turn around time 2 days); Slit-Skin-Smear: 1 hour.	
			TOTAL	1-2 WORKING DAYS	AMOUNT VARIES ON AVAILMENT OF LABORATORY SERVICES

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF ANTI-TUBERCULOSIS DRUGS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> 1. For Philhealth Patient—Member Data Record (MDR) 2. Referral slips 3. Individual Treatment Record 4. Laboratory Results (Sputum, Chest X-ray and other related laboratory results) 	REPUBLIC ACT NO. 10767	<ol style="list-style-type: none"> 1. Approach Public Health Nurse for Assessment 	NONE	30 MINUTES TO 1 HOUR	NONE
			TOTAL	30 MINUTES TO 1 HOUR	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF MATERNAL HEALTH SERVICES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. For Philhealth Patient—Member Data Record (MDR) 2. Referral slips 3. Home-based Maternal Record (HBMR) 4. Laboratory Results (U/A, cbc and other related laboratory results)	REPUBLIC ACT NO. 10354	1. Go to the Midwife on duty for admission and medical record 2. Vital signs taking 3. Labor Watch 4. Delivery of Baby 5. Newborn Screening of Newborn Baby 6. Discharge at the birthing home and receive medicines and post discharge instructions	MUNICIPAL REVENUE CODE BIRTHING-HOME ORDINANCE	2 mins. 5 mins. Varies to several hours	Normal Spontaneous Deliveries—P 1,000 (Office Hours) P1,500 (during Saturdays, Sundays & holidays) except indigent clients Non-Philhealth P 550.00 Philhealth Members P 1,500.00 (P950.00 excess payment for Philhealth members)
TOTAL				VARIES TO SEVERAL HOURS	VARIES ON PHILHEALTH MEMBERSHIP AVAILMENT

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF LEPROSY EXAMINATION TREATMENT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. For Philhealth Patient—Member Data Record (MDR)	REPUBLIC ACT NO. 4073	1. Approach Health staff on duty for your medical Assessment	NONE	5 mins.	NONE
2. Referral slips		2. Approach the Medical Officer / Physician for your Examination		10 mins.	
3. Laboratory Results		3. Go to laboratory room for skin slit smear		10 mins.	
		4. Approach PHN for treatment if positive.		30mins.	
		If negative, go to the physician on duty for further consultation.		30mins.	
TOTAL				45 MINUTES	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF ANIMAL BITE TREATMENT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. For Philhealth Patient—Member Data Record (MDR)	REPUBLIC ACT NO. 9482	1. Approach Health staff on duty for your medical record and Assessment	NONE	15mins.	OUT OF POCKET FEES 1. The animal bite victim/owner of the animal should buy their own tetanus toxoid at any pharmacy 2. some category 3 will buy additional anti-rabies serum (equirab) at any pharmacy
2. Referral slips		2. Approach the Medical Officer / Physician for your Categorization		25mins.	
3. Individual Treatment Record		3. Go to nurse for vaccination 4. Instructions given for schedule and follow-up vaccination		20-45 mins. 5mins.	
TOTAL				50 MINUTES TO 1 HOUR	OUT-OF POCKET FEES

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>AVAILING OF NUTRITION COUNSELING</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Individual Treatment Record	PRESIDENTIAL DECREE NO. 491	1. Approach Health staff on duty for your medical record and nutrition Assessment	NONE	7 mins.	NONE
2. ECCD Card (0-5 years old)		2. Approach the Nutritionist-Dietitian for nutrition Counseling		30-45 mins.	
		3. Wait for schedule and follow-up of nutrition assessment for rehabilitation		5mins.	
			TOTAL	42 MINUTES TO 57 MINUTES	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>PROVIDE PRENATAL EXAMINATION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Home-based Maternal Record (HBMR)	REPUBLIC ACT NO. 10354	1. Provide the data being asked	NONE	5 mins.	NONE
2. Laboratory Results		2. Undergo the physical examination		15 mins.	
		3. Undergo the Pre-Natal Examination Health Education		10 mins.	
TOTAL				30 MINUTES	NONE

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>ISSUANCE OF HEALTH RELATED CERTIFICATIONS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Photocopy of death certificate (for Burial Transfer and Exhumation Permit)	PRESIDENTIAL DECREE NO. 856	1. Present the requirements	MUNICIPAL REVENUE CODE	5 mins.	Certification fee for Transfer of Cadaver— P 500.00 Driver's License— P50.00 Employment—P50.00 Student—P50.00 Other Purposes— P50.00
2. Medical Certificate form (Teachers/other Offices: application of leave, SSS disability, etc.)		2. Pay fees at the cashier		5 mins.	
		For transfer of cadaver after payment proceed step no. 5 for issuance of permit		5 mins.	
		3. Approach the health staff for the vital signs taking		10 mins.	
		4. Go to Municipal Health Officer for medical check-up.		5 mins.	
	5. Issuance of Medical Certificate/ Permit to Transfer of Cadaver				
TOTAL				30 MINUTES	PAYMENT COST VARIES ON SERVICES

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>SECURING HEALTH CERTIFICATE/CARD/PERMIT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Laboratory Results: Chest X-RAY, Sputum and Stool Exam	PRESIDENTIAL DECREE NO. 856	<ol style="list-style-type: none"> 1. Approach the Sanitary Inspector for Validation of Requirements 2. Pay fees at the cashier 3. Wait for processing and Claim your Health Certificate/Card 	MUNICIPAL REVENUE CODE	3 mins. 2 mins. 10 mins.	Health Card Fee— P 10.00
TOTAL				15 MINUTES	10 PESOS