



**Social Services**  
Office of the City Health Officer





CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay required fee for Laboratory Examination to the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	60.00 Urinalysis 50.00 Stool 75.00 Sputum 50.00 Gram Stain	2 minutes	Revenue Collection Clerk, CTO
2. Submit specimen (stool, urine, & sputum) and O.R.	1. Receives specimens and checks O.R.  1.1 Conducts laboratory examination	None	2 minutes  Within 1 hour	Medical Technologist Microscopist on duty  Medical Technologist
3. Receive results	3. Release results	None	1 minute	Medical Technologist Microscopist on duty
<b>TOTAL:</b>		235.00	Less than 1 hour	



## 2. Issuance of Health Certificate

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ For Health Certificate (for employment) Laboratory Test (urinalysis, sputum, and stool) Specimens in a clean bottle ID picture (1x1)</li> <li>➤ For Medical Certificate</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay required fee for Medical and or Health Certificate at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	50.00	2 minutes	Revenue Collection Clerk, CTO
2. Present laboratory results and O.R.	2. Records pertinent information in the logbook, encodes Health and/or Medical Certificate  2.1 Verify the Health Certificate and the submitted requirement  2.2 Signs Health Certificate	None	3 minutes	Sanitation inspector on duty
			2 minutes	Administrative Officer IV (AO II)
			1 minute	City Health Officer
3. Receive approved Health Certificate	3. Issues Health and/or Medical Certificate	None	1 minute	Administrative Officer IV (AO II)
<b>TOTAL:</b>		50.00	9 minutes	





### 3. Sanitary Permit and Health Certificate (for Business)

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Business Owners/Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ For Sanitary Permit/Health Certificates (for business)</li> <li>➤ Laboratory Test of the owner and his/her employees (urinalysis, sputum, and stool)</li> <li>➤ Specimens in a clean bottle</li> <li>➤ Official Receipt</li> <li>➤ Inspection of the business establishment (for new business)</li> <li>➤ Application for business permit</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay required fee for Business Permit at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	150.00 – SP 235.00 - HC/ Laboratory	1 minute	Revenue Collection Clerk, CTO
2. Present pertinent documents and Official Receipt	2. Receives, verifies documents presented	None	1 minute	Sanitation inspector on duty
	2.1 Records information in the logbook & encodes sanitary permit and health certificate		1 minute	Sanitation inspector on duty
	2.2 Checks the Sanitary Permit and Health Certificate requirements		2 minutes	Administrative Officer IV (AO II)
	2.3 Signs the sanitary permit and Health Certificate		1 minute	City Health Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives the Sanitary Permit and Health Certificate	3. Issues Sanitary Permit and Health Certificate	None	1 minute	Administrative Officer IV (AO II)
<b>TOTAL:</b>		235.00	7 minutes	

#### 4. Medical Certificate

<b>Office or Division:</b>	Office of the City Health Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory Results				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay required fee for Medical Certificate at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	50.00	1 minute	Revenue Collection Clerk, CTO
2. Present Official Receipt and Laboratory result	2. Check the Official Receipt and process the Medical Certificate 2.1 Signs Medical Certificate	None	1 minute  10 seconds	Administrative Aide III  City Health Office/ Rural Health Physician
3. Receive medical certificate	3. Records & releases medical certificate	None	1 minute	Administrative Aide III
<b>TOTAL:</b>		50.00	3 minutes 10 seconds	



## 5. Death Certificate

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client provides information (if died at home)	Encodes information	None	Within 5 minutes	Administrative Aide III
2. Secure the document from the hospital (if died in the hospital)	2. Receives & evaluates the death certificate	None	1 minute	Administrative Aide III
	2.1 Records death certificate		1 minute	Administrative Aide III
	2.2 Signs death certificate		30 seconds	City Health Officer/ Rural Health Physician
3. Receives Death Certificate	3. Releases Death Certificate	None	5 seconds	Administrative Aide III
<b>TOTAL:</b>			7 minutes 35 seconds	





## 6. Transfer of Cadaver/Open a Tomb

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Death Certificate		PSA, Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay required fee for Transfer of Cadaver or Open a Tomb at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	100.00 – open a tomb 100.00 – transfer of cadaver	2 minutes	Revenue Collection Clerk, CTO
Present Official Receipt	2. Checks Official Receipt	None	1 minute	Administrative Aide III
	2.1 Prepares document		1 minute	Administrative Aide III
	2.2 Signs document		30 seconds	Physician on duty or Administrative Officer IV (AO II)
Receives document	3. Releases document	None	5 seconds	Administrative Aide III
<b>TOTAL:</b>		100.00 to 200.00	4 minutes 35 seconds	





## 7. Provision of Dental Examination and Tooth Extraction Services

Tooth extraction services are available at the City Health Office from Monday to Thursday in the afternoon and at the Rural Health Units and Barangay Health Stations as per schedule. This service is available to pre-school and school children, pregnant mothers and other adults to prevent and treat dental diseases.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Takes blood pressure and record patient's data.	None	5 minutes	Dental Aide on duty
2. Presents self for tooth extraction	2. Examines/extracts tooth	None	0 minutes	Dentist on duty
	2.1 Gives post-extraction Instructions about oral health		5 minutes	
	2.2 Prescribes medicine if necessary		1 minute	
			5 minutes	
<b>TOTAL:</b>			46 minutes	



## 8. Provision of Anti-Rabies Vaccines

The City Health Office provides anti-rabies vaccines for patients diagnosed of contracting rabies. The office provides free anti-rabies vaccine for the first dose

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Victim of animal bite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the admitting section	1. Interviews patient to get vital information  1.1 Refers patient to the doctor  1.2 Doctor assess patient for proper management and treatment	None	10 minutes   20 minutes	Animal Bite Center Nurse
2. Proceed to the animal bite treatment room	2. The nurse carry out doctor's order. 2.1 Injects the patient	None	2 minutes	Animal Bite Center Nurse
3. Take note of the succeeding schedule of injection	3. Advices the patient on the succeeding schedule of vaccination	None	2 minutes	Animal Bite Center Nurse
<b>TOTAL:</b>			34 minutes	



## 9. Provision of Supplemental Feeding

As part of the city's campaign against malnutrition, the City Government of Laoag through the City Health Office provides supplemental feeding, especially among preschoolers.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Children 1-5 years old		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	1. Weigh and evaluate nutritional status of the child.	None	30 minutes	Concerned Barangay Nutrition Scholars
	(if found to be underweight, stunted and wasted, they will be given supplemental feeding)  Monitor the child's weight monthly  Conducts lecture on nutrition to parents or caregiver	None	20 minutes	Nutritionist/dietician and/or Concerned BNS
2. Receive milk	2. Distributes milk to beneficiaries	None	1 minute	Nutritionist/dietician and/or Concerned BNS
<b>TOTAL:</b>			51 minutes	





## 10. Fumigation

One of the activities of the city government in preventing the occurrence of Dengue cases is thermal fogging of public schools, day care centers, and other government building. Private schools, business establishments, households and the barangay may avail of the free service but should provide the needed chemical and fuel.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Letter request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved letter -request	1. Receives, schedules and records the request.	None	10 minutes	Fogging machine operator/Sanitation Inspector
2. Clean the area	2. Instruct the client to Clean the area to be fogged before the scheduled date	None	2 minutes	Fogging machine operator/Sanitation Inspector
3. Await visit of thermal fogging team	3. Fumigate the area	None	30 minutes depending on the area	Fogging machine operator
<b>TOTAL:</b>			42 minutes	



## 11. Provision of Immunization Services

The Department of Health through the City Health Office provides free immunization to children 0 to 11 months old from seven immunizable diseases.

The Health Personnel at the Rural Health Units (RHU) & Barangay Health Stations also immunize pregnant women to prevent the occurrence of Tetanus Neonatorum in infants.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		0 – 11 months infants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and secure Immunization Card	1. Issues Immunization Card to new patient.	None	2 minutes	Concerned Nurse of Midwife
2. Present Immunization Card for old patient	2. Requires immunization card from old patient and reviews immunization history of the child.	None	5 minutes	Concerned Nurse of Midwife
3. Assists in weighing and taking the temperature of the child	3. Weigh and takes the temperature of the child and records the same	None	5 minutes	Concerned Nurse of Midwife
4. Assists in the injection of the child	4. Injects the patient	None	5 minutes	Concerned Nurse of Midwife
5. Takes note of post immunization schedule	5. Schedule post-immunization	None	2 minutes	Concerned Nurse of Midwife
<b>TOTAL:</b>			19 minutes	



## 12. Provision of Free Anti-Tuberculosis Drugs

The Department of Health through the City Health Office has an anti-tuberculosis program in the Directly Observed Treatment Short Course Chemotherapy (DOTS) Center at Barangay 2 Health Center. The purpose is to identify and treat patients with tuberculosis (TB).

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Tuberculosis Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Result of X-ray		Laboratory Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirement (x-ray result)	1. Checks the presented requirements  1.1 Gives instruction on the proper collection of the specimen	None	15 minutes	Midwife on duty
Submit sputum	2. Receives the specimen and submits it to the trained Microscopist.	None	15 minutes	Midwife on duty
	2.1 Examines the sputum	None	1 hour	Trained Microscopes on duty
	2.2 Refers result to the Rural Health Physician	None	2 minutes	Trained Microscopes on duty
	2.3 Reviews and confirms the results	None	10 minutes	Physician, TB Coordinator





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Waits for the result	3. Assesses the patient, if eligible as National Tuberculosis Program (NTP) Beneficiary	None	5 minutes	TB Coordinator or Midwife on Duty
	3.1 If eligible, enrolls the patient and issues NTP identification card 3.2 Gives patient info-education	None	30 minutes	TB Coordinator or Midwife on Duty
4. Receive Anti-TB drugs	4. Issues anti-TB drugs	None	5 minutes	Nurse or Midwife on duty
<b>TOTAL:</b>			2 hours 22 minutes	



### 13. Provision of Out-patient Consultation

The purpose of this service is to diagnose and treat illnesses and give appropriate medical services. The service is available at the City Health Office and Rural Health Units(RHUs)/Barangay Health Stations (BHSs) to any person/individual who needs medical assistance.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>		<b>PERSON RESPONSIBLE</b>
1. Register	1. Interviews and records data	None	5 minutes	Midwife on duty
	1.1 Takes and records vital signs in the Individual Treatment Record Form (ITR) for referral to the Physician on duty		5 minutes	Midwife on duty
	1.2 Examines the patient and prescribes appropriate medicines		10 minutes	City Health Officer or Rural Health Physician
2. Receives medicine	2. Issues the prescribed medicines	None	5 minutes	Nurse/Midwife on duty
<b>TOTAL:</b>			25 minutes	



## 14. Provision of Reproductive Tract Health Examinations

The objective of the program is to identify and treat patients with Sexually Transmitted Infections (STI). Those who pass the laboratory examinations are given a health card.

The Social Hygiene Clinic runs an aggressive reproductive tract health program especially for workers at the Laoag Red District or the so called Guest Relations Officers.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Guests Relations Officers at the Red District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Results of Laboratory Examinations               <ul style="list-style-type: none"> <li>* Urinalysis</li> <li>* Stool Examination</li> <li>* Chest x-ray</li> <li>* Hepatitis B screening</li> <li>* RPR (Syphilis)</li> <li>* HAT (optional, consent needed)</li> </ul> </li> </ul>		Laboratory Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay the necessary fees at the Office of the City Treasurer	1. Receive payment and issue Official Receipt	50.00 Gram Stain 495.00 Blood screening with Urinalysis, Stool, Sputum	2 minutes	Revenue Collection Clerk, CTO





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out Personal Data Sheet and receive list of requirements	2. Receives properly filled-out data sheet with counseling	None	15 minutes	Medical Technologist/Midwife
3. Receive list of requirements	3. Give list of requirements to the patient	None	1 minute	Medical Technologist/Midwife
	3.1 Interviews the patient	None	10 minutes	Medical Technologist
	3.2 Records complaint and previous examination			
	3.3 Gives instructions on examination procedure.			
4. Present Official Receipt	4. Checks Official Receipt	None	5 minutes	Medical Technologist
	4.1 Collects specimen for Urinalysis, Hepa B, RPR, HAT			
	4.2 Examines specimen			
	4.3 Advises patient about the examination & releases the results	None	Within 1 hour	Medical Technologist
	Reactive HAT & RPR – sent to SACCL for confirmatory test	None	Within 1 hour	Medical Technologist
	4.4 Counsels and gives Health Education to clients found positive for STIs and reactive to HAT	None	15 minutes	Medical Technologist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receives Pink Card	5. Signs and releases Pink Card to clients with negative laboratory examination result	None	5 minutes	Physician Coordinator and City Health Officer
6. Submit for Treatment	6. Treat clients with positive laboratory results. Release of Health Card is deferred.	None	30 minutes	Physician Coordinator Medical Technologist
	6.1 Follow-up clients who do not comply with the scheduled examination.	None	10 minutes/client	
<b>TOTAL:</b>		545.00	3 hours 33 minutes or less	

## 15. Provision of Immediate Solutions to Sanitation-Related Complaints

The City Government of Laoag through the City Health Office receives and acts on complaints regarding sanitation problems and conducts immediate investigation.

<b>Office or Division:</b>	Office of the City Health Officer			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Sanitary Complaint Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File duly accomplished Sanitary Complaint Form	1. Receives complaint	None	1 minute	Sanitary Inspectors on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Provides information to investigators during the visit.	2. Conducts field investigation to verify complaint 2.1 Issues Sanitary Order to violators.	None  Penalties: 1 <sup>st</sup> offense – 300.00 2 <sup>nd</sup> offense – 600.00 3 <sup>rd</sup> offense – 1,000.00 4 <sup>th</sup> offense – closure order as recommended by CHO to the City Mayor	30 minutes to 1 hour	Sanitary Inspectors on duty  Sanitary Inspectors on duty
3. Be present during the discussion of investigation result	3. Discusses result of investigation with the violator and the complainant 3.1 Conducts re-inspection to verify compliance with the sanitary order	None	30 minutes to 1 hour  30 minutes	Sanitary Inspectors in-charge of the area  Sanitary Inspectors in-charge of the area
4. Awaits advice from the CHO	4. Issues second sanitary order if 1 <sup>st</sup> sanitary order was not complied and appropriate penalties shall be imposed.	None	10 minutes	Sanitary Inspectors in-charge of the area
<b>TOTAL</b>		Depends on the offense	1 hour – 3 hours 25 minutes	