

Barangay Malinao Health Center Citizen's Charter

Services	Steps in Availing	Requirements	Person-In-Charge	Time Duration
I. Medical Consultation	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	2. Anthropometric measurement	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	3. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	4. Queuing for consultation	None	John Michael R. Jacinto, RN	Variable – Dependent on patient load
	5. Medical consultation	Laboratory Results – Optional	Maria Lynda P. Calingo, MD	Variable – Dependent on patient need
	6. Referral to Nurse/Midwife for medicine dispensing and advice	Medical Records Prescription	John Michael R. Jacinto, RN Rowena J. Pacis, RM	2-3 minutes
				2-3 minutes

II. Dental Consultation	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	2. Anthropometric measurement	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	3. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	4. Queuing for consultation	None	Romeo Rodillas Jr	2-3 minutes
	5. Dental consultation	Case to Case Basis; Dental X-ray - Optional (Panoramic/Periapical)	Bella Valero Villanueva, DMD	Variable - Dependent on patient load
	6. Referral to Nurse/Midwife for medicine dispensing and advice	Dental Records Prescription	John Michael R. Jacinto, RN Rowena J. Pacis, RM	2-3 minutes
III. Dental Extraction	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes

	2. Anthropometric measurement	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	3. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	4. Queuing for Dental Extraction	None	Romeo Rodillas Jr.	2-3 minutes
	5. Dental Extraction	Case to Case Basis; Dental X-ray - Optional (Panoramic/Periapical)	Bella Valero Villanueva, DMD	Variable-Dependent on the case of the patient
	6. Dental Post-Care Instruction	None	Bella Valero Villanueva, DMD/Romeo Rodillas Jr	2-3 minutes
	7. Referral to Nurse/Midwife for medicine dispensing and advice	Dental Records Prescription	John Michael R. Jacinto, RN Rowena J. Pacis, RM	2-3 minutes
IV. Immunization	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number Newborn Screening result - optional	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	2. Anthropometric measurement	None	Eva Mepieza	2-3 minutes

	3. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	4. Queuing for vaccination	None	John Michael R. Jacinto, RN	2-3 minutes
	5. Vaccination of infants	None	Rowen J. Pacis, RM/John Michael R. Jacinto, RN/Corazon E. Flores, RM	3-5 minutes
	6. Dispensing of medicines for fever and pain	None	John Michael R. Jacinto, RN Rowen J. Pacis, RM/Corazon E. Flores, RM	2-3 minutes
V. Maternal Care	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	2. Anthropometric measurement	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes

	3. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	4. Queuing for prenatal/postnatal consultation	None	John Michael R. Jacinto, RN	Variable – Dependent on patient load
	5. Prenatal/postnatal consultation	Laboratory Result	Maria Lynda P. Calingo, MD	15-20 minutes
	6. Dispensing of vitamins for pregnant and newly-delivered mothers	None	John Michael R. Jacinto, RN/Corazon E. Flores, RM/Rowena J. Pacis, RM	2-3 minutes
VI. Newborn Care	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number Newborn Screening result - optional	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	2. Anthropometric measurement	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	3. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes

	4. Queuing for newborn care	None	John Michael R. Jacinto, RN	2-3 minutes
	5. Newborn Care Consultation	None	Maria Lynda P. Calingo, MD	Variable – Dependent on patient load
VII. Family Planning	1. Retrieval of existing personal health records/Filling up of medical records for new patients	Household Number/ PhilHealth Number	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	2. Anthropometric measurement	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	3. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	4. Queuing for family planning consultation	None	John Michael R. Jacinto, RN	Variable – Dependent on patient load
	5. Family Planning Consultation	History of previous family planning methods used	Maria Lynda P. Calingo, MD Corazon E. Flores, RM	5-10 minutes

	6. Dispensing of family planning commodities	None	John Michael R. Jacinto, RN Rowena J. Pacis, RN	2-3 minutes
VIII. Tuberculosis Control Program	1. Anthropometric measurement	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	2. Vital Signs taking	None	Delia Santos,Riza Oñadia,Marianne Geronimo,Elvira Bersoto,Lea Cabug-os, Jane Maggay,Josephine Paz,Ferdinand Cubilla	2-3 minutes
	3. Review of history of presumptive symptoms and results of diagnostic exams – sputum exam, chest X-ray)	Laboratory and radiologic results	Maria Lynda P. Calingo, MD	5-10 minutes
	4. Request for further examinations – sputum exam, chest X-ray, GeneXpert	Previous laboratory and radiologic results	Maria Lynda P. Calingo, MD	2-3 minutes
	5. Enrolment in TB Program once deemed positive	Sputum and other diagnostic results History and physical examination findings	Rowena J. Pacis, RM John Michael R. Jacinto, RN	5-10 minutes

	6. Integrated Directly Observed Treatment Short Course (iDOTS)	Sputum and other diagnostic results History and physical examination findings	Rowena J. Pacis, RM John Michael R. Jacinto, RN	6 months
	7. Repeat sputum examination on the certain months depending on category	Three sputum samples	Rowena J. Pacis, RM John Michael R. Jacinto, RN	5-10 minutes
	8. Issuance of certification for completed/successful treatment	Negative sputum exam on the end of treatment	Maria Lynda P. Calingo, MD	5-10 minutes