



# **Santol Lying-In Clinic**

## **External Services**



## 1. Medical Consultation and treatment

The office renders medical consultation and treatment to all residents of Santol.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach midwife/nurse on duty	1. Retrieves patient's record for old patient and make patient's record for new patient	None	2 minutes	Midwife I & II/Nurses Santol Lying-in Clinic Diagnostic Center
2. Answer data that will be asked	2. Asks and records data and vital signs at the patient's record	None	5 minutes	Midwife I & II/nurse Santol Lying-in Clinic Diagnostic Center
3. Receive initial treatment	3. Conducts initial treatment	None	3 minutes	Midwife I & II/nurse Santol Lying-in Clinic Diagnostic Center
4. Go to the doctor's room together with the patient's record for consultation and treatment	4. Conducts consultation and treatment	None	10 minutes*	Municipal Health Officer Santol Lying-in Clinic Diagnostic Center
5. Proceed to pharmacy to get prescribed medicines	5. Instructs patients on the dosage of the given medicines	None	3 minutes	Pharmacy Aide Santol Lying-in Clinic Diagnostic Center
<b>TOTAL</b>		<b>None</b>	<b>23 minutes</b>	

\* The length of consultation depends on the sickness of the patient.



## 2. Emergency Treatment

This service is open to individuals who need immediate medical attention.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the treatment area	1.1. Retrieves patient's record	None	2 minutes	Midwives/nurse Santol Lying-in Clinic Diagnostic Center
None	1.2. Conducts initial treatment	None	Case to case basis	Midwives/Nurse Santol Lying-in Clinic Diagnostic Center
2. Provide information on the questions being asked	2.1. Interviews & records any complaints of the patient.	None	5 minutes.	Midwives/nurse Santol Lying-in Clinic Diagnostic Center
None	2.2. Takes vital signs	None		Midwives/nurse Santol Lying-in Clinic Diagnostic Center
3. Go to the doctor's room together with the patient's record for consultation and treatment.	3. Conducts consultation and treatment	None	10 minutes*	Municipal Health Officer Santol Lying-in Clinic Diagnostic Center
4. Proceed to pharmacy to get prescribed medicines	4. Instructs patients on the dosage and administration of the given medicines	None	2 minutes	Pharmacy Aide Santol Lying-in Clinic Diagnostic Center
	<b>TOTAL</b>	<b>None</b>	<b>19 minutes</b>	

\* The length of consultation depends on the sickness of the patient.



### 3. Admission - Birthing

This service caters to all who seek or need medical attention.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach midwife/nurse on duty	1. Retrieves patient's record	None	2 minutes	Midwives/Nurse Santol Lying-in Clinic Diagnostic Center
2. Provide information on the questions being asked.	2.1. Interviews patient for personal information	None	3 minutes	Midwives/nurse Santol Lying-in Clinic Diagnostic Center
None	2.2. Asks for chief complaints or needed treatment and takes vital signs	None	5 minutes	Midwives/Nurse Santol Lying-in Clinic Diagnostic Center
3. Proceed to the Doctor's room	3.1. Conducts consultation and treatment	None	15 minutes*	Municipal Health Officer Santol Lying-in Clinic Diagnostic Center
None	3.2. Prepares bed and linens at the ward.	None	2 minutes	Midwives/nurse Santol Lying-in Clinic Diagnostic Center
4. Proceed to ward	4. Carries out Doctor's order	None	10 minutes**	Midwives/Nurse Municipal Health Office
5. Follow Doctor's order	5.1. Instructs patient on the dosage and administration of the medicines given	None	3 minutes	Pharmacy Aide Santol Lying-in Clinic Diagnostic Center
None	5.2. Monitors vital signs of the patient regularly and the intake of medicines given.	None	1 minute	Midwives/Nurse Santol Lying-in Clinic Diagnostic Center
<b>TOTAL</b>		<b>None</b>	<b>41 minutes</b>	

\* The length of consultation depends on the sickness of the patient.

\*\* Depends on the doctor's order



#### 4. Issuance of Medical Certificate

Medical certificate is issued upon the request of a client for whatever purposes it may serve them.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Those who are in need of medical certifications.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach midwife/Nurse on duty	1. Retrieves patient's record	None	2 minutes	<i>Midwife/nurse</i> Santol Lying-in Clinic Diagnostic Center
2. Answer data that will be asked	2. Records data and vital signs at the patient's record	None	5 minutes	<i>Midwife/Nurse</i> Santol Lying-in Clinic Diagnostic Center
3. Proceed to the doctor's room	3. Conducts medical examination and makes notes on the findings/diagnosis in the patient's record	None	15 minutes	<i>Municipal Health Officer</i> Santol Lying-in Clinic Diagnostic Center
4. Pay corresponding fees and receives Official Receipt (OR)	4.1. Assess fees and issues Official Receipt (OR)	1. School purposes - P25.00 2. Renewal of	1 minute	<i>Cashier</i> Municipal Treasury Office
None	4.2. Prepares and types medical certificate	Contracts - P50.00 3. Loan	2 minutes	<i>Administrative Aide I</i> Santol Lying-in Clinic Diagnostic Center
None	4.3. Signs and approves medical certificate	purposes - P50.00 4. Employ-	10 seconds*	<i>Municipal Health Officer</i> Santol Lying-in Clinic Diagnostic Center
None	4.4. Logs in the record of medical certificates issued	ment purposes - P100.00	1 minute	<i>Administrative Aide I</i> Santol Lying-in Clinic Diagnostic Center
5. Receive medical certificate	5. Releases medical certificate.		1 minute	<i>Administrative Aide I</i> Santol Lying-in Clinic Diagnostic Center
	<b>TOTAL</b>	<b>225.00</b>	<b>27 minutes and 10 seconds</b>	



## 5. Laboratory Services

The clinician uses the laboratory to assist in diagnosis and management of the patient. Usefulness of the data in making clinical judgment depends upon prompt, accurate reporting of a result.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Fresh voided urine Specimen		Patients		
One (1) "Pea" – sized stool Specimen		Patients		
One (1) Blood Specimen		Patients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Service Request Form to the Medical Technologist	1. Checks the submitted request form	None	1 minute	<i>Medical Technologist</i> Santol Lying-in Clinic Diagnostic Center
2. Submit the specimen	2. Accepts the specimen and and performs laboratory test	None	15 minutes	<i>Medical Technologist</i> Santol Lying-in Clinic Diagnostic Center
3. Pay corresponding fees and accepts Official Receipt (OR)	3. Assesses fees and issues Official Receipt (OR)	1. Fecalysis - P45.00 2. Blood typing - P70.00 3. Hemoglobin determination - P90.00 4. Pregnancy test - P100.00 5. Blood glucose - P150.00 6. Hepatitis test - P225.00 7. Urinalysis - P45.00 8. AFB staining - free of charge	1 minute	<i>Cashier</i> Municipal Treasury Office



4. Present official receipt to the Medical Technologist and receive the laboratory result	4. Releases the laboratory result.	None	1 minute	<i>Medical Technologist</i> Santol Lying-in Clinic Diagnostic Center
	<b>TOTAL</b>	<b>725.00</b>	<b>18 minutes</b>	



## 6. Dental Service

It is being rendered to all to see to it what necessary treatment will be done to the patient with regards to dental.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach midwife/nurse on duty	1. Retrieves patient's record	None	1 minute	<i>Midwives/nurse</i> Santol Lying-in Clinic Diagnostic Center
2. Provide information on the questions being asked	2. Interviews patient for personal information and take vital signs and instructs patient to go to the dental room	None	5 minutes	<i>Midwives/nurse</i> Santol Lying-in Clinic Diagnostic Center
3. Proceed to the dental room	3. Conducts dental consultation and treatment and performs dental services or refer patient to MHO if necessary	None	30 minutes*	<i>Dentist</i> Santol Lying-in Clinic Diagnostic Center
4. Pay corresponding fees and receives Official Receipt (OR)	4. Assesses fees and issues Official Receipts (OR)	1. Oral examination-free of charge 2. General Cleaning - P175.00 3. Regular Cleaning - P120.00 4. Filling-P175.00/Cavity	1 minute	<i>Cashier</i> Municipal Treasury Office





		5. Tooth extraction- P90.00		
	<b>TOTAL</b>	<b>225.00</b>	<b>37 minutes</b>	

*\* Length of consultation and treatment depends upon the condition of a certain patient.*





		7. Sternum Oblique	200.00	70.00	270.00		
		8. Sternum Lat	200.00	70.00	270.00		
		9. Skull APL	230.00	70.00	300.00		
		10. Skull APL Townes	270.00	70.00	230.00		
		11. Waters View	170.00	70.00	240.00		
		12. Caldwell's View	170.00	70.00	240.00		
		13. Submento Vertex View	170.00	70.00	240.00		
		14. Nasal Bone	170.00	70.00	240.00		
		15. Mandible App	230.00	70.00	300.00		
		16. Mastoid Series	270.00	70.00	340.00		
		17. Cervical APL	230.00	70.00	300.00		
		18. Cervico Thoracic APL (Pedia)	230.00	70.00	300.00		
		19. Cervico Thoracic APL (Adult)	270.00	70.00	340.00		
		20. Thoraco Lumbar Vertebrae APL (Pedia)	230.00	70.00	300.00		
		21. Thoraco Lumbar Vertebrae APL (Adult)	250.00	70.00	320.00		
		22. Lumbo Sacral Vertebrae APL (Pedia)	230.00	70.00	300.00		
		23. Lumbo Sacral Vertebrae APL (Adult)	250.00	70.00	320.00		



		24. Abdomen Supine/Upright	250.00	70.00	320.00		
		25. Abdomen APL (Pedia)	250.00	70.00	320.00		
		26. Pelvis AP	200.00	70.00	270.00		
		27. Pelvis APL	230.00	70.00	300.00		
		28. Sacrum AP	200.00	70.00	270.00		
		29. Sacrum APL	230.00	70.00	300.00		
		30. Coccyx AP	200.00	70.00	270.00		
		31. Coccyx APL	230.00	70.00	300.00		
		32. Shoulder AP	200.00	70.00	270.00		
		33. Shoulder Bilateral	230.00	70.00	300.00		
		34. Shoulder AP, Internal Rotation	270.00	70.00	340.00		
		35. Scapular Y	200.00	70.00	270.00		
		36. Clavicle AP	200.00	70.00	270.00		
		37. Humerus APL	230.00	70.00	300.00		
		38. Elbow Joints APL	230.00	70.00	300.00		
		39. Forearm APL	230.00	70.00	300.00		
		40. Wrist APL	230.00	70.00	300.00		
		41. Hand APL	230.00	70.00	300.00		
		42. Hand APO	230.00	70.00	300.00		
		43. Hip Joint AP	200.00	70.00	270.00		
		44. Hip Joint Bilateral	230.00	70.00	300.00		



		45.Hip Joint Judat Method	230.00	70.00	300.00		
		46.Femura APL	230.00	70.00	300.00		
		47.Knee Joint APL	230.00	70.00	300.00		
		48.Patella APL	230.00	70.00	300.00		
		49.Patella Sunrise View	200.00	70.00	270.00		
		50.Leg APL	230.00	70.00	300.00		
		51.Ankle Joint APL	230.00	70.00	300.00		
		52.Ankle Joint Mortise View	200.00	70.00	270.00		
		53.Ankle Joint Stress Study Inversion/Ev ersion	230.00	70.00	300.00		
		54.Shoulder Axillary View	200.00	70.00	270.00		
		55.KUB	200.00	70.00	270.00		
		56.Shoulder	130.00	70.00	200.00		
		57.Ultrasoun d Whole	500.00	250.00	750.00		
		58.Upper Abdomen	450.00	250.00	700.00		
		59.Lower Abdomen	450.00	250.00	700.00		
		60.Hepato Hiliary Tract	300.00	250.00	550.00		
		61.HBT with Pancreas	350.00	250.00	600.00		



		62.KUB	300.00	250.00	550.00		
		63.KUB with Prostate	350.00	250.00	600.00		
		64.Transvaginal	450.00	250.00	700.00		
		65.Thyroid	400.00	250.00	650.00		
		66.Breast	300.00	250.00	550.00		
		67.Cranial	300.00	250.00	550.00		
		68.Pelvic Ultrasound	300.00	250.00	550.00		
		69.Pelvic	300.00	250.00	550.00		
		70.Neck	300.00	250.00	550.00		
4. Present Official Receipt (OR) to the technician and receive the result	4. Releases the result	None				1 minute	Technician Santol Lying-in Clinic Diagnostic Center
5. Returned the result to the Physician	5. Explain to the patient the result and findings	None				3 minutes	Municipal Health Officer Santol Lying-in Clinic Diagnostic Center
	<b>TOTAL</b>	<b>24,350.00</b>				<b>36 minutes</b>	



## 8. TB Dots Program

It is free service given to clients with cough for more than 2 weeks and with possible signs of TB(TUBERCLE BACILLI) in the municipality of Santol and the clients who wish to undergo treatment.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Clients symptomatic with Tubercle Bacilli		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Sputum		Patients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request of Doctor	1. Check the submitted request form	None	1 minute	<i>TB DOTS Coordinator(Agnes Graycochea)</i> Santol Lying-in Clinic Diagnostic Center
2. Submit collected sputum	2. Smear the sputum	Free services given such as: 1. Sputum Examination 2. PPD Testing ( Primary Protein Derivative) given to 0-5 Y/O 3. Complete Medication	3 minutes	<i>ALL MIDWIVES</i>
3. Wait for schedule when to take the result	3.1. Provide schedule	None	1 minute	<i>TB DOTS Coordinator(Agnes Graycochea)</i> Santol Lying-in Clinic Diagnostic Center
None	3.2. (+)sputum result, Health teaching on medication render (- )sputum result refer for chest x-ray	None	1 minute	<i>Municipal Health Officer</i> Santol Lying-in Clinic Diagnostic Center
<b>TOTAL</b>		<b>None</b>	<b>6 minutes</b>	



## 9. Provision on the Use of the Municipal Ambulance

This service is rendered to the citizens of Santol and other neighboring towns for personal and emergency purposes.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Citizens of Santol and other neighboring towns.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the Driver's Ticket Form	1. Gives the driver's ticket form	None	5 minutes	<i>Records' Clerk (Rosamilia B. Navaera)</i> Santol Lying-in Clinic Diagnostic Center
2. Submit the accomplished form	2. Receives and reviews if form is properly accomplished	None	1 minute	<i>Record's clerk (Rosamilia B. Navaera)</i> Santol Lying-in Clinic Diagnostic Center
3. Accept the driver's ticket form	3. Gives back accomplished form	None	1 minute	<i>Record's clerk (Rosamilia B. Navaera)</i> Santol Lying-in Clinic Diagnostic Center
4. Pay the corresponding fees at the Municipal Treasury Office and receives Official Receipt (OR)	4. Accepts payment and issues Official Receipt (OR)	1. Per trip to Manila and back - P2,250.00 2. Per trip to Baguio and back - P1,125.00 3. Santol to San Fernando City - P225.00 4. Santol to Balaoan - P75.00	5 minutes	<i>Revenue Collection Clerk I</i> Santol Lying-in Clinic Diagnostic Center





5. Submit the form to the assigned driver of the ambulance and receive the signed form	5. Signs the driver's ticket form and gives back the form	None	5 minutes	Assigned Driver of the Ambulance Santol Lying-in Clinic Diagnostic Center
6. Submit the form to the Office of the Municipal Mayor	6.1. Accepts and reviews the form	None	3 minutes	Record's clerk(Rosamilia B. Navaera) Santol Lying-in Clinic Diagnostic Center
None	6.2. Records the form in the logbook	None	1 minute	Record's clerk(Rosamilia B. Navaera) Santol Lying-in Clinic Diagnostic Center
None	Forwards the form to the Permits and Licensing and Administrative Sections for signature	None	5 minutes	Record's clerk(Rosamilia B. Navaera) Santol Lying-in Clinic Diagnostic Center
None	6.3. Affixes the signature on the form	None	2 minutes	Record's clerk(Rosamilia B. Navaera) Santol Lying-in Clinic Diagnostic Center
7. Receive the driver's ticket form	7. Issues the driver's ticket form	None	2 minutes	Record's clerk(Rosamilia B. Navaera) Santol Lying-in Clinic Diagnostic Center
8. Submit the driver's ticket form to the assigned driver of the ambulance	8. Accepts the driver's ticket form and drives the client to his / her destination	None	2 minutes	Assigned Driver of the ambulance Santol Lying-in Clinic Diagnostic Center
<b>TOTAL</b>		<b>3,675.00</b>	<b>32 minutes</b>	