



City Health Office

External



The City Health Office undertakes strict safety measures against the spread of the Coronavirus. Patients are interviewed if they have flu-like symptoms and about their travel history before entering the building. A wash basin is also provided for patients to wash their hands before entering. The no-mask-no-entry policy is strictly implemented.

I. Dental Services

Other procedures requested by physicians in the course of treating the patients such as injections, wound dressings and suture removal and nebulization are given in this service area.

Office or Division:	Dental Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of Silay City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual Treatment Record, original		Silay City Health Office - Dental Division		
2. Referral slip, 1 copy original		Barangay Health Station		
3. Official Receipt, original		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from the BHS	1. Register Patient	NONE	1 minute	<i>Dental Aide</i> Dental Office
2. Patient proceeds to Admitting Section for Vital signs to be taken	2. Nurse at Admitting Section takes patient's vital signs	NONE	10 minutes	<i>Nurse</i> Admitting Section
3. Pay dental fee at the cashier	3. Cashier receives payment and issues Official Receipt	Adult - ₱100.00 Child - ₱50.00	10 minutes	<i>Cashier</i> Environmental Sanitation Office
4. Submit for desired dental service	4. Dentist perform dental procedure	NONE	15 minutes	Dentist
5. Proceed to the Pharmacy for the medications	5. Pharmacist dispenses medicines stated on prescription	NONE	10 minutes	Pharmacist
	TOTAL	Adult - ₱100.00 Child - ₱50.00	46 minutes	

II. Diabetes and Rehabilitation Services

This center was established for the people of Silay who are suffering from diabetes mellitus to prevent its progression into a more debilitating condition as well as limiting disabilities which bring financial burden not only to the patient but also to the family and the country as well.

Office or Division:	Silay City Diabetes and Rehabilitation Center
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Silay City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The patient should have consultation with the Diabetologist and Physiatrist at the Center before availing of follow up check- up by the DM Nurse Coordinator and the Physical Therapists.		Diabetes and Rehabilitation Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the desired service and the requirements.	1. Nurse Coordinator provides information on desired service required by the patient	NONE	1 minute	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
2. Pay to the cashier and get OR	2. Cashier receives payment and issues OR	Blood sugar test - ₱ 30.00 ECG - ₱ 100.00 Physical therapy - ₱ 30.00	10 minutes	<i>Cashier</i> Environmental Sanitation Office
3. Submit for desired service a. Blood sugar test	3. Nurse administers Blood Sugar test and provides patient with result	NONE	10 minutes	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
b. ECG	Nurse administers ECG test and provides patient with result		30 minutes	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
c. Physical therapy	PT's perform necessary exercises, programs and other rehab procedures		May vary	<i>Physical Therapists</i> Diabetes and Rehabilitation Center
d. Consultation	Diabetologist / Physiatrist examines patient and recommends treatment method and/or prescribes medication		15 minutes	<i>Diabetologist / Physiatrist</i> Diabetes and Rehabilitation Center
4. Receives the instructions	4. Nurse gives out instructions for continuing treatment and for	NONE	2 minutes	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center



	the next visit of the patient			
	TOTAL	P160.00	1 hour and 8 minutes	

III. Environmental Sanitation Services

This service implements the Sanitation Code of the Philippines and all other health laws and regulations including local ordinances.

Office or Division:	Environmental Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Silay City residents and businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray result, original		Public or Private Radiology Clinics		
2. Stool exam result, original		Public or Private Laboratory Clinics		
3. ID picture 1 copy 1x1				
4. Residence Certificate, original		City Treasurer's Office		
5. Inspection Report of the Sanitary Inspector		Sanitation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches Sanitary Inspector for the desired service and present requirements needed	1. Sanitary Inspector reviews submitted requirements and prepares	NONE	5 minutes	<i>Sanitation Inspector</i> Environmental Sanitation Office
2. Pay to the cashier and get official receipt	2. Cashier receives payment and issues OR	Health Certificate - ₱ 50.00	5 minutes	<i>Cashier</i> Environmental Sanitation Office
3. Client lets the city inspect his Establishment	3. Sanitation Inspector proceeds to inspection of establishment on scheduled date, note findings and recommend remedies to the client	NONE	1 day	<i>Sanitation Inspector</i> Environmental Sanitation Office
4. None	4. Preparation of documents for signature of SI and CHO	NONE	20 minutes	<i>Sanitation Inspector</i> Environmental Sanitation Office
	TOTAL	P50.00	1 day and 30 minutes	



IV. Family Planning Services

This service is offered to couples who want to limit the number of children they want to have or those who want to space pregnancy through presentation of different artificial and natural methods of their choice.

Office or Division:	Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Silay City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR, original		Barangay Health Station		
2. Form 1, original		Barangay Health Station		
3. FP commodities if not available at the CHO		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients approach FP Coordinator / Midwife for the desired FP service	1. Brgy. Midwife interviews patient and fills up HOME-BASED MATERNAL RECORD	NONE	5 minutes	<i>FP Coordinator / Brgy. Midwife</i> Brgy. Health Station
2. Undergo / Subjects themselves to FP counseling	2. FP Coordinator / Brgy. Midwife lectures on FP	NONE	20 minutes	<i>FP Coordinator / Brgy. Midwife</i> Brgy. Health Station
3. Subjects themselves to a Physical Examination and fills up Form 1	3. Midwife conducts a Physical Examination of the couple	NONE	15 minutes	<i>FP Coordinator / Brgy. Midwife</i> Brgy. Health Station
4. Listens to midwife	4. FP Coordinator / Brgy. Midwife Provides desired method	NONE	20 minutes	<i>FP Coordinator / Brgy. Midwife</i> Brgy. Health Station
5. Takes note of next visit	5. Brgy. Midwife Sets up schedule of next visit		1 minute	<i>FP Coordinator / Brgy. Midwife</i> Brgy. Health Station
	TOTAL	None	1 hour and 2 minutes	

V. Immunization Services

Vaccination of children 0-11 months old against childhood preventable diseases and vaccination of pregnant women for the prevention of tetanus neonatorum. This service is conducted at the Barangay Health Stations.

Office or Division:	Various Barangay Health Stations (BHS)
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	0-11 month old children residing in Silay City Pregnant women of Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record		Barangay Health Station		
2. Growth chart		Barangay Health Station		
3. HOME-BASED MATERNAL RECORD		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the BHS for Registration	1. Registration of the child/ pregnant woman	NONE	5 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
2. Patient submits for taking of vital signs	2. Vital signs taking	NONE	10 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
3. Patient submits for administration of vaccine	3. Immunization of the needed vaccines	NONE	10 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
4. Listens to instructions	4. Post immunization instructions	NONE	5 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
TOTAL		None	30 minutes	

VI. Issuance of Death Certificate

This service provides assistance to the family of the deceased who died outside of the hospital setting for legal and burial purposes.

Office or Division:	Medical Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Silay City residents and non-residents who are victims of an incident which happened in the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police blotter extract, original		Silay City PNP		
2. Official receipt, original		Cashier - Sanitation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Family member presents temporary certificate of death issued by the barangay to the doctor	1. Physician will interview family member and establish the actual cause of death	NONE	1 minute	<i>Physician</i> Doctor's Office
2. Pay to the cashier	2. Cashier receives payment and issues OR	₱ 50.00	10 minutes	<i>Cashier</i> Environmental Sanitation Office



3. Client proceeds to Administrative Office and presents the doctors diagnosis and OR	3. Administrative Clerk prepares death certificate	NONE	20 minutes	Administrative Clerk Administrative Division Office
4. Client proceeds to Doctor's Office for signature of death certificate	4. Physician signs death certificate	NONE	10 minutes	Physician Doctor's Office
5. Listens to instructions	5. Administrative Clerk provides client instructions as what to do next and where to go next	NONE	5 minutes	Administrative Clerk Administrative Division Office
	TOTAL	P50.00	46 minutes	

VII. Issuance of Medical Certificates and Permits

This service includes issuance of medical certificates for school, work, or other purposes; exhumation permits, etc.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Silay City residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical records	Silay City PNP
2. Official receipt	Cashier - Sanitation Office
3. For exhumation permits, clearance from the cemetery	Silay City Public Cemetery
4. For Persons With Disability (PWD) – a. physical appearance of PWD b. medical abstract from attending physician/ diagnostic results c. proof of Silay residency (government issued ID with address) d. if PWD can not personally appear, certification from Brgy. Midwife of his/her impairment, 1 original copy	Public or Private Attending Physician Barangay Health Station Local Civil Registrar / National Statistics Office



e. if PWD is a child, birth certificate of the child, 1 photocopy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the doctor for the desired service with the requirements	1. Physician assesses the documentary requirements	NONE	1 minute	<i>Physician</i> Doctor's Office
2. Patient proceeds to Admitting Section for chief complaints and vital signs	2. Nurses at Admitting section for taking of vital signs	NONE	15 minutes	<i>Nurses</i> Admitting Section
3. None	3. Assessment by the physician of the service needed and administrative clerk prepares the medical certificate.	NONE	15 minute	<i>Physician</i> Doctor's Office <i>Administrative Clerk</i> Administrative Division Office
3. Pay to the cashier and get OR	Cashier receives payment and issues OR	₱ 50.00 ₱ 20.00 – for students	10 minute	<i>Cashier</i> Environmental Sanitation Office
4. Proceeds to Doctor's Office for medical certificate	Physician signs the medical certificate	NONE	10 minute	<i>Physician</i> Doctor's Office
	TOTAL	₱ 50.00 ₱ 20.00 – for students	51 minutes	

VIII. Laboratory Services

Routine laboratory services and blood chemistry commonly requested by physicians are available at the laboratory.

Office or Division:	Laboratory Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Residents of Silay City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Doctor's request		Public or Private Physician
2. Patient's specimen		Patient



3. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
4. 4P's ID / Senior Citizen's ID		CSWDO / OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request	1. Med. Tech. or Laboratory Aide reads required laboratory test	NONE	1 minute	Laboratory Aide or Med. Tech. Laboratory
2. Pay the required fees to the Cashier and present OR to the Med Tech	2.1 Cashier Receives Payment for laboratory tests 2.2 Med. Tech. receives OR and verifies actual payment made.	(*see table below)	10minute	Cashier Environmental Sanitation Office Medical Technologist Laboratory
3. Collection of specimen for examination	3. Med. Tech. collects specimen from patient.	NONE	15 minute	Medical Technologist Laboratory
4. Releasing of the results	4. Pharmacist dispenses medicines stated on prescription	NONE	This may vary depending on the volume of the patients and the kind of examination requested. Usually every 2 PM for specimen collected in the morning. Other results may be released right after examination.	Laboratory Aide or Medical Technologist Laboratory
	TOTAL	See table below	Minimum 26 minutes	

*FEES

Based On City Ordinance on Fees and Charges

CBC	-	₱ 50.00	FBS/ RBS	-	₱ 60.00
Platelet count	-	40.00	Lipid Profile	-	320.00
Blood typing	-	50.00	HbA1c	-	600.00
Routine Urinalysis	-	50.00	Uric Acid	-	70.00
Routine Fecalalysis	-	₱ 30.00	Creatinine	-	₱ 90.00
Pregnancy test	-	100.00	BUN	-	70.00
Gram Staining	-	100.00	SGPT	-	100.00
HBsAg	-	100.00	Na+ / K+	-	90.00 each

IX. Maternity Clinic

This service is geared towards safety of both mother and child during delivery attended by professional skilled health workers.



Office or Division:	Silay City Maternity Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Pregnant Women on true labor who are Silay City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HOME-BASED MATERNAL RECORD, original		Barangay Health Station		
2. Mother and baby's personal needs				
3. Beddings				
4. Laboratory results, original		Public or Private Laboratory Clinics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or family member on true labor presents HOME-BASED MATERNAL RECORD to midwife/nurse on duty	1. Nurse or Midwife on duty interviews patient and fills up Home-Based Maternal Record	NONE	5 minutes	<i>Nurse / Midwife Silay City Maternity Clinic</i>
	Assessment of patient for admission or not	NONE	15 minutes	<i>Nurse / Midwife Silay City Maternity Clinic</i>
2. Submission of PhilHealth documents and other requirements if patient is a member	2. Philhealth Clerk / Maternity Staff examines submitted documents and requirements submitted	NONE	5 minutes	<i>Philhealth Clerk / Maternity Staff Silay City Maternity Clinic</i>
3. None	3. Admitted patient is monitored for progress of labor until expulsion of baby	NONE	May vary	<i>Nurse / Midwife Silay City Maternity Clinic</i>
4. None	4. Provision of maternal and newborn care	NONE	May vary	<i>Nurse / Midwife Silay City Maternity Clinic</i>
5. Patient or spouse provides information on newborn's name	5. Preparation of birth certificate	NONE	Within 48 hours	<i>Philhealth Clerk Silay City Maternity Clinic</i>
6. None	6. Assessment of mother and child if eligible for discharge	NONE	24 hours	<i>Nurse / Midwife Silay City Maternity Clinic</i>
7. Patient or companion proceeds to the cashier if without PhilHealth to pay for the delivery fee	7. Cashier receives payment for delivery fee and issues OR	W/ Philhealth – NONE W/o Philhealth – ₱ 3,170.00 inclusive of the Expanded	10 minutes	<i>Cashier Environmental Sanitation Office</i>



		NBS and ₱ 200.00 for the Newborn Hearing Test		
	TOTAL	W/ Philhealth – NONE W/o Philhealth – ₱ 3,170.00 inclusive of the Expanded NBS and ₱ 200.00 for the Newborn Hearing Test	Dependent on the condition of the mother in labour	

X. Medico-Legal Services

This service provides assistance to the local authority in the judiciary process through the conduct of physical examinations to victims of violence and post mortem exams to cases with medico-legal implications.

Office or Division:	Medical Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	Silay City residents and non-residents who are victims of an incident which happened in the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police blotter extract, original		Silay City PNP		
2. Official receipt, original		Cashier - Sanitation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents police request to the doctor	1. Physician will determine kind of examination based on the request stated in the police request / blotter.	NONE	5 minutes	<i>Physician</i> Doctor's Office
	2. Physician will examine the victim	NONE	5 minutes	<i>Physician</i> Doctor's Office / Hospital Morgue
	3. Physician will prepare certification or report or death certificate / necropsy report	NONE	1 day	<i>Physician</i> Doctor's Office
2. Pay to the cashier and get OR	Cashier receives payment and issues OR	₱ 50.00	20 minutes	<i>Cashier</i> Environmental Sanitation Office



	TOTAL	P50.00	1 day and 30 minutes	
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XI. Out Patient Medical Consultation

This service aims to detect, diagnose and treat common diseases at its early stage, give appropriate medical services including referral to higher level of care if needed.

Office or Division:	Medical Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from Brgy. Midwife, original		Barangay Health Station		
2. Individual Treatment Record from the Brgy. Midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth, photocopy		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Registration Area, presents referral slip, ITR and MDR	1. Registration Staff issues Priority Number	NONE	6 mins.	<i>CHO Registration Staff</i> Registration Area
2. Patient proceeds to Admitting Section for chief complaints and vital signs	2. Nurses at Admitting section makes patient's record with chief complaints and vital signs	NONE	15 mins.	<i>Nurses</i> Admitting Section
3. Patient proceeds to Doctor's Office for consultation	3.1 Physician does the consultation 3.2 Physician issues prescription for medicines or laboratory requests when necessary	NONE	15 mins.	<i>Physician</i> Doctor's Office
4. Patient proceeds to Pharmacy to avail of FREE medicines	4. Pharmacist dispenses medicines stated on prescription	NONE	10 mins.	<i>Pharmacist</i> Pharmacy Section
5. Patient proceeds to either Laboratory or Treatment Room, if necessary. Otherwise, may go home.	5. If necessary, nurse treats the patient per instruction of the physician	NONE	30 minutes	Nurse
	TOTAL	None	1 hour and 16 minutes	



XII. Pre-Natal Services

This service aims to check on the condition of both mother and child from conception to labor and to institute measures that would result to a healthy mother and child.

Office or Division:	Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Pregnant Silay City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR, original		Barangay Health Station		
2. HOME-BASED MATERNAL RECORD, original		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient proceeds to Brgy. Health Station for Pre-Natal registration and/or checkup.	1. Brgy. Midwife interviews patient and fills up HOME-BASED MATERNAL RECORD	NONE	15 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
2. Patient will be checked of her vital signs and for Leopold's maneuver	2. Brgy. Midwife checks vital signs of patient and performs Leopold's maneuver	NONE	20 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
3. Submit to immunization	3. Brgy. Midwife gives TT immunization if necessary	NONE	5 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
4. Takes note of schedule of next visit	Brgy. Midwife gives instructions and sets schedule of succeeding visits	NONE	10 minutes	<i>Brgy. Midwife</i> Brgy. Health Station
TOTAL		None	50 minutes	

XIII. Rabies Prevention Services

Provides post exposure vaccination to animal bite patients and conducts health education classes as preventive measures.

Office or Division:	Rabies Treatment Room			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record, original		Silay City Health Office		
2. Referral slip, original		Barangay Health Station		



3. Anti- Rabies Vaccine and syringe for 1 st and 3 rd dose		Dog Owner provides the vaccine and syringe for the 1st and 3rd dose		
4. Member Data Record (MDR) from PhilHealth, photocopy		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Registration Area, presents referral slip, ITR and MDR	1. Registration Staff issues Priority Number	NONE	6 minutes	CHO Registration Staff Registration Area
2. Patient proceeds to Admitting Section for Vital signs to be taken	2. Nurse at Admitting Section takes patient's vital signs and fills up ITR	NONE	10 minutes	Nurse Admitting Section
3. Patient proceeds to Doctor's Room for consultation	3. Physician does the consultation	NONE	10 minutes	Physician Doctor's Office
4. Patient submits for vaccination or observation	4. Nurse injects vaccine to patient or provides instructions based on the Physician's order	NONE	15 minutes	Nurse Program Coordinator Rabies Treatment Room
5. Takes note of the next schedule	5. Schedule next visit	NONE	5minutes	Nurse Program Coordinator Rabies Treatment Room

XIV. Social Hygiene Services

This service aims to detect and diagnose sexually transmitted illnesses especially among commercial sex workers for early intervention and treatment so as to prevent its spread in the community.

Office or Division:	Social Hygiene Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Silay City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray result, original		Public or Private Radiology Clinics		
2. Stool exam result, original		Public or Private Laboratory Clinics		
3. Health certificate, original		Sanitation Division - CHO		
4. Individual treatment record, original		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach nurse in charge for the desired service and present requirements needed	1. Nurse receives requirements submitted and interviews client	NONE	1 minute	Social Hygiene Nurse Social Hygiene Clinic



2. Pay to the cashier and get OR	2. Cashier receives payment and issues OR	Laboratory – ₱ 100.00 Health Certificate – ₱ 50.00	5 minutes	Cashier Environmental Sanitation Office
3. Client provides personal information for registration	3. Nurse proceeds to Registration of client	NONE	5 minutes	Social Hygiene Nurse Social Hygiene Clinic
4. Client subjects herself to a physical examination and collection of specimen by the Nurse.	4. Nurse conducts Physical Examination of client and specimen collection	NONE	20 minutes	Social Hygiene Nurse Social Hygiene Clinic
5. Client brings specimen to laboratory for examination	5. Laboratory examination of specimen	NONE	1 day	Medical Technologist Laboratory
6. Present result to the nurse and/or doctor for interpretation and prescription of medicines	5. Social Hygiene Nurse / Physician interprets the laboratory results and prescribes medicines when necessary	NONE	15 minutes	Social Hygiene Nurse / Physician Social Hygiene Clinic / Doctor's Office
7. Client is subjected to counseling when results are positive	7. Social Hygiene Nurse provides Counseling of client	NONE	15 minutes	Nurse Social Hygiene Clinic
8. Schedule next visit	8. Nurse gives out instructions for continuing treatment and schedules the next visit of the patient	NONE	2 minutes	Nurse Social Hygiene Clinic
	TOTAL	P150.00	1 day, 1 hour and 3 minutes	

XV. TB-DOTS Services

A strategy in the management of tuberculosis for the prevention of its spread.

Office or Division:	TB – DOTS Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Silay City residents with symptoms of TB
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Physical presence of the patient and treatment partner	



2. Referral from Brgy. Midwife	Barangay Health Station			
3. ITR	Barangay Health Station			
4. Chest X-ray result	Radiology Clinic/Center			
5. Sputum exam result	TB – DOTS Center			
6. Member Data Record (MDR) from PhilHealth	PHILHEALTH Bacolod / PHILHEALTH office at CHO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consultation and examination by the doctor	1. Patient is examined by the Physician	NONE	15 minutes	<i>Physician</i> TB-DOTS Center
2. Submit sputum for examination	2. Med. Tech collects specimen from patient	NONE	2 day	<i>Medical Technologist</i> TB-DOTS Center
3. Submit Philhealth requirements	3. TB-DOTS Staff receives and records Philhealth documents	NONE	5 minutes	<i>TB-DOTS Staff</i> TB-DOTS Center
4. Patient attends health education lecture together with his/her treatment partner	4. Nurse Coordinator conducts a lecture on TB and its treatment	NONE	30 minutes	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center
5. Receives the medicine and listens to instructions	5. Nurse Coordinator dispenses medicines and gives instructions to the patient and treatment partner	NONE	30 minutes	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center
6. Takes note of next visit	6. Schedule follow-up visits	NONE	5 minutes	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center
7. None	7. Follow-up sputum exams results	NONE	5 minutes	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center
	TOTAL	None	2 days, 1 hour and 30 minutes	

XVI. Treatment Room

Other procedures requested by physicians in the course of treating the patients such as injections, wound dressings and suture removal and nebulization are given in this service area.

Office or Division:	Treatment Room
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record, original		Silay City Health Office / Physician		
2. Physician's prescription, original		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient presents Physician's order to the nurse assigned at the Treatment Room	1. Nurse reads Physician's order and readies patient for treatment	NONE	1 minute	<i>Nurse</i> Treatment Room
2. Submits to treatment	2. Nurse carries out Physician's order	NONE	30minutes	<i>Nurse</i> Treatment Room
3. Listens to instructions	3. Nurse gives instructions to the patient before sending home	NONE	1 minute	<i>Nurse</i> Treatment Room
	TOTAL	None	32 minutes	