



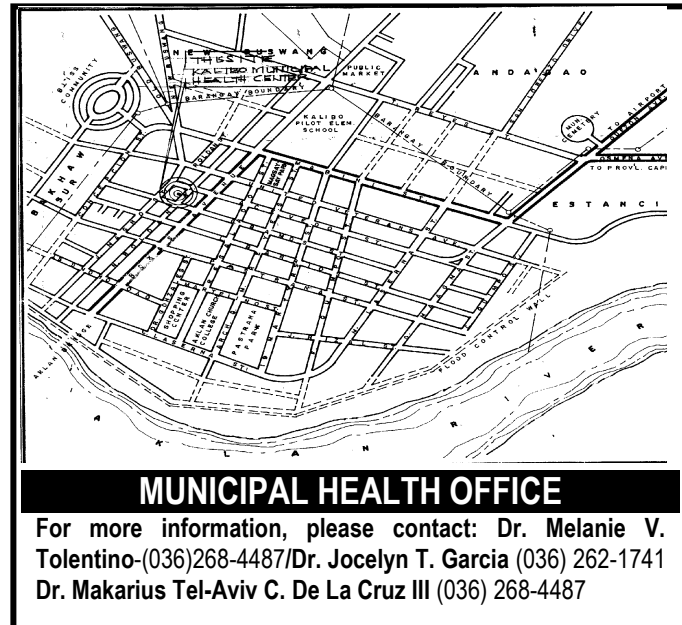
MUNICIPAL HEALTH OFFICE

The Municipal Health Office is tasked with the delivery of basic health services which are promotive, preventive, curative and to a certain extent rehabilitative in nature.

☑ SERVICES OFFERED

A. Medical Consultation

☑ HOW TO AVAIL OF THE SERVICE



STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client comes in with Medical Complaint. MHO Staff admits client using the Clinical forms and conducts history taking physical examination and assessment on the following: <ul style="list-style-type: none"> Expanded Program on Immunization Family Planning Maternal and Child Care Control of Diarrheal Diseases Control of Acute Respiratory Infection Tuberculosis and Leprosy Reproductive Health 	15 minutes	Elsa S. Tobeza Midwife III Corazon M. Zausa Midwife II
2. MHO Staff gives intended services for the client. If not manageable, refers to nurse	10 minutes	May M. Peralta Nurse I Marshelle Mary Grace N. Manalo- Nurse I
3. MHO Nurse re-assesses case of client and Rural Health Physician gives necessary health teaching and treatment.	10 minutes	Dr. Makarius Tel-Aviv C. De La Cruz III - MHO Dr. Jocelyn T. Garcia - RHP Dr. Melanie V. Tolentino- RHP

Approximate Processing Time: 30 minutes



B. Issuance of Health Certificate

ABOUT THE SERVICE

Health Certificate is issued pursuant to the provisions of P.D. 522, P.D 856 and Municipal Ordinance Number 95-0024 to safeguard the health of the people.

REQUIREMENTS

- 1x1 ID Picture (1 pc.)
- Chest X-Ray or Sputum Examination Result
- Stool Examination
- Official Receipt

FEE

- Health Certificate - P 55.00 per personnel of the establishment

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client applies for Health Certificate and submits requirements. RHU personnel prepares certificate if Laboratory results are normal	5 minutes	Delilah N. Bautista–RSI III Dorisa I. Rebustes–RSI II Elisa C. Fernandez–RSI II Mary Sol M. Cipriano–RSI I
2. Sanitary Inspector signs Health Certificate	1 minute	
3. Rural Health Physician approves Health Certificate	1 minute	Dr. Markarius Tel-Aviv C. De La Cruz - MHO Dr. Jocelyn T. Garcia – RHP Dr. Melanie V. Tolentino- RHP
4. Releasing of Health Certificate	2 minutes	Delilah N. Bautista–RSI III Dorisa I. Rebustes–RSI II Elisa C. Fernandez–RSI II Mary Sol M. Cipriano–RSI I

Approximate Processing Time: 10 minutes

C. Issuance of Sanitary Permit

REQUIREMENTS

- Business Clearance
- Official Receipt

FEES

- Sanitary Permit – P 50.00
- Depends on number of personnel per establishment



☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client applies for Sanitary Permit and submits requirements. RHU staff interviews client.	5 minutes	Delilah N. Bautista–RSI III Dorisa I. Rebustes–RSI II Elisa C. Fernandez–RSI II Mary Sol M. Cipriano–RSI I
2. Sanitation inspector conducts site inspection * Informs client of any deficiency and Conduct re- inspection if necessary	1 hour	
3. Sanitation Inspector prepares and signs Sanitary Permit and Business Clearance	5 minutes	
4. Rural Health Physician approves Sanitary Permit	2 minutes	Dr. Makarius Tel-Aviv C. De La Cruz - MHO Dr. Jocelyn T. Garcia–RHP Dr. Melanie V. Tolentino- RHP
5. Releasing of Sanitary Permit	2 minutes	Delilah N. Bautista–RSI III Dorisa I. Rebustes–RSI II Elisa C. Fernandez–RSI II Mary Sol M. Cipriano–RSI I

Approximate Processing Time: 15 minutes

D. Pre – Marriage Counseling

☑ ABOUT THE SERVICE

This is a package of services provided by three offices namely Municipal Social Welfare and Development Office, Agricultural Services, and Municipal Health Office to “would be couple” in preparation to married life.

☑ REQUIREMENTS

- Complete data of both parties
- Physical presence of both parties.
- Official Receipt
 - * Counselling Day – every Thursday
 - * Counselling Time – 1 hour
 - * Patients are encouraged to visit the Municipal Health Office of Kalibo to avail the different services.
 - * For clients in the Barangay’s, you may visit your BHS (Barangay Health Station) in your respective barangay.



FEE

- Family Planning Marriage Licensing Fee – P100.00

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. "Would be Couple" presents requirements to Pre-Marriage Counselors for assessment	3 minutes	Elsa S. Tobeza-Midwife III Lillian P. Curioso – Midwife III Erlin M. Pintor– Midwife II Rosemarie V. Jizmundo–Midwife II
2. Pre-Marriage Counselors conduct pre-marriage counseling to "would be couples"	2 hours	Emily D. Bartolome – Midwife II Nancy J. Carpio – Midwife II Ebelyn F. Macoy – Midwife II
3. Pre-Marriage Counselors prepare, sign and issue Pre-Marriage Certificate to "would be couples"	3 minutes	Edna C. Enriquez – Midwife II Elizabeth I. Aranas – Midwife III Corazon M. Zausa –Midwife II Lourdes C. Laserna-Midwife II Virgilita G. Ronase- Midwife II Estelita E. Cipriano- Midwife II Eden M. Sucro- Midwife II

Approximate Processing time: 2 hours and 10 minutes

E. Stimulation and Therapeutic Activity Center (STAC) Service

ABOUT THE SERVICE

The Local Government of Kalibo envisions to mainstream and socially integrate children with disabilities aged 0 to 14 to become productive and contributing members of the community through the Stimulation and Therapeutic Activity Center (STAC). It offers free rehabilitation services like Physical Therapy and Occupational Therapy with Special Education (SPED) sessions, Parents' Training Program (PTP), Barangay Health Workers (BHW) Training and other related services like Assistive Devices (wheelchairs, stroller, cribs, crutches, walker, etc), Medicines (vitamins, paracetamol, cough syrups, anti-asthma, etc.), Referral Services (medical/surgical), Family Support Programs like Services for Children with Disabilities (CWDs), Services for the Vulnerable Families of CWDs, and Special Support Services. STAC Kalibo also caters patients from other municipalities in Aklan.

SERVICES OFFERED

- Physical Therapy
- Occupational Therapy
- Special Education
- Psychiatrist Evaluation
- Supplemental Feeding
- Hydrotherapy
- Social Rehabilitation



- Staff/Parent's Training
- Medical/Surgical Referrals
- Home and School Visits
- Provision of Assistive Devices

☑ REQUIREMENTS

- Birth Certificate
- Doctors Referral
- Medical Records
- Physiatrist/Developmental Pediatrician Evaluation
- Social Case Study

☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client requests for service. STAC staff interviews client, verifies background and medical history of the patient.	15 minutes	Joanna Tay-Meren, PTRP Center Physical Therapist Noemi Ines
2. STAC staff schedules the conduct of Physiatrist evaluation every Thursday and Developmental Pediatrician Evaluation once every quarter	30 minutes to 1 hour	Dr. Jose Arancillo Dr. Celina Gellada
3. STAC staff schedules Therapy Service	5 minutes	Joanna T. Meren, PTRP Center Physical Therapist Noemi Ines Romeo Serrano
4. STAC staff provides therapy to patient as scheduled	1 hour	
5. After series of regular therapy session patient is referred to Physiatrist and Developmental Pediatrician for re evaluation and reassessment	30 minutes to 1 hour	Dr. Jose Arancillo Dr. Celina Gellada

Approximate Treatment Period: Case to Case basis



SERVICE STANDARDS

- ✚ Serve and greet the client with a smile and courtesy;
- ✚ Answer telephone calls with courtesy within two (2) rings;
- ✚ Wear official uniform, ID and agency pin;
- ✚ Accommodate client within one (1) minute after entering the office;
- ✚ Ensure that the office has rendered prompt, adequate and efficient services for client satisfaction;
- ✚ Provide comfortable lounge to clients, with reading IEC materials available at the IEC corner;
- ✚ Provide schedule of daily activities and health services offered with corresponding posters
- ✚ Provide bulletin board for updates, memorandum and other information;
- ✚ Provide a bulletin board for organizational chart with pictures, post flowchart of transaction;
- ✚ Provide checklist of requirements' to client for issuance of medical certificate;
- ✚ Conduct pre- marriage counseling; and
- ✚ Conduct assessment meeting to enhance quality , adequate health care and service to clients.

PERFORMANCE PLEDGE

We, the staff of the Municipal Health Office together with our Municipal Health Officer-Dr. Makarius Tel-Aviv C. De La Cruz III, Rural Health Physicians - Dr. Jocelyn T. Garcia and Dr. Melanie V. Tolentino, pledge and commit to deliver quality, adequate, sustainable and efficient health delivery system to the needs of our client. Serve and greet the client with a smile and courtesy; answer telephone calls with courtesy within two (2) rings; wear official uniform, ID and agency pin; admit client within one (1) minute after entering the office; ensure that the office has rendered prompt, adequate and efficient services for client satisfaction; Provide comfortable lounge to clients, with reading IEC materials available at the IEC corner; provide schedule of daily activities and health services offered with corresponding posters; provide bulletin board for updates, memorandum and other information; provide a bulletin board for organizational chart with pictures, post flowchart of transaction; provide checklist of requirement to client for issuance of medical certificate; conduct pre- marriage counseling; conduct assessment meeting to enhance quality , adequate health care and service to clients.