



Protective and Support Services
Office of the City Mayor
Department of Public Safety



1. Provision of Ambulance/Paramedics to Transport Patient

The City Government of Laoag provides ambulance/paramedics services in cases of emergency. Paramedics will render first aid while the patient is being transported.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Citizens in need of emergency assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through telephone or in person, giving the following information: a. Name of the patient/ victim b. of the patient/ victim. c. Condition of the patient/victim. d. Name of informant e. Telephone/ mobile number of informants	1. Records all information	None	2 minutes	DPS Personnel on duty
	1.1 Dispatches the Ambulance		7 minutes (urban brgys.) 15 minutes (rural brgys.)	Paramedics on duty
	1.2 Transports patient/victim to the nearest hospital.			Paramedics on duty
	1.3 While on the transport, takes the ff.: personal data, vital signs and first aid treatment.			Paramedics on duty
	1.4 Endorses patient to staff on duty at the emergency room (ER)			Paramedics on duty
2. Awaits advise from DPS personnel on duty of service completion.	2. Advise client of service request status	None	10 minutes	Paramedics on duty
TOTAL			19 to 27 minutes	



2. Provision of Ambulance to Transport Patients from Hospital (within Laoag City) to Tertiary Level Hospitals outside the Province

The City Government of Laoag assists in the transport of patients from hospitals in Laoag City to tertiary level hospitals in cases where there is unavailability of hospital equipment and/or specialist.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Citizens who need transport assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter-request duly approved by the City Mayor ➤ Certification of the Doctor that the patient needs to be transported to a tertiary level hospital ➤ Physician and/or nurse to accompany the patient ➤ Waiver from the concerned party in case of unavailability of Physician to accompany patient ➤ Referral slip from the hospital of origin 		Office of the City Mayor Attending Physician Concerned party Hospital of origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter-request and other required documents	1. Explains all the Standard Operating Procedure to the requesting party	None	5 minutes	DPS Personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay required charges	2. Receives payment and issue Official Receipt	To Manila and vice versa – P9,500.00 Premium P8,500.00 Diesel 613.00 Toll Fee To Baguio and vice versa P8,500.00 Premium P7,500.00 Diesel To La Union and vice versa P3,500.00 Premium 3,000.00 Diesel To Vigan and vice versa P2,500.00 Premium P2,000.00 Diesel	2 minuts	DPS personnel on duty/ Administrative Officer
3. Present Official Receipt	3. Transport the patient to the hospital of preference	None	As soon as possible	Paramedics on duty
TOTAL		Depends on where the patient is transported	7 minutes	



3. Provision of Towing Service

The City Government of Laoag provides towing service for motor vehicles involved in vehicular traffic accidents and/or stalled vehicles.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Citizens requiring towing services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Written, verbal or phoned-in request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make the request	1. Checks and verifies the request	None	1 minute	Personnel on duty
2. Pay required fees at the Office of the City Treasurer	2. Receives payment and issue Official Receipt	600.00	2 minutes	Local Revenue Collectors, CTO
3. Present Official Receipt	3. Records the O.R. number and blotters the said request.	None	5 minutes	Personnel on duty
	3.1 Dispatches the towing vehicle	None	Depends on the location and circumstances	Personnel on duty
TOTAL		600.00	8 minutes	



4. Blood Pressure (BP) Monitoring

The City Government of Laoag provides blood pressure monitoring service as part of the basic health service delivery.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request BP monitoring and register	1. Records the name of the patient	None	2 minutes	Paramedics on duty
2. Undergo Blood Pressure monitoring	2. Takes the BP	None	3 minutes	Paramedics on duty
TOTAL		None	5 minutes	