



REPUBLIC OF THE PHILIPPINES
Province of Cavite
Municipality of Rosario



CITIZENS CHARTER (SERVICE STANDARDS)

OFFICE ON RURAL HEALTH SERVICES

Location: Scout Torillo St., Poblacion Rosario Cavite

Tel No.: (046) 438 – 1800 Local 128

FRONT LINER: MEDICAL CONSULTATION AT RURAL HEALTH CENTER

STEPS/PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDERS					
1. Inquire at information table	Interview patient and records his/her date, ask complaint, history taking and table vital signs	Referral from Mayor's/ Administrator's office	None	10 mins.	Nurse or Midwife on duty (posted at Front door or Rural Health Center)	Rural Health Center Poblacion, Rosario, Cavite
2. Proceed to doctor's room	Undertakes physical examination if necessary: *issues referral for laboratory *issues prescriptions and explain		None	5 mins.	Dr. Noriel C. emelo Municipal Health Officer Dr. Atangan / Dra. Galera	2 nd Floor Rural Health Center Poblacion, Rosario, Cavite
3. Request for Medical Certificate	Prepares, issues and recor Medical certificate		None	5 mins.	Dr. Noriel C. Emelo Municipal Health Officer	2 nd Floor Rural Health Center Poblacion, Rosario, Cavite

FRONTLINE SERVICE: PRE-NATAL CARE

STEPS/PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDERS					
1. Pregnant women visits Rural Health Center or Barangay health /center for pre-natal care	<p>Interviews patients and record her data, assess condition, takes vital sign, weight taking & calculates age of gestation</p> <p>Undertakes Leopold's Maneuver to assess fetal position and fetal heart tone.</p> <p>Gives tetanus toxoid immunization and ferrous sulphate tablet</p> <p>Relay to patient the result of examination and gives advices</p> <p>Issues a Home Based Mother record and gives schedule for next visit</p>	Valid identification card barangay clearance Voter's I>D>	None	<p>15 mins</p> <p>5 mins</p> <p>5 mins</p> <p>5 Mins</p>	<p>Venus C. Vedar</p> <p>Rosolfo K. Gamat, Jr.</p> <p>Mary Ann S. Disen</p> <p>Rowell E. Ocampo</p> <p>Rodolfo K. Gamad, Jr.</p> <p>Armi Ann A. Bautista</p> <p>Elisa H. De Castro</p> <p>Elisa H. Covento</p> <p>Marvie A. Lariza</p> <p>Maria Vivian R. Cabrales</p> <p>Perlita V. Punongbayan</p> <p>Nestor C. Tolentino</p> <p>Flordeliza S. Caldejon</p> <p>Ellaine V. Villados</p> <p>Kristine S. Abad</p> <p>Felicidad S. Deza</p> <p>Cherish R. Prudente</p> <p>Liberty S. Honrada</p> <p>Cecilia A. Escuejo</p> <p>Normita A. Profeta</p> <p>Chona R. Cerrero</p>	<p>Rural Health Center (main) Poblacion, Rosario, Cavite</p> <p>Sapa 1</p> <p>Sapa 2</p> <p>Sapa 3</p> <p>Sapa 4</p> <p>Wawa 1</p> <p>Wawa 2</p> <p>Wawa 3</p> <p>Muzon 1</p> <p>Muzon 2</p> <p>Kanluran</p> <p>Bagbag 1</p> <p>Bagbag 2</p> <p>Ligtong 1</p> <p>Ligtong 2</p> <p>Ligtong 3</p> <p>Ligtong 3</p> <p>Tejero</p> <p>Tramo</p> <p>Silangan 1</p> <p>Slangan 2</p>
2. Follow-up visit		HOME BASED MOTHER RECORD	NONE	15 MINS		

FRONTLINE SERVICE: DENTAL SERVICES

STEPS/ PROCEDURES		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Visits dental clinic	Interviews patient and record his/her data, ask complaint	Barangay Clearance Voter's ID If minor: Parents voter's ID and Brgy. Clearance	NONE	2 mins	Nora Balen	Rural Health Center (main) Poblacion
					Dr. Gani Lorenz A. Castellano	Ligtong I Health Center
	Assesses patient's condition and undertakes: - Tooth extraction - Periodontal care - Tooth restoration (pasta)	Patient's record	None	15 mins	Dr. Ritchie A. Ciria	Rural Health Center (main) Poblacion
					Dra. Carlson M. Calasanz	Sitio Banal Health Center
					Dr. Gani Lorenz A. Castellano	Ligtong I Health Center
	Issues doctor's prescription and explain		None	5 mins	Dr. Ritchie A. Ciria	Rural Health Center (main) Poblacion
Dra. Carlson M. Calasanz					Sitio Banal Health Center	
Dr. Gani Lorenz A. Castellano					Ligtong I Health Center	

FRONTLINE SERVICE: PROVISION OF MATERNAL DELIVERY

STEPS/PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDERS					
1. Consult midwife for delivery	Assesses patient's condition, date & time of delivery and issues notice of admission	Pre-natal card, Result of: *Ultrasound, Hepa B Test, CBC, Blood Typing and Urinalysis	None	10 mins	Midwives Venus C. Vedar	Rural Health Center (main) Poblacion, Rosario, Cavite
2. Prepares for admission	<p>Upon admission: Reviews result of examination require, undertakes physical examination Internal examination and vital signs</p> <p>Charing</p> <p>Observes patient and monitors vital sign for possible time of delivery</p> <p>Observes and follow strictly Essential Intrapartum and Newborn Care (EINC) Protocol</p>		NONE	<p>15 mins</p> <p>Depends on Delivery</p>	<p>Resident Doctor Schedule on duty posted</p> <p>Midwife on Duty</p> <p>Midwife and Resident Doctor on duty</p>	<p>Lying-in & Maternity Clinic</p> <p>Lying-in & Maternity Clinic</p> <p>Lying-in & Maternity Clinic</p>

FRONTLINE SERVICE: IMMUNIZATION ON ANIMAL BITE PATIENTS

STEPS/PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDERS					
1. Patients seeks consultation	Assess patient's condition	Voter's I.D., Cert. of indigency	NONE	20 mins	Arcelita M. Blancaflor	Rural Health Center Poblacion, Rosario, Cavite
	Relay to patients/patient's relative the cost Of immunization per session		NONE	10 mins	Reginson M. Broas (Monday-Friday) Vidette A Vergara (Tuesday, Friday & Sunday)	Lying-In & Maternity Clinic
	Ask patient relative to get referral letter from Mayor's office and issues endorsement					
2. Proceed to Mayor's Office to secure referral letter	Interview patient's relative	Voter's I.D., cert. Of indigency and endorsement	NONE	3 mins	Mayor Jose Ricafrente, Jr. Municipal Mayor Ms. Joanne Michelle B. Gonzales Municipal Administrator	Office of the Municipal Mayor Office of the Municipal Administrator
3. Pay prescribe fee at the office of the Municipal Treasurer	Accepts payment and issues official Receipt	Vote's ID., Cert. indigency endorsement referral letter	P325.00 for residents of Rosario P650.00 for residents of other	2 mins	Joyce Ann R. Valdeabella Amalin R. Rios Leandro Fulton A. Vivo	Treasurer's office Ground Floor, Lingkod Bayan Bldg, Poblacion, Rosario Cavite
4. Present referral letter	Gives patient's schedule for the next session of immunization	Referral letter, Voter's ID., Cert. of indigency endorsement and official receipt.	NONE	15 mins	Arcelita M. Blancaflor	Rural Health Center Poblacion, Rosario Cavite
	Gives patient's schedule for the next session of immunization			5 mins.	Reginson M. Broas Vidette A. Vergara	Lying-In & Maternity Clinic

FRONTLINE SERVICE PROVISION OF FAMILY PLANNING SERVICES

STEPS/PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION	
CLIENT	PROVIDERS						
Consults for Family Planning	Issues family planning form	Patient's Voter's ID	NONE	5 mins	NURSE/MIDWIVES	Rural Health center (main) Poblacion, Rosario Cavite	
	Do vital sign and weight taking						
	Physical assessment including clients medical history as well as menstrual history						
	Explain the client the benefits and side effects of the family planning methods and let the client decide what type of methods She will use		NONE	10 mins	NURSE/MIDWIVES	Barangay Health Center	
	Administer the methods she choose *DMPA *Pills *Condon *IUD *LAM		NONE	5mins 5mins 5mins 10 mins	NURSES/MIDWIVES	Rural Health Center (main) Poblacion,Rosario,Cavite Barangay Health Centers	
Give the next schedule date	NONE	1 min.	NURSE/MIDWIVES	Rural Health Center (main) Poblacion, Rosario,Cavite Barangay Health Centers			

FRONTLINE SERVICE: PROVISION OF LABORATORY SERVICES

STEPS/PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDERS					
1. Consults the Municipal Health Officer for complaints	Physical Examination Issues referral for urinalysis/fecalalysis/sputum AFB	Patient's Records	None	15 mins.	Dr. Noriel C. Emelo Municipal Health Officer	2 nd Floor Rural Health Center (main) Poblacion Rosario Cavite
2. Presents letter request to Medical Technologist	Receives referral and conduct the test	Referral Letter, Urine, Stool, Sputum Specimen Blood Chemistry	None	5 mins.	Arlene P. Armijo	Rural Health Center (main) Poblacion, Rosario, Cavite
	Release the result of the test		None	1 min		
3. Presents result of Laboratory Exam	Receives laboratory result	Laboratory results	None	1 min	Dr. Noriel C. Emelo Municipal Health Officer	2 nd Floor Rural Health Center Poblacion, Rosario, Cavite
	Issues doctor's prescription				Dr. Lorenzito B. Atangan Dra. Klarence D. Galera	Rural Health Center (main) Poblacion, Rosario, Cavite
					Dr. Noriel C. Emelo Municipal Health Officer	2 nd Floor Rural Health Center Poblacion, Rosario, Cavite
					Dr. Lorenzito B. Atangan Dra. Klarence D. Galera	Rural Health Center (main) Poblacion, Rosario, Cavite