

PROVINCIAL HEALTH OFFICE CITIZEN'S CHARTER

What Client Should Do? STEPS	Activity of Service Provider	Duration of Activity	Person In Charge	Forms
MEDICAL CHECK-UP / CONSULTATION				
1. Reception/ Receiving Area and Records Section	<ul style="list-style-type: none"> - Inquiry on chief complaint - Retrieval of records for old patients and new record for new patients - Filling of patient's information - Taking of vital signs 	5 minutes	<ul style="list-style-type: none"> - Nurse / Midwife on duty for data taking - Administrative Staff for Records 	<ul style="list-style-type: none"> - Individual Treatment Record
2. Consultation Waiting Area	<ul style="list-style-type: none"> - Conduct of Health Education and Promotion - Giving of IEC materials 	10 minutes	<ul style="list-style-type: none"> - Nurse / Midwife on duty 	<ul style="list-style-type: none"> - IEC materials
3. Consultation Room	<ul style="list-style-type: none"> - Review of patient's ITR - Physical Examination - Diagnosis - Treatment Plan 	10 minutes	<ul style="list-style-type: none"> - Physician on duty 	<ul style="list-style-type: none"> - Individual Treatment Record
4. Pharmacy	<ul style="list-style-type: none"> - Review and gather prescribed medications in patient's ITR - Giving of medication and instructions to patient regarding medication dosage and timing as ordered 	3 minutes	<ul style="list-style-type: none"> - Pharmacist 	<ul style="list-style-type: none"> - Individual Treatment Record
5. Reception Area and Exit	<ul style="list-style-type: none"> - File patient's record for manual and digital documentation 	1 minute	<ul style="list-style-type: none"> - Administrative Staff 	<ul style="list-style-type: none"> - Individual Treatment Record
DENTAL SERVICES				
1. Reception/ Receiving Area and Records Section	<ul style="list-style-type: none"> - Taking of chief complaint - Retrieval of records for old patients and new record for new patients - Filling of patient's information - Taking of vital signs 	5 minutes	<ul style="list-style-type: none"> - Nurse / Midwife on duty for data taking Dental Aide for Records 	<ul style="list-style-type: none"> - Individual Treatment Record
2. Waiting Area	<ul style="list-style-type: none"> - Conduct of Health Education on Dental Health - Giving of IEC materials on dental health 	10 minutes	<ul style="list-style-type: none"> Dental Aide 	<ul style="list-style-type: none"> - IEC materials
3. Dental Room	<ul style="list-style-type: none"> - Dental Examination / Treatment 	30 minutes	<ul style="list-style-type: none"> Dentist on Duty 	<ul style="list-style-type: none"> Individual Treatment Record
4. Pharmacy	<ul style="list-style-type: none"> - Review and gather prescribed medications in patient's ITR - Giving of medication and instructions to patient regarding medication dosage and timing as ordered 	3 minutes	<ul style="list-style-type: none"> Pharmacist 	<ul style="list-style-type: none"> Individual Treatment Record
5. Reception Area and Exit	<ul style="list-style-type: none"> - File patient's record for manual and digital documentation 	1 minute	<ul style="list-style-type: none"> Administrative Staff 	<ul style="list-style-type: none"> Individual Treatment Record

What Client Should Do? STEPS	Activity of Service Provider	Duration of Activity	Person In Charge	Forms
PRENATAL CHECK-UP				
1. Reception/ Receiving Area and Records Section	<ul style="list-style-type: none"> - Retrieval of records for old patients - Make new record for new patients - Filling of patient's information - Taking of vital signs 	5 minutes	<ul style="list-style-type: none"> - Nurse / Midwife on duty for data taking - Administrative Staff for Records 	<ul style="list-style-type: none"> - Individual Treatment Record
2. Waiting Area	<ul style="list-style-type: none"> - Conduct of Health Education on importance of prenatal exam, early signs of danger signs in pregnancy, health facility delivery, exclusive breastfeeding and immunization - Giving of IEC materials on different health promotion and those mentioned above 	10 minutes	<ul style="list-style-type: none"> - Nurse / Midwife on Duty 	<ul style="list-style-type: none"> - IEC materials
3. Pre-Natal Room	<ul style="list-style-type: none"> - Prenatal Examination 	10 minutes	<ul style="list-style-type: none"> - Physician on Duty - Midwife on Duty 	<ul style="list-style-type: none"> - Individual Treatment Record
4. Pharmacy	<ul style="list-style-type: none"> - Review and gather prescribed prenatal medications in patient's ITR - Giving of medication and instructions to patient regarding medication dosage and timing as ordered 	3 minutes	<ul style="list-style-type: none"> - Pharmacist 	<ul style="list-style-type: none"> - Individual Treatment Record
5. Reception Area and Exit	<ul style="list-style-type: none"> - File patient's record for manual and digital documentation 	1 minute	<ul style="list-style-type: none"> - Administrative Staff 	<ul style="list-style-type: none"> - Individual Treatment Record
MEDICAL CERTIFICATES				
1. Reception/ Receiving Area	<ul style="list-style-type: none"> - Inquiry on needed medical certificate - Filling of patient's information - Taking of vital signs 	5 minutes	<ul style="list-style-type: none"> - Nurse / Midwife on duty 	<ul style="list-style-type: none"> - Medical Certificate
2. Physical Assessment	<ul style="list-style-type: none"> - Physical Examination and Assessment 	10 minutes	<ul style="list-style-type: none"> - Physician on Duty 	<ul style="list-style-type: none"> - Medical Certificate
3. Issuance of Medical Certificate	<ul style="list-style-type: none"> - Stamp Seal and obtain Office copy of medical certificate for file - Issuance of Client's copy of Medical certificate 	3 minutes	<ul style="list-style-type: none"> - Nurse/ Midwife on Duty - Administrative Staff for filing of record 	<ul style="list-style-type: none"> - Medical Certificate