Office of Caba Primary Health Care Facility

External Services

Local Government Unit – Caba, La Union
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1. Provision of Basic Curative Services

The purpose of this service is to provide basic curative services which consist of primary level out-patient and emergency care for commonly encountered and non-program diseases of the community. Diagnosis and treatment of illnesses and appropriate medical service is given. It is offered at the Municipal Health Office and at the Barangay Health Stations.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record, interview and record chief complaint.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record and brief medical history.	None	5 minutes	Nurse/Midwife on duty
2.Enter Consultation Room when your turn comes.	2.1. Examine the patient and prescribe medicines accordingly.	None	15 minutes	Municipal Health Officer
	2.2. Order appropriate laboratory examinations	None	5 minutes	Municipal Health Officer

	2.3. Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
3. Go to laboratory room for laboratory examination.	3.1. Perform order of the Municipal Health Officer.	None	4 hours	Medical Technologist
4. Pay laboratory fee at the Municipal Treasurer's Office	4. Issue official receipt	Depends on the examination/s requested	10 minutes	Municipal Treasurer's Office
5.Return to laboratory room	5. Give laboratory result to patient	None	5 minutes	Medical Technologist
6. Return to consultation room with laboratory results.	6.1. Interpret laboratory results and evaluate the patient.	None	10 minutes	Municipal Health Officer
	6.2. Prescribe appropriate medicines	None	5 minutes	Municipal Health Officer
	6.3. Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
7. Pay consultation fee at the Municipal Treasurer's Office	7. Issue official receipt	Php 10.00	10 minutes	Municipal Treasurer's Office
8. Go back to Municipal Health Office and receive medicines and appropriate nursing	8.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	8.2. Carry out Doctor's Order	None	5 minutes	Nurse/Midwife on duty/Pharmacist

care or bring referral to hospital of choice.	8.3. Issue the prescribed medicines and apply appropriate care.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**Consultation Fee -Php 10.00 Laboratory Fee - Depends on the examination/s requested**	**5 hours and 55 minutes**	

2. Provision of Dental Consultation

The service is rendered to any individual person needing dental consultation, tooth extraction, and dental care. Oral Examination for children and pregnant women is also provided.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure Record.	1.1. Interview and record data.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record.	None	5minutes	Nurse/Midwife on duty
2. Enter Dental Room when number is called.	2. Examination and consultation of patient	None	30 minutes	Dentist on duty
	2.1. Tooth extraction	None	20 minutes	Dentist on duty
3. Pay consultation fee or tooth extraction fee at the Municipal Treasurer's Office	5. Issue official receipt	Consultation fee - Php 10.00 Tooth Extraction fee – Php 100.00	10 minutes	Municipal Treasurer's Office
4. Go back to Municipal Health Office	3.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist

and receive prescribed medicines if available or prescription.	3.2. Issue prescribed medicines if available or issue prescription of dentist.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
Total:		**Consultation fee - Php 10.00 Tooth Extraction fee – Php 100.00**	**1 hour and 20 minutes**	

3. Provision of Minor Surgery Procedure

The service is rendered to any individual person needing minor surgical procedures.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure Record.	1.1. Interview and record data.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record.	None	5minutes	Nurse/Midwife on duty
2. Enter Consultation Room when your turn comes	2. Examine the patient and assess the extent of injury.	None	15 minutes	Municipal Health Officer
	2.1. Explain the procedure to be done	None	5 minutes	Municipal Health Officer
3. Secure consent for the procedure	3. Patient or next of kin will sign the consent for the procedure	None	2 minutes	Nurse/Midwife on duty
4. Enter the Minor Surgery Room	4. Suturing will be done	None	15 minutes	Municipal Health Officer

5. Pay suturing fee at the Municipal Treasurer's Office	5. Issue official receipt	Suturing fee Small – Php 100.00 Medium – Php 150.00 Large – Php 200.00	10 minutes	Municipal Treasurer's Office
6. Go back to Municipal Health Office and receive prescribed medicines if available or prescription.	6.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	6.2. Issue prescribed medicines if available or issue prescription.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**Small – Php 100.00 Medium – Php 150.00 Large – Php 200.00**	**1 hour and 7 minutes**	

4. Issuance of Health Certificate and Sanitary Permit

The Municipality of Caba requires all establishments to secure sanitary permits from the Municipal Health Office before the Business Permit is issued. Likewise, Food Handlers must secure a health certificate and working permits.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B – Business Establishments
Who may avail:	All vendors, food handlers, and business owners and workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Health Certificates- Negative Result of laboratory examinations	Municipal Health Office
2. Official Receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure record.	1.1. Registration of client	None	5 minutes	Rural Sanitation Inspector
	1.2. Sputum exam or chest x-ray and fecalysis will be requested for food handlers 1.3. Sputum exam or chest x-ray for non-food handlers	None	5 minutes	Municipal Health Officer/Rural Sanitation Inspector

2. Go to the laboratory for laboratory exam or to another clinic	2.1. Perform order of the Municipal Health Officer	None	Sputum exam – 1 hr. Fecalysis – 1 hr.	Medical Technologist
3. Go to hospital to do chest x-ray	3.1. Chest x-ray will be done	Chest x-ray – done outside	Chest x-ray – 2 days	Done Outside
4. Pay laboratory fee at the Municipal Treasurer's Office	4. Issue official receipt	Sputum Exam – Php 100 Fecalysis – Php 100	10 minutes	Municipal Treasurer's Office
5.Return to laboratory room	5. Give laboratory result to patient	None	5 minutes	Medical Technologist
6. Return to consultation room with laboratory results.	6.1. Interpret laboratory results.	None	10 minutes	Municipal Health Officer
7. Return to Rural Sanitation Inspector's Room	7.1. If establishment need inspection/assessment, the RSI will do ocular inspection	Depends on the type of establishment	30 minutes	Rural Sanitation Inspector
	7.2. Give health and sanitation reminders.	None	5 minutes	Rural Sanitation Inspector
8.Pay for health/sanitary permit fees	8.Pay at the Municipal Treasurer's Office and get the official receipt	Depends on the type of establishment	10 minutes	Municipal Treasurer's Officer

9.Go back to Municipal Health Office and receive health certificate/sanitary permit	9.Issuance of health certificate/sanitary permit	None	5 minutes	Rural Sanitation Inspector
	Total:	**Depends on the type of establishment**	**2 days 3 hours 25 minutes**	

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5. Issuance of Medical and Related Permits

Medical Certificate, permits to open a tomb, transfer of cadavers, are issued by the Municipal Health Office after all sanitary requirements are complied with to assure protection of the community's health or welfare.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any residents of Caba

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical/Dental Certificate	
a. Previous Consultation	Municipal Health Office
b. Complete Physical Examination	Municipal Health Office
c. Medical/Dental Certificate fee	Municipal Health Office
2. Medico-Legal Certificate	**Municipal Health Office**
3. Death Certificate and Exhumation or Transfer Permit	
a. Death Certificate	Municipal Health Office
b. Exhumation or Transfer Permit	Municipal Health Office

a. Medical Certificate

1. For Previous Consultation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1. Retrieve Out-Patient Record.	None	5 minutes	Nurse/Midwife on duty
2. Enter the Consultation Room	2.1. Review previous Medical Record	None	5 minutes	Municipal Health Officer
	2.2. Encode Medical Certificate	None	5 minutes	Encoder
	2.3. Review and sign Medical Certificate	None	2 minutes	Municipal Health Officer
3. Pay Medical Certificate at the Municipal Treasurer's Office.	3. Get Official Receipt from Municipal Treasurer's Office	PHP 130.00	10 minutes	Municipal Treasurer's Office
4. Go back to Municipal Health Office and receive Medical Certificate.	4. Record and release Medical Certificate.	None	5 minutes	Nurse/Midwife on duty
	Total:	**PHP 130.00**	**30 minutes**	

2. Medical Certificate (For Employment, etc.)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record interview and record purpose of visit.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs.	None	5 minutes	Nurse/Midwife on duty
2. Enter Consultation Room when your turn comes.	2. Examine the patient and prescribe appropriate laboratory examinations to patient.	None	15 minutes	Municipal Health Officer
3. Go to Laboratory Room for laboratory examinations	3. Perform laboratory examinations requested.	None	4 hours	Medical Technologist
4. Pay laboratory fee at the Municipal Treasurer's Office	4. Issue official receipt	Depends on the examination/s requested	10 minutes	Municipal Treasurer's Office
5.Return to laboratory room	5. Give laboratory result to patient	None	5 minutes	Medical Technologist
6. Return to consultation room with laboratory results.	6.1. Interpret laboratory results and give appropriate treatment if necessary	None	10 minutes	Municipal Health Officer
	6.2. Encode Medical Certificate.	None	5 minutes	Encoder
	6.3. Review and sign Medical Certificate	None	2 minutes	Municipal Health Officer

7. Pay medical certificate at the Municipal Treasurer's Office	7. Issue official receipt	PHP 130.00	10 minutes	Municipal Treasurer's Office
8. Receive medical certificate.	8. Record and release medical certificate.	None	5 minutes	Nurse/Midwife on duty
	Total:	**Medical Certificate - PHP 130.00 Laboratory Fee - Depends on the examination/s requested**	**5Hours and 12 minutes**	

b. Medico-Legal Certificate

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record, interview and record chief complaint.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record and brief medical history.	None	5 minutes	Nurse/Midwife on duty
2.Enter Consultation Room when your turn comes.	2.1. Examine the patient and prescribe medicines accordingly.	None	15 minutes	Municipal Health Officer
	2.2. Encode Medico-legal certificate.	None	5 minutes	Encoder
	2.3. Review and sign Medico-legal certificate	None	2 minutes	Municipal Health Officer
	2.4 Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
3. Pay the medico-legal certificate at the Municipal Treasurer's Office	3. Issue official receipt	PHP 130.00	10 minutes	Municipal Treasurer's Office
4. Receive medico-legal certificate.	4. Record and release medico-legal certificate.	None	5 minutes	Nurse/Midwife on duty
	Total:	**Php100.00**	**1 hour and 2 minutes**	

c. Death Certificate

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and answer the data asked by midwife or nurse on duty	1. Ask the information needed in the death certificate	None	5 minutes	Nurse/Midwife on Duty
2. Enter Consultation Room.	2.1. Verbal autopsy	None	15 minutes	Municipal Health Officer
	2.2. Encode death certificate.	None	10 minutes	Encoder
	2.3. Review and sign death certificate	None	2 minutes	Municipal Health Officer
3. Pay the death certificate at the Municipal Treasurer's Office	3. Issue official receipt	PHP 150.00	10 minutes	Municipal Treasurer's Office
4. Receive medical certificate.	4. Record and release medical certificate.	None	5 minutes	Nurse/Midwife on duty
	Total:	**Php150.00**	**47 minutes**	

d. Exhumation or Transfer Permit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and answer the data asked by midwife or nurse on duty	1. Instruct the relative of the deceased	None	5 minutes	Nurse/Midwife on Duty
2. Enter Consultation Room.	2.1. Review documents and confirm the approval of the request	None	5 minutes	Municipal Health Officer
	2.2. Encode exhumation or transfer permit	None	5 minutes	Encoder
	2.3. Review and sign the permit	None	2 minutes	Municipal Health Officer
3. Pay the permit at the Municipal Treasurer's Office	3. Issue official receipt	PHP 100.00	10 minutes	Municipal Treasurer's Office
4. Receive exhumation or transfer permit.	4. Record and release exhumation or transfer permit	None	5 minutes	Nurse/Midwife on duty
	Total:	**Php100.00**	**32 minutes**	

6. Provision of Prevention/Control of Infectious Disease Services

a. Provision of Tuberculosis Control Service

The Municipal Health office is accredited by DOH/Philhealth and Philcat as DOTS (Directly Observed Treatment Short Course) Center. As DOTS Center, TB Control Service like diagnosis and treatment of Tuberculosis are made available.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called	1.1. Interview and record data.	None	5 minutes	Nurse/Midwife on duty
	1.2 Take and record vital signs in the Out-Patient Record	None	5 minutes	Nurse/Midwife on duty
2. Enter the consultation room when turn comes.	2.1. Examine the patient and inform patient of the required laboratory examinations such as gene expert or chest X-ray.	None	15 minutes	Municipal Health Officer
	2.2 Give gene expert and chest x-ray request	None	5 minutes	Municipal Health Officer

3. Cough out Sputum.	3. Instruct patient on how to cough out good sputum specimen for gene expert.	None	5 minutes	Nurse/Midwife on duty
4. Submit Sputum for Examination	4.1. Receive specimen	None	2 minutes	Medical Technologist
	4.2. Messenger will collect specimen every Tuesday and Thursday and bring it to La Union Medical Center where gene expert will be done.	None	3 days	Messenger La Union Medical Center
5. Go to Caba District Hospital for chest-ray	5.1. Give chest x-ray request and voucher.	None	2 days	Caba District Hospital Radiology Department
	5.2 Get official chest x-ray result	None	5 minutes	Caba District Hospital Radiology Department
6. Return to Caba Municipal Health Office once results are available	6.1. Refer results to Municipal Health Officer	None	10 minutes	Medical Technologist/ Municipal Health Officer
	6.2. Prescribe appropriate medicines	None	5 minutes	Municipal Health Officer
	6.3. Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
7. Pay consultation fee at the Municipal Treasurer's Office	7. Issue official receipt	PHP 10.00	10 minutes	Municipal Treasurer's Office
8. Go back to consultation room after getting official	8.1 Evaluation and interpretation of results and classification of TB for appropriate TB Regimen.	None	10 minutes	Municipal Health Officer

result of gene expert and chest x-ray				
10. Go back to Municipal Health Office and receive medicines and appropriate nursing care or bring referral to hospital of choice.	9.2 Carry out Doctor's Order	None	10 minutes	Nurse/Midwife on Duty
	9.3 Enroll and start TB regimen	None	15 minutes	Nurse/Midwife on Duty
	9.4 Patient education	None	5 minutes	Nurse/Midwife on Duty
	Total:	**Php 10.00**	**5 days 2 hours and 2 minutes**	

b. Provision of Dengue Control Program Service

The Municipal Health Office of Caba is the front liner of the Dengue Control Program. Vector Control is the sole measure to control Dengue outbreaks and that is through advocacy of the 4s namely: Search and Destroy, Self-Protection measure, Seek Early Consultation and Say no to indiscriminate Fogging (Fogging is only done in Barangays with cases of Dengue).

Fogging:

- Schools – free chemicals, but gasoline, crude oil, batteries provided by school.

Barangay and others – chemicals, gasoline, crude oil, batteries are shouldered by requesting barangay/institution.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may avail:	Community (Barangays, Schools, Institutions, Establishments)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report case to Municipal Health Officer	1.1 Investigate and verify the existence of dengue case in Community.	None	2 hours	Municipal Health Officer/Public Health Nurse/Rural Sanitation Inspector
	1.2 Health Education and Operation Linis/Taob.	None	4 hours	Municipal Health Officer/Public Health Nurse/Rural Sanitation Inspector

	1.3 Integrated Vector Management	None	6 hours	Municipal Health Officer/Public Health Nurse/Rural Sanitation Inspector
2. Prepare gasoline crude oil, battery and assign fogging machine operator.	2. Schedule fogging and supervise fogging operation as requested	None	2 hours	Rural Sanitation Inspector
	Total:	**None**	**14 hours**	

c. Provision of Leprosy Control Services

Leprosy Control Program consists of the use of Multiple Drug therapy for all cases of leprosy in Caba. Adequate medicines and supplies are provided; strict regular follow-up; contact examinations and awareness campaign.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record, interview and record chief complaint.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record and brief medical history.	None	5 minutes	Nurse/Midwife on duty
2. Enter Consultation Room when your turn comes.	2.1. Examine the patient and prescribe appropriate medicines	None	15 minutes	Municipal Health Officer
	2.2. Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
3. Pay consultation fee at the Municipal Treasurer's Office	3. Issue official receipt	PHP 10.00	10 minutes	Municipal Treasurer's Office
4. Go back to Municipal Health Office and receive medicines and appropriate nursing care or bring referral to hospital of choice.	8.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	8.2. Carry out Doctor's Order	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	8.3. Issue the prescribed medicines and start treatment	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**Php 10.00**	**65 minutes**	

d. Provision of Rabies Control Program Services

Vaccination of dogs against rabies is the cost-effective measure against human rabies in the Rabies Control program, the dog being the principal reservoir of rabies virus in the country. This program thereof mainly consists of awareness campaign and management of Dog bites/rabies.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record, interview and record chief complaint.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record and brief medical history.	None	5 minutes	Nurse/Midwife on duty
2. Enter Consultation Room when your turn comes.	2.1. Examine the patient and prescribe appropriate medicines.	None	15 minutes	Municipal Health Officer
	2.2 Refer patient to Animal Bite Treatment Center for Rabies Vaccination if necessary.	None	15 minutes	Municipal Health Officer
3. Pay consultation fee at the Municipal Treasurer's Office	3. Issue official receipt	PHP 10.00	10 minutes	Municipal Treasurer's Office

4. Go back to Municipal Health Office and receive medicines and appropriate nursing care or bring referral to hospital of choice.	4.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	4.2. Carry out Doctor's Order	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	4.3. Issue the prescribed medicines and apply appropriate care.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**Php 10.00**	**65 minutes**	

e. Provision of Diarrhea Control Program Services

Diarrhea is a major cause of child malnutrition, morbidity, and mortality especially in children. This program includes an awareness campaign on diarrhea, early diagnosis, and effective treatment of Diarrhea through Oral Rehydration Solution to prevent or treat dehydration.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record, interview and record chief complaint.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record and brief medical history.	None	5 minutes	Nurse/Midwife on duty
2. Enter Consultation Room when your turn comes.	2.1. Examine the patient and assess degree of dehydration.	None	15 minutes	Municipal Health Officer
	2.2 Prescribed appropriate medicines.	None	5 minutes	Municipal Health Officer
	2.3 Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
3. Pay consultation fee at the Municipal Treasurer's Office	3. Issue official receipt	PHP 10.00	10 minutes	Municipal Treasurer's Office
4. Go back to Municipal Health Office and receive medicines and appropriate nursing care or bring referral to hospital of choice.	4.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	4.2. Carry out Doctor's Order	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	4.3. Issue the prescribed medicines and give appropriate care.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**Php 10.00**	**1 hour 10 mins**	

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f. Provision of Respiratory Infection Services

Acute Respiratory Infection is one of the most common causes of morbidity and mortality in all age groups but increased in children. This program includes an awareness campaign for early diagnosis and treatment and referral if necessary.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record, interview and record chief complaint.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record and brief medical history.	None	5 minutes	Nurse/Midwife on duty
2. Enter Consultation Room when your turn comes.	2.1. Examine the patient and prescribe appropriate medicines	None	15 minutes	Municipal Health Officer
	2.2. Refer to higher institutions for further evaluation and management if needed	None	15 minutes	Municipal Health Officer
3. Pay consultation fee at the Municipal Treasurer's Office	3. Issue official receipt	Php 10.00	10 minutes	Municipal Treasurer's Office

4. Go back to Municipal Health Office and receive medicines and appropriate nursing care or bring referral to hospital of choice.	4.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	4.2. Carry out Doctor's Order	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	4.3. Issue the prescribed medicines and apply appropriate care.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**Php 10.00**	**1 hour and 5 minutes**	

7. Provision of Prevention and Control of Lifestyle Health Related Disease (Cardiovascular Disease, Diabetes, Renal Disease, Cancer)

Chronic illness such as Cardiovascular Disease, Diabetes, Renal Disease, Cancer is some of the lifestyle related diseases which are results of heredity and combined harm related to risk factors like smoking, emotional stress, diet and environmental and behavioral influences. Thus, promotion of healthy lifestyle, healthy diet and physical exercise and early diagnosis and treatment/referral should be put in place.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Caba, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1.1. Retrieve Out-Patient Record, interview and record chief complaint.	None	5 minutes	Nurse/Midwife on duty
	1.2. Take and record vital signs in the Out-Patient Record and brief medical history.	None	5 minutes	Nurse/Midwife on duty
2.Enter Consultation Room when your turn comes.	2.1. Examine the patient and prescribe medicines accordingly.	None	15 minutes	Municipal Health Officer

	2.2. Order appropriate laboratory examinations	None	5 minutes	Municipal Health Officer
	2.3. Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
3. Go to laboratory room for laboratory examination.	3.1. Perform order of the Municipal Health Officer.	None	4 hours	Medical Technologist
4. Pay laboratory fee at the Municipal Treasurer's Office	4. Issue official receipt	Depends on the examination/s requested	10 minutes	Municipal Treasurer's Office
5.Return to laboratory room	5. Give laboratory result to patient	None	5 minutes	Medical Technologist
6. Return to consultation room with laboratory results.	6.1. Interpret laboratory results and evaluate the patient.	None	10 minutes	Municipal Health Officer
	6.2. Prescribe appropriate medicines	None	5minutes	Municipal Health Officer
	6.3. Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
7. Pay consultation fee at the Municipal Treasurer's Office	7. Issue official receipt	Php 10.00	10 minutes	Municipal Treasurer's Office
8. Go back to Municipal Health Office and receive medicines and appropriate nursing care or	8.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	8.2. Carry out Doctor's Order	None	5 minutes	Nurse/Midwife on duty/Pharmacist

bring referral to hospital of choice.	8.3. Issue the prescribed medicines and apply appropriate care.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**Php 10.00**	**5 hours 50 minutes**	

8. Provision of Child Care Services

Provision of essential preventive and therapeutic care packages to all children 0-18 years old. Special and specific needs of newborns, growing children both the well and sick child.

a. Provision of Immunization Services

The Municipal Health Office provides an essential preventive care package for all children 0-11 months old. Free immunization from the seven (7) immunizable diseases is available at the Health Center and the Barangay Health Stations.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All 0-12 months' children
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Early Child Care Development (ECCD) Card	Municipal Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure immunization (new).	1.1 Issue immunization card to new patient.	None	5 minutes	Concerned midwife
Present immunization card (for old patient).	1.2 Present ECCD card for old patient and review immunization history.	None		Concerned midwife
	1.3 Take vital signs of the infant	None	5 minutes	Concerned midwife
2. Assist in the immunization of the child.	2. Immunize the infant Birth - BCG and Hepatitis B 45 days old – First dose Penta 1, OPV 1, PCV 1 with 28 days interval for the 2nd and 3rd dose 6 months old – Vitamin A 100,000 IU 9-11 months – MMR1 12 months – MMR1	None	15 minutes	Concerned midwife
3. Take note of the post immunization schedule for next visit.	5.Schedule post immunization or next visit.	None	5 minutes	Concerned midwife
	Total:	**None**	**30 minutes**	

SERVICE SCHEDULE	
Monday-Friday	Caba Primary Health Care Facility
Every 1st Friday	Poblacion Sur Barangay Health Center
Every 3rd Wednesday	Poblacion Norte Barangay Health Center
Every Wednesday last Wed.	Barangay Health Station
Every 2nd Friday	Urayong Barangay Health Station
Every 2nd Tuesday	Wenceslao Barangay Health Station
Every 2nd Wednesday	Bautista Barangay Health Station
Every 2nd Thursday	San Carlos Barangay Health Station
Every 3rd Thursday	Santiago Norte Barangay Health Station
Every 2nd Thursday	Las-ud Barangay Health Station
Every 2nd Tuesday	Liquicia Barangay Health Station
Every 2nd Wednesday	San Gregorio Barangay Health Station
Every 2nd Wednesday	San Cornelio Barangay Health Station
Every 1st Thursday	Juan Cartas Barangay Health Station
Every 1st / 3rd Wednesday	Sobredillo Barangay Health Station
Every 3rd Thursday	Santiago Sur Barangay Health Station
Every 3rd Wednesday	Gana Barangay Health Station
Every 1st Wednesday (Immunization) Every 2nd Wednesday (Prenatal)	San Jose Barangay Health Station
Every 1st Tuesday	San Fermin barangay Health Station

b. Provision of Nutrition Program Services

Nutrition Surveillance through Operation Timbang (OPT) among 0-59 months old children is done every first quarter of the calendar year. Identified malnourished children are prioritized for food and micronutrient supplementation.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All 0-59 months old children

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to scheduled OPT in their barangay.	1.1 Master listing of 0-59 months Children.	None	10 minutes	Concerned midwife and BNS
	1.2 Schedule OPT per barangay in catchment area.	None	10 minutes	Concerned midwife and BNS
	1.3 Conduct actual OPT.	None	2 minutes	Concerned midwife and BNS
	1.4 Identify BNL and BNVL malnourished children in the barangay.	None	2 minutes	Concerned midwife, BNS and BHWs
2. Go to Scheduled Deworming Day in their barangay.	2.1 Examine children and prescribe anthelmintic and micronutrient supplements and	None	15 minutes	Municipal Health Officer

	appropriate medicines to recipients.			
	2.2 Carry out doctor's order.	None	5 minutes	Nurse/Midwife on duty
	2.3 Patient Education.	None	5 minutes	Nurse/Midwife on duty
	2.4 Issue anthelmintic, multivitamins and ferrous sulfate.	None	5 minutes	Nurse/Midwife on duty
3. Go to Scheduled Feedings Days in their Barangay.	3.1 Health Education (Nutrition, Hygiene).	None	15 minutes	Concerned midwife, BNS and BHWs
	3.2 Weight Monitoring (Regular Monitoring) Initial and Final.	None	5 minutes	Concerned midwife, BNS and BHWs
	3.3 Give dry feeding.	None	5 minutes	Concerned midwife, BNS and BHWs
	Total:	**None**	**minutes**	

c. Provision of Garantisadong Pambata Program Service

The first 5 years of a child is the most critical phase of growth and development. If not given optimum nourishment, care, protection and attention, the child would be prone to diseases increasing childhood Morbidity and Mortality.

Garantisadong Pambata aims to harmonize the package of health services for children with the purpose of reducing morbidity and mortality in children.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All 0 to below 5-year-old children of CABA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Scheduled Garantisadong Pambata days in their Barangays.	1.1 Weigh children.	None	5 minutes	Midwife, BNS and BHWs
	1.2 Give children Vit. A.	None	5 minutes	Midwife, BNS and BHWs
	1.3 Give children Deworming Agent.	None	5 minutes	Midwife, BNS and BHWs
	1.4 Give children Vaccination if necessary.	None	30 minutes	Midwife
	1.5 Pregnant/lactating mother Vit.A	None	5 minutes	Midwife, BNS and BHWs
	1.6 Pregnant/lactating mother Ferrous Sulfate	None	5 minutes	Midwife

	1.7 Patient education: Dental hygiene	None	15 minutes	Midwife
	1.8 Patient education: Washing of hands	None	15 minutes	Midwife
2.Bring a pinch of salt and submit to Midwife or RSI.	2.1 Salt Testing	None	5 minutes	RSI and Midwife
	2.2 Make a report PHO/DOH regarding accomplishment	None	1 hour	Nurse
	2.3 Analyze report and sign report.	None	1 hour	Municipal Health Officer
	Total:	**None**	**3 hours 30 mins**	

9. Provision of Safe Motherhood and Family Planning Program Service

The purpose of this service is to provide preventive and promotive clinical care to all pregnant women during pregnancy before delivery and postpartum.

a. Provision of Maternal Care

1. Pre-Natal Check-up

Prenatal Checkup is to be done at least once every trimester. Delivery should be done in a facility-based setting whether CEmONC or BEmONC. A postpartum visit should be done during the first 24 hours of delivery and a week after delivery.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All pregnant women of CABA, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1. Accomplish the Booklet ni Nanay of the patient	None	5 minutes	Midwife on duty
	1.2. Take and record vital signs	None	5 minutes	Midwife on duty

2. Enter the consultation room	2.1 Examine the patient	None	15 minutes	Municipal Health Officer/Midwife on Duty
	2.2 Update Tetanus Immunization	None	5 minutes	Municipal Health Officer/Midwife on Duty
	2.3 Request laboratory examinations and screening	None	5 minutes	Municipal Health Officer
	2.4. Refer to higher institutions in cases of high-risk pregnancies	None	15 minutes	Municipal Health Officer/Midwife on Duty
3. Go to laboratory room for laboratory examination.	3.1. Perform order of the Municipal Health Officer.	None	4 hours	Medical Technologist
4. Pay laboratory fee at the Municipal Treasurer's Office	4. Issue official receipt	Depends on the examination/s requested	10 minutes	Municipal Treasurer's Office
5.Return to laboratory room	5. Give laboratory result to patient	None	5 minutes	Medical Technologist
6. Return to consultation room with laboratory results.	6.1. Interpret laboratory results and evaluate the patient.	None	10 minutes	Municipal Health Officer
	6.2. Prescribe appropriate medicines	None	5 minutes	Municipal Health Officer
	6.3. Refer to higher institutions for further evaluation and management	None	15 minutes	Municipal Health Officer
7. Pay consultation fee at the Municipal Treasurer's Office	7. Issue official receipt	Php 10.00	10 minutes	Municipal Treasurer's Office

8. Go back to Municipal Health Office and receive medicines and appropriate nursing care or bring referral to hospital of choice.	8.1. Patient Education	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	8.2. Carry out Doctor's Order	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	8.3. Issue the prescribed medicines and apply appropriate care.	None	5 minutes	Nurse/Midwife on duty/Pharmacist
	Total:	**None**	**6 Hours**	

2. During Delivery

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform midwife of pending delivery	Visit pregnant woman and refer patient to hospital of Choice	None	30 minutes	Nurse/Midwife on duty
	Total:	**None**	**30 minutes**	

3. During Postpartum Period

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform midwife of delivery.	1. Postpartum Mother -Visits postpartum -Examines Postpartum -Patient Education	None	30 minutes	Concerned Midwife

	-Refer to Municipal Health Officer if necessary			
	1.2Newborn -Cord Care -Examines Newborn -Hep B. injection within 24 hours -Refer to Municipal Health Officer if necessary	None	30 minutes	Concerned Midwife
	Total:	**None**	**1 hour**	

b. Provision of Family Planning Program Service

The conduct of one on one-counseling is provided to help couples achieve their desired family size based on their own conscience and values. The Municipal Health Office provides family planning services and supplies to qualified clients.

Office:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Caba at Reproductive Age

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Family Planning User Card	Municipal Health Office

1. Family Planning Acceptor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and answer the data asked by the Nurse/Midwife on Duty	1.1 For old patient with record – check the family planning user card for the schedule	None	5 minutes	Nurse/Midwife on duty
	1.2 For new patient – register to secure family planning user card	None		Nurse/Midwife on duty
	1.3 Take the vital signs and OB, medical and surgical history	None	5 minutes	Nurse/Midwife on duty
2. Listen to the presentation and clarify/ask related questions.	2.1 Present all family planning methods and discuss advantages and disadvantages of each method.	None	15 minutes	Nurse/Midwife on duty
3. Choose preferred and desired method.	3.1 Discuss further the chosen method and evaluate family planning acceptor.	None	15 minutes	Nurse/Midwife on duty
	3.2 Examine the patient and refer to issuance of commodity if available or issuance of prescription if not available.	None	10 minutes	Municipal Health Officer

4. Pay consultation fee at the Municipal Treasurer's Office	4. Issue official receipt	Php 10.00	10 minutes	Municipal Treasurer's Office
5. Receive appropriate service.	5.Instruct and advise patients when to come back.	None	5 minutes	Nurse/Midwife on duty
	Total:	**Php 10.00**	**1 hour 5 minutes**	

10. Provision of Ambulance Service

The purpose of this service is to provide transport to patients from hospital to residence or vice versa.

Office:	Office of the Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of CABA, La Union

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or go to the Caba Municipal Health Office	1.1. Receive call/talk to the relative and get data	None	5 minutes	Nurse/Midwife on duty

	of the patient to be transported			
	1.2. Inform the driver on duty	None	5 minutes	Nurse/Midwife on duty
2. Pay the ambulance fee at the Municipal Treasurer's Office	2. Issue official receipt	Php 300.00 – within the municipality Php 500.00 – within the province + Php 10.00 for every kilometer from Caba Php 1,000 - outside the province + Php 10.00 for every kilometer outside the province	5 minutes	Municipal Treasurer's Office
3. Present the official receipt at the Municipal Health Office	3.1 Call the driver on duty and nurse/midwife on duty	None	5 minutes	Nurse/Midwife on duty
	3.2 Transport the patient	None	Depends where the patient will go	Ambulance Driver and Nurse/ Midwife on Duty
Total:		**Php 300.00 – within the municipality**	**20 minutes**	

	Php 500.00 – within the province + Php 10.00 for every kilometer from Caba **Php 1,000 - outside the province + Php 10.00 for every kilometer outside the province**		

CLIENT FEEDBACK FORM

Dios ti agngina. We thank you for giving us the opportunity to serve you. Kindly enable us to serve you better by answering the following questions:

Your Name & Signature: _____ Address: _____
Office Visited: _____Service Availed: _____

	YES	NO
THE OFFICE:		
1. Was it easy to locate?	☐	☐
2. Was clean and orderly?	☐	☐
3. Is there a long line of clients?	☐	☐
4. Did you find proper directional signs/instructions?	☐	☐
THE PERSONS RESPONSIBLE:		
1. Were the designated employees available?	☐	☐
2. Were they respectful?	☐	☐
3. Did they make you feel comfortable?	☐	☐
4. Did they make you wait long?	☐	☐
5. Were they knowledgeable	☐	☐
THE REQUIREMENTS:		
1. Were you properly informed what you needed to present?	☐	☐
2. Were there many requirements?	☐	☐
3. Were you informed how to get the requirements?	☐	☐
4. Were you made aware of how much you will have to pay?	☐	☐
THE OFFICERS:		
1. Was the document needed available?	☐	☐
2. Was the data complete?	☐	☐
3. Were the instructions clear and short?	☐	☐

Local Government Unit – Caba, La Union
municipalityofcaba@gmail.com
+639602873348

Complaint Form

Name of Employee: _____Office: _____
Requested Service/Data: _____
Date/Time: _____

Brief Narration
Pannakailawlawag:_____
_____
_____
_____

_____
Name/Signature (Nagan/Pirma)

_____

Address/Tel No. (Pagnaedan/Telepono)

Drop at designated Compliant Drop Boxes at the Municipal Hall

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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the feedback form to be provided by the personnel in-charge in the office at the Public Assistance Complaint Desk (PACD) and put it in the feedback and complaint drop box.
How feedback is processed?	The Human Resource Management Office through its authorized personnel will be the one to open and collect the feedback from each drop box every Friday. The HRMO will consolidate the feedback, verify their nature and refer the same to the office concerned.
How to file complaints?	To file a complaint against the office concerned, fill up the complaint form which is available at PACD of the concerned office and drop the filled-up complaint form at the feedback and complaint drop box.
How complaints are processed?	The Human Resource Management Office through its authorized personnel will be the one to open and collect the feedback and complaints from each drop box every Friday The HRMO will consolidate the complaint/s, verify their nature and refer the same to the office concerned.
Contact Information of the LGU-HRMO	(072) 619-4923
Contact Information of the Following:	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: 8888 pcc@malacanang.gov.ph CCB: 0908-881-6565 email@contactcenterngbayan.gov.ph

LIST OF OFFICES

OFFICE	ADDRESS	Telephone Nos.	Mobile Nos.
MAYOR'S OFFICE	2nd Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 619-4923	0960-287-3348
SANGGUNIANG BAYAN OFFICE	Legislative Building, Poblacion Norte, Caba, La Union	(072) 607-7548	0943-1374-416
ENGINEERING OFFICE	2nd Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 607-3376	0916-7935-747
MUNICIPAL PLANNING & DEVELOPMENT OFFICE	2nd Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 619-4342	0969-235-9996
AGRICULTURE OFFICE	2nd Floor Municipal Food Terminal Bldg., Poblacion Sur, Caba, La Union	(072) 687-4206	0936-172-1830
MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE	2nd Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 607-3620	0908-4824-226
BUSINESS PERMIT AND LICENSING OFFICE	Ground Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 607-0312	0945-326-7965
HUMAN RESOURCE MANAGEMENT OFFICE	2nd Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 619-4923	0927-568-3773
MUNICIPAL TOURISM OFFICE	2nd Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 619-4923	0927-821-0698
MUNICIPAL CIVIL REGISTRAR'S OFFICE	Ground Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 607-3191	0949-9844-462
BUDGET OFFICE	Ground Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 888-3527	0947-626-4666
ACCOUNTING OFFICE	Ground Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 607-3718	0995-293-2254

MUNICIPAL HEALTH OFFICE	Poblacion Sur, Caba, La Union	N/A	0917-795-9000
MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE	2nd Floor, Municipal Hall, Poblacion Norte, Caba, La Union	N/A	0936-965-1725
LOCAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE	Evacuation Center, Poblacion Norte, Caba, La Union	N/A	0909-092-5697/ 0923-020-3606
TREASURER'S OFFICE	Ground Floor, Municipal Hall, Poblacion Norte, Caba, La Union	N/A	0918-687-3340
ASSESSOR'S OFFICE	Ground Floor, Municipal Hall, Poblacion Norte, Caba, La Union	(072) 607-3451	0945-4832-237