



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



## 1. Conduct of Pre-Marriage Orientation and Counseling

The attendance in a Pre-Marriage Orientation and Counseling Seminar for would-be couples is a requirement in securing a marriage license. PMCs are held at the Population Division by the members of the PMOC Team: CSWDO, CHO and CPO

<b>Office or Division:</b>		Population Division		
<b>Classification:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Would-be Couples		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Marriage Expectation Inventory Examination		CHO-Population Division		
<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. Assists client to answer Marriage Expectation Inventory.	None	10 minutes	Population Program Workers, Clerk II
	1.1 Prepares Pre-Marriage Counseling Certificate and Certificate of Compliance to be signed by the PMOC Team.		4 hours	Pre-Marriage Orientation and Counseling (PMOC) Team
	1.2 Conducts counseling to all would-be-couples by the PMOC Team		4 hours	Pre-Marriage Counselor
	1.3 Conduct counseling to would-be-couples 18-25 years old in the afternoon			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Issue Pre-Marriage Counseling Certificate and Certificate of Compliance	2. Provide Pre-Marriage Counseling Certificate and Certificate of Compliance to PMOC Team and the client.	None	10 minutes	Clerk II
<b>TOTAL:</b>			8 hours 20 minutes	

## 2. Provision of Counseling on Family Planning

The conduct of Reproductive and FP lectures is provided by the City Government of Laoag to help couples achieve their desired family size base on their own conscience and values.

<b>Office or Division:</b>	CHO - Population Division			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Couples			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Assists client in the registration.	None	2 minutes	Population Program Officers (PPO), Population Program Workers (PPW)
2. Conduct lecture	2. Presents all the family planning methods to the client.  2.1 Discusses the advantages and disadvantages of each method.	None	1 hour	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Listen to the presentation and asks related questions	3. Discusses further the chosen method for family planning.  3.1 Provides reading materials on Family Planning	None	30 minutes	Population Program Officers (PPO), Population Program Workers (PPW)
<b>TOTAL:</b>			1 hour 32 minutes	

### 3. Provision of Pap smear Examination

The conduct of Papsmear Examination to sexually active and menopausal women with family history of cervical cancer to detect cancer cells and infections in their reproductive organ is provided by the City Government of Laoag through the City Health Office, Population Services.

Sexually active women with or without manifestations of abnormal symptoms in their reproductive organ may avail the service.

<b>Office or Division:</b>	CHO - Population Division			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Women of Reproductive Age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff and inform the condition	1. Interviews the client.	None	10 minutes	Population Program Officers (PPO), Population Program Workers (PPW)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present self for papsmear examination	2. Collects specimen	None	10 minutes	Population Program Workers
	2.1 Forwards the collected specimen to LCGH for proper diagnosis and examination of said specimen by pathologist.		1 week	Accredited pathologist at LCGH
3. Pay Laboratory fee at the Office of the City Treasurer	3. Accept payment  3.1 Issues Official Receipt	100.00	2 minutes	Revenue Collection Clerk, CTO
4. Receive Papsmear result	4. Issues result.	None	1 minute	Population Program Workers
	4.1 Discusses the result with the client.		5 minutes	
<b>TOTAL:</b>			28 minutes	

#### 4. Issuance of Referral for Modern Contraception and Provision of IUD Insertion/Removal

Married Women of Reproductive Age (MWRAs) who opt to have modern contraception are referred to hospitals and itinerant team and other accredited NGOs by the City Government of Laoag. Perform IUD insertion/removal to Married Women of Reproductive Age (MAWRA) who have met their desired family size may avail the service.



<b>Office or Division:</b>	CHO - Population Division			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Married Women of Reproductive Age (MWRAs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Consent from itinerant team/ accredited NGO for BTL.</li> <li>➤ For IUD requirements, presence of menstruation.</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. Approach the personnel and inform her desire to have modern contraceptives	1. Asks client important data. 1.1 Discusses the pros and cons of modern contraceptives. 1.2 Gives the BTL client a consent form to be signed by the couple.	None	10 minutes  20 minutes  3 minutes	Population Program Workers (PPWs)
2. For BTL client: Take note of the instructions and bring the consent letter. Present self during the schedule at the health facility	2. Take vital sign before and after BTL.  2.1 Assists client	None	20 minutes	Population Program Workers (PPWs)
3. For IUD client: Present self during the schedule at the health facility.	3. Take vital sign before and after IUD insertion/ removal.  3.1 Assists client	None	20 minutes	Trained Population Program Workers (PPWs) Personnel
<b>TOTAL:</b>			1 hour 13 minutes	





## **Social Services**

### Laoag City General Hospital



## 1. Admission of Patients

<b>Office or Division:</b>		Laoag City General Hospital		
<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>➤Duly accomplished admission slip</li> <li>➤Doctor's Order or Referral Slip</li> </ul>		Emergency Room or Out Patient Department Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/ present admission slip duly accomplished by the Nurse On Duty from ER or OPD	1. Receives the accomplished admission slip then verifies the name of the patient in the Hospital Management Information System	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
2. For Elective Admission: Submit/ present referral slip or doctor's order from attending physician	2. Receives the referral slip or doctor's order then accomplish the admission slip  2.1 Interviews patient, patient's relative or representative to gather correct information of the patient	None	5 minutes	Administrative Aide III and IV (Clerk I and II)
			10 minutes	Administrative Aide III and IV (Clerk I and II)





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>22.2 Obtains consent from patient or patient's relative and representative for admission to room of choice</p> <p>2.3 Assigns room or bed in coordination with the nurses on duty in the different wards</p>		<p>3 minutes</p> <p>3 minutes</p>	<p>Administrative Aide III and IV (Clerk I and II)</p> <p>Administrative Aide III and IV (Clerk I and II)</p>
3. Present/submit accomplished admission slip and face sheet to the nurse/s on duty at the Emergency Room or Out Patient Department	<p>3. Receives the admission slip and face sheet</p> <p>3.1 Brings the face sheet and admission slip to the patient's assigned ward</p>	None	<p>2 minutes</p> <p>3 minutes</p>	<p>Emergency Room and Out Patient Department's Nurse on Duty</p> <p>Institutional Worker on Duty</p>
<b>TOTAL:</b>			28 minutes	



## 2. Issuance of Medical Certificate

<b>Office or Division:</b>		Laoag City General Hospital		
<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>➤ Duly accomplished request form for medical certificate after examined by the Physician</li> <li>➤ Official Receipt issued by the Billing Section of the LCGH</li> </ul>		Billing Section of LCGH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request form for medical certificate	1. Receives the accomplished request form and checks if all the necessary information is indicated in the request form  1.1 Prepares medical certificate	None	2 minutes  5 minutes	Administrative Aide III and IV (Clerk I and II)
2. Bring the medical certificate to the Admitting/ Attending Physician	2. Signs the medical certificate	None	5 minutes	Admitting/Attending Physician
3. Pay medical certificate at the Billing Section	3. Billing Section receives the payment and issues Official Receipt	50.00	5 minutes	Billing Personnel
4. Present official receipt	4. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
5. Receives medical certificate	5. Records and releases medical certificate	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
<b>TOTAL:</b>		50.00	20 minutes	



### 3. Issuance of Medico-Legal Certificate

<b>Office or Division:</b>		Laoag City General Hospital		
<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>➤ Letter request from the Philippine National Police duly approved by the Chief of Hospital</li> <li>➤ Valid I.D. of patient/authorized relative or friend</li> <li>➤ Authorization letter of the authorized relative/ friend if patient cannot personally transact</li> <li>➤ Accomplished request form for medico-legal certificate after examined by the Attending Physician</li> <li>➤ Official Receipt issued</li> </ul>		<p>Philippine National Police</p> <p>Valid ID issued by Government/Private Agency</p> <p>Billing Section of the LCGH</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request from PNP for medico-legal certificate at the Chief of Hospital Office	1. Receives the letter request and records it	None	2 minutes	Hospital Administration Office (Chief of Hospital)
	1.1 Approves the letter request	None	2 minutes	Chief of Hospital
2. Present the approved letter request, valid I.D. and authorization letter	2. Receives and records the letter and other documents and endorses to the Head of Medical Records Section	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
	2.1 Forwards the letter to the processing clerk for the preparation of the request	None	1 minute	Administrative Officer I
	2.2 Prepares request form and the medico-legal certificate	None	8 minutes	Administrative Aide III and IV (Clerk I and II)





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Bring the medico-legal certificate to the Attending Physician	3. Signs the medico-legal certificate		5 minutes	Attending Physician
4. Pay medico-legal certificate at the Billing Section	4 Billing Section receives the payment and issues Official Receipt		5 minutes	Billing Personnel
5. Present official receipt	5. Records and releases medical certificate	None	1 minute	Administrative Aide III and IV (Clerk I and II)
6. Receive medico-legal certificate	6. Records and releases medico-legal certificate	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
<b>TOTAL:</b>			28 minutes	

#### 4. Issuance of Clinical Abstract

<b>Office or Division:</b>	Laoag City General Hospital
<b>Classification:</b>	Simple
<b>Type of Transactions:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>➤ July accomplished request form for clinical abstract</li> <li>➤ Official Receipt issued by the Billing Section of the LCGH</li> </ul>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form for clinical abstract	1. Receives the accomplished request form and checks if all the necessary information is indicated in the request form	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
	1.1 Prepares clinical abstract form	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
2. Receive the clinical abstract form	2. Instructs the client to bring the clinical abstract form to the Admitting/Attending Physician	None	3 minutes	Administrative Aide III and IV (Clerk I and II)
	2.1 Makes the clinical abstract	None	1 Day	Admitting/Attending Physician
3. Bring the accomplished clinical abstract to the Medical Records Section	3. Encodes the accomplished clinical abstract and bring it back to the Admitting/Attending Physician for final checking		10 minutes	Administrative Aide III and IV (Clerk I and II)
4. Bring the clinical abstract to the Admitting/Attending Physician	4 Signs the clinical abstract		5 minutes	Admitting/Attending Physician
5. Pay clinical abstract at the Billing Section	5. Billing Section receives the payment and issues Official Receipt	None	5 minutes	Billing Personnel
6. Present official receipt	6. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
7. Receive the clinical abstract	7. Records and releases clinical abstract	None	2 minutes	
<b>TOTAL:</b>			1 day 28 minutes	



## 5. Issuance of Certificate of Live Birth

<b>Office or Division:</b>	Laoag City General Hospital			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Infants born in the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Duly accomplished request form for Certificate of Live Birth</li> <li>➤ Xerox copy of Certificate of Marriage (if parents of the child are married)</li> <li>➤ Official Receipt issued by the Billing Section of the LCGH</li> </ul>		<p style="text-align: center;">PSA</p> <p style="text-align: center;">Billing Section</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request form for Certificate of Live Birth and Copy of Certificate of Marriage	1. Receives the accomplished request form and checks if all the necessary information is correct as indicated in the request form	None	5 minutes	Administrative Aide III and IV (Clerk I and II)
	1.1 Prepares Certificate of Live Birth	None	10 minutes	Administrative Aide III and IV (Clerk I and II)
2. Bring the accomplished COLB to the Attending Physician	2. Signs the Certificate of Live Birth	None	5 minutes	Attending Physician





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Certificate of Live Birth at the Billing Section	3. Billing Section receives the payment and issues Official Receipt		5 minutes	Billing Personnel
4. Present official receipt	4. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
5. Receive Certificate of Live Birth	5. Records and releases Certificate of Live Birth payment and issues Official Receipt	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
<b>TOTAL</b>			23 minutes	