



**MUNICIPAL HEALTH OFFICE**  
**Kayapa, Nueva Vizcaya**

**CITIZENS' CHARTER 2019**



## **I. Mandate:**

1. Formulate program implementation guidelines and rules and regulations for the operation of said office in order to assist the Mayor in the efficient, effective and economical implementation of health services and other health related projects and activities.
2. Formulate measures for the consideration of the Sangguniang and provide technical assistance and support to the Mayor in carrying out activities to ensure the delivery of basic services and provision of adequate facilities relative to health services.
3. Develop plans and strategies & implement the same particularly those which have to do with health programs and projects.
4. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

## **II. Vision:**

Ensure delivery of quality health services to an empowered community.

## **III. Mission:**

Provision of equitable health care utilizing appropriate technology that is amiable, cost- effective and client responsive with participatory governance.

## **IV. Service Pledge:**

We, the staff and of the Municipal Health Office pledge and commit to deliver quality public health services as promised in this Citizens' Charter, specifically we will:

1. Ensure the delivery of quality health services to the people
2. Respect the rights of the patients
3. Observe Professionalism
4. Prompt and quick response during health emergencies and disasters



5. Attend training and development for the enhancement of our knowledge and skills.

## MUNICIPAL HEALTH OFFICE

The Office formulates the implementation guidelines of the Local Government Unit's (LGU) Health program. Its function includes consultation, laboratory procedures, issuance of sanitary permit, and conduct of health information, education and coordination with concerned agencies for the promotion and delivery of basic health services.

### 1. PROVISION OF OUT-PATIENT CONSULTATION

This provides medical consultation to any person who needs medical attention. It aims to diagnose, request & serve appropriate laboratory procedures, prescribe & dispense medicine, give counsel and /or referral & medical care as the case may be.

<b>Office or Division:</b>	Municipal Health Office; Laboratory Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Patients
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office
Mother and Baby Book	Municipal or Barangay Health Stations



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 Minute	<i>Midwife I Midwife II or Nurse II Municipal Health Office</i>
2. Wait The Staff Accomplish Your Medical Records	2. Search the Individual Treatment Record	None	2 minutes	
3. Vital Signs taking	3. Take Vital Signs	None	15 minutes	
4. Wait for the Medical Doctor to call your name for consultation	4. Undergo Consultation treatment	None	20 minutes	<i>Municipal Health Officer Municipal Health Office</i>
5. Proceed to Laboratory Room to Secure Order Of Payment if needed	5. Give order of payment if Laboratory Examination Is Needed	None	3 minutes	<i>Medical Technologist Municipal Health Office</i>
6. Pay The Required Fees To The Municipal Treasury Office	6. Issue official receipts	CBC- 150.00 Urinalysis- 50.00 Fecalysis- 50.00		



		Blood Typing- PHP 30.00 Dengue NSI- PHP 600.00 Typhi Dot- PHP 750.00 FBS- PHP 115.00 Sputum- PHP 35.00 Salmonella Typhi- PHP 750.00 Hepa B- PHP 145.00 RBS- PHP 90.00 Cholesterol- PHP 145.00 Grams Staining- PHP 55.00 Syphilis- PHP 150.00 Pregnancy Test- PHP 110.00	5 minutes	<i>Municipal Treasury Office</i>
7. Return To The Laboratory Room For Specimen Collection	7. Receive the Official receipt and attached to the Individual Treatment Record. 7.1 Collection of specimen	None	5 minutes	<i>Medical Technologist Municipal Health Office</i>
8.Wait For The Result	8. Process of specimen, 8.1 Give The Laboratory Result For consultation	None	3 hours	



	to the Medical Doctor			
9. Return To The Admission Area For Further Instruction And Availment Of Medicine	9. Give instructions and medicines needed	None	10 minutes	Midwife I Midwife II or Nurse II Municipal Health Office
Total Response Time: 3 hours and 59 minutes				

## II. PROVISION OF IMMUNIZATION SERVICES

One of the objectives of the LGU's Health Program is to immunize all the children 0-11 months old and missed children 12-23 months from immunizable diseases. All vaccines are free of charge.

<b>Office or Division:</b>	Field Health Services Section ; Laboratory Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Infants 0-23 months
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office
Mother and Baby Book	Municipal or Barangay Health Stations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 minute	



2. Wait While the Staff Accomplish Your Medical Records	2. Search Individual Treatment Record; secure mother & baby book from parent	None	2 minutes	<i>Midwife I Midwife II or Nurse II Municipal Health Office</i>
3. Vital Signs taking	3. Take Vital Signs	None	15 minutes	<i>Midwife I Midwife II or Nurse II Municipal Health Office</i>
4. Bring The Baby To The Immunization Area For vaccination	5. Immunization to the baby with the right dosage, right site and right vaccine And Give instruction of next scheduled vaccination. Return the Mother & Baby book after filling up	None	3 minutes	
Total Response Time: 21 minutes				

### III. PROVISION OF MATERNAL AND CHILD CARE SERVICES

To provide comprehensive Maternal Care program to Pregnant women, Lactating women and child care. To provide Comprehensive Maternal Neonatal Child Health and Nutrition Services to pregnant, Lactating & Children below 5 years old. It also provides Hepatitis B screening to Pregnant Mothers.



<b>Office or Division:</b>	Field Health Services Section ; Laboratory Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Pregnant Women
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office
Home based Maternal Record or Mother and Baby Book	RHU & Barangay Health Stations

#### A. . PRE-NATAL CARE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give the logbook and assist the client.	None	1 minute	<i>Midwife I Midwife I Midwife II or Nurse II Municipal Health Office</i>
2. Wait While the Staff Accomplish Your Medical Records	2. Search Individual Treatment Record	None	2 minutes	<i>Midwife I Midwife I Midwife II or</i>
3. Vital Signs taking	3. Take Vital Signs	None	15 minutes	





4. Proceed to The Examination Area and Wait for name to be called for Physical Examination, Counseling & TD vaccination	4.Physical examination, counselling & TD vaccination if needed	None	7 minutes	<i>Nurse II Municipal Health Office</i>
5. Proceed to Laboratory Room to Secure Order of Payment	5. Provide order of payment If Laboratory Examination Is Needed	None	2 minutes	<i>Medical Technologist- I Municipal Health Office</i>
6. Pay The Required Fees to The Municipal Treasury Office	6. Issue Official receipts	Hepa B screening- PHP145.00 Compleat Blood Count –PHP 150.00 Urinalysis-PHP 50.00 Blood typing-PHP 30.00 Syphilis- PHP 145.00	5 minutes	<i>Municipal Treasury Office</i>



<p>7. Go back to The Laboratory Room for specimen collection</p> <p>7.1 Present official receipts</p> <p>7.2 Wait for the laboratory result</p>	<p>7. 1 Receive the Official receipt and attached to the individual treatment record</p> <p>7.2 Collection of specimen</p>	<p>None</p>	<p>3 hours</p>	<p><i>Medical Technologist– I</i> <i>Municipal Health Office</i></p>
<p>8. Proceed to the Doctor’s room for consultation</p>	<p>8. Consultation</p>	<p>None</p>	<p>7 minutes</p>	<p><i>Municipal Health Officer</i> <i>Municipal Health Office</i></p>
<p>9. Return to The Admission area For Further Instruction</p>	<p>9. Give instruction &amp; Micronutrient Supplementation &amp; Mother and baby book</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Midwife I</i> <i>Midwife II or</i> <i>Nurse II</i> <i>Municipal Health Office</i></p>
<p>Total Response Time: 3 hours and 44 minutes</p>				

#### **IV. PROVISION OF FAMILY PLANNING SERVICES**

The office provides comprehensive family planning program. This is available for free of charge.



**THE PROGRAM COVERS THE FOLLOWING SERVICES:**

- Basic family planning education.
- Provision of family planning commodities (Depot - Medroxyprogesterone acetate (DMPA) injection, oral contraceptive pills, Condom, Intra Uterine Device (IUD) ,Beads & Implanon).
- Information on Family Planning Methods.

<b>Office or Division:</b>	Filed Health Information Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Patients
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 Minute	
2. Wait While the Staff Accomplish Your Medical Records	2.Retrieval of Individual Treatment Record	None	2 minutes	
3. taking Vital Signs	3. undergo Vital Signs	None	15 minutes	

Total Response Time: 1 hour and 30 minutes



4. Proceed To The Family Planning Room For Counselling & Physical Examination	4. Undergo counselling & physical examination	None	5 minutes	<p style="text-align: center;"><i>Midwife I Midwife II or Nurse II Municipal Health Office</i></p>
5. Receive Commodity Needed	5. Provide the family planning commodity needed,(Depot - Medroxyprogesterone acetate (DMPA) injection oral contraceptive pills, Condom, Intra Uterine Device (IUD) Beads & Implanon).	None	1 hour	
6. Return To The Admission Area For Further Instruction	6. Give instructions and schedule of next Visit	None	5 minutes	
7. If with complication go to hospital of choice.	7. Give referral	None	2 minutes	

## V. PROVISION OF WOMEN'S HEALTH SERVICES

This office performs examination for genitourinary such as;

- A. Visual Inspection with Ascetic Acid
- B. Gram Staining of cervical swab
- C. Self Breast Examination
- D. Urinalysis

<b>Office or Division:</b>	Filed Health Information Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)



<b>Who may avail:</b>	Patients
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 Minute	<i>Midwife I Midwife II or Nurse II Municipal Health Office</i>
2. Wait While the Staff Accomplish Your Medical Records	2.Retrieval of Individual Treatment Record	None	2 minutes	
3. Taking Vital Signs	3.Taking Vital Signs	None	15 minutes	
4. Wait for your name to be called by the Medical Doctor	4. Undergo consultation	None	15 minutes	<i>Municipal Health Officer Municipal Health Office</i>
5. Proceed to Laboratory Room To Secure Order Of Payment if laboratory is needed	5. Give order of payment	None	3 minutes	<i>Medical Technologist- I Municipal Health Office</i>
6. Pay The Required Fees to	6. Issue Official receipts			



The Municipal Treasury Office		None	5 minutes	<i>Municipal Treasury Office</i>
7. Return To The Laboratory Room For Specimen Collection	7.Collection of specimen	Complete Blood Count- PHP 150.00 Urinalysis- PHP 50.00 Fecalysis- PHP 50.00 Blood Typing- PHP 30.00 Dengue NSI- PHP 600.00 Typhi Dot- PHP 750.00	5 minutes	<i>Medical Technologist- I Municipal Health Office</i>
8. Wait for The Result	8.Processing of specimen, 8.1 Give The Laboratory Result For Consultation to the Medical Doctor	None	3 hours	<i>Medical Technologist- I Municipal Health Office</i>
9. Proceed to the examining room for Visual Inspection Ascetic Acid and Instruction & Demonstration of	9. Perform the Visual Ascetic Acid and demonstrate how to do self -breast examination to the woman.	None	10 minutes	<i>Midwife trained on VIA on Duty</i>



Self Breast Examination				
10. Return To The Admission Area For Further Instruction and availment of medicines	10. Give instructions for next scheduled Visit and medicines	None	5 minutes	<i>Midwife I/II or  Midwife I Midwife II or Nurse II Municipal Health Office</i>
11. If With Complication go to hospital of choice.	11. Give referral.	None	2 minutes	
Total Response Time: 1 hour and 3 minutes				

## VI. PROVISION OF ANTI-TUBERCULOSIS DRUGS

The office provides free Tuberculosis drugs based on the Tuberculosis Direct Observed Treatment Short Course (TB-DOTS) program. It is available for all clients diagnosed with bacteriological confirmed cases or clinically diagnosed cases among children and adult. TB-DOTS drugs are given free to patients.

<b>Office or Division:</b>	Filed Health Information Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Patients
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 Minute	
2. Wait While The Staff Accomplish Your Medical Records	2. Search Individual Treatment Record	None	2 minutes	<i>Midwife I Midwife II or Nurse II Municipal Health Office</i>
3. Taking of Vital Signs	3. Taking Vital signVital Signs	None	15 minutes	
4. Wait for your name to be called by the Medical Doctor	4. Undergo consultation	None	15 minutes	<i>Municipal Health Officer Municipal Health Office</i>
5. Proceed to Laboratory Room To Secure Order Of Payment if laboratory is needed	5. Give order of payment	None	2 minutes	<i>Medical Technologist- I Municipal Health Office</i>
6. Pay The Required Fees To The Municipal Treasury Office	6. Issue Official receipts	Sputum- 35.00	5 minutes	<i>Municipal Treasury Office</i>





7. Return To The Laboratory Room For Specimen Collection and sputum collection (Torkak)-Ages 14 & above	7. Collection of specimen	None	5 minutes	<i>Medical Technologist- I Municipal Health Office</i>
8. .Wait For The Result	8.Processing of specimen.	None	3 hours	
<b>8.1 IF THE LABORATORY RESULT IS:</b>  <b>A. SPUTUM POSITIVE (+)</b> Submit for TB treatment  <b>B. IF SPUTUM NEGATIVE (-)</b> Refer for chest x-ray and Gene Expert	<b>8.1 IF THE LABORATORY RESULT IS:</b>  Counselling and Dispensing of TB medicines.  Give Referral	None	30 minutes	<i>Midwife I Midwife II or Nurse II  Midwife I Midwife II or Nurse II  Municipal Health Office</i>
9.for Purified Protein Derivative-Children Below 14 Years	9. Perform Purified Protein Derivative	None	3 minutes	
10. Return after three(3days) for Purified Protein Derivative reading	10. Reading of the Purified Protein Derivative result	None	1 minute	
10.Purified Protein Derivative result is positive	10. Give the anti-Tuberculosis Medicines	None	15 minutes	
11.go to hospital of choice if with complication.	11. Give referral	None	2 minutes	
<b>Total Response Time: 4 hours and 36 minutes</b>				



## VII. PROVISION OF MEDICO-LEGAL SERVICES

The office provides medico-legal examination and treatment for victim of abuse and accidents.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Patients
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 minute	<p style="text-align: center;"><i>Midwife I Midwife II or Nurse II Municipal Health Office</i></p>
2. Wait While The Staff Accomplish Your Medical Records	2. Search Individual Treatment Record	None	2 minutes	
3. Taking Vital Signs	3. Taking Vital Signs	None	15 minutes	



4. Proceed to The Doctor's Room For Consultation & examination	4.Consultation & examination,  4.1 Give the result to the concerned agency.	None	20 minutes	<i>Municipal Health Officer Municipal Health Office</i>
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Total Response Time: 38 minutes

## VIII. ISSUANCE OF MEDICAL / HEALTH CERTIFICATES

The office provides medical certificate for employment, for students and other purpose.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2 B ( Government to Business)
<b>Who may avail:</b>	Employees, Students, Food Handlers, Peddlers, Other Clients
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual Treatment Record	Front Desk of the Municipal Health Office
Philhealth Indigency Card	Municipal Social Welfare Development Office
<b>For Drivers License:</b> · Result of Drug Test	Provincial Health Office, Bayombong, Nueva Vizcaya or other drug testing laboratory
<b>For Employment &amp; Others:</b> · Result of Blood Test · Result of Urinalysis · Result of Chest X-Ray · Result of Drug Test · Result of Neuro/Psych Test	Hospital or Laboratory Institution of choice



.Result of Fecalalysis .Result of Hepa B Screening .Result of Typhi dot examination .Result of Sputum examination	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 minute	<i>Midwife I            Midwife II or            Nurse II            Municipal Health Office</i>
2. Wait While The Staff Accomplish Your Medical Records	2.Search Individual Treatment Record	None	2 minutes	
3. Submit for vital signs taking	3.Taking Vital Signs	None	15 minutes	
4. Proceed to Laboratory Room To Secure Order Of Payment	4. Give order of payment	None	3 minutes	



<p>5. Pay The Required Fees To The Municipal Treasury Office</p>	<p>5. Issue Official receipts</p>	<p>Health Certificate- PHP 100.00          Complet Blood Count- PHP 150.00          Urinalysis-PHP 50.00          Fecalysis- PHP 50.00          Blood Typing-PHP 30.00          Typhi Dot-PHP 750.00          Sputum-PHP 35.00          Hepa B testing- PHP 145.00</p>	<p>5 minutes</p>	<p><i>Municipal Treasury Office</i></p>
<p>6. Return to The Laboratory Room for Specimen Collection          6.1 Present your official receipts</p>	<p>6. Collect specimen          6.1 Receive the Official receipt and attached to the Individual Treatment Record .</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist- I          Municipal Health Office</i></p>
<p>7. Wait for the Result</p>	<p>7. Process specimen,          7.1Attached Laboratory Result For Consultation to the medical record and give to</p>	<p>None</p>	<p>3 hours</p>	



	the Medical Doctor			
8. Proceed To The Doctor's Room For Consultation & examination	8. Consult and examine the patient (doctor)	None	20 minutes	<i>Municipal Health Officer Municipal Health Office</i>
9. Wait for the Medical/ health certificate to be process	9. Process the Medical, Health Certificate and let it be signed by the Medical Doctor	None	8 minutes	<i>Rural Sanitary Inspector Administrative Aide on duty</i>
10 . Return To The Admission Area and receive medical, health certificate	10. Give the medical, health certificate	None	5 minutes	<i>Rural Sanitary Inspector  Nurse Administrative Aide on duty</i>
Total Response Time: 4 hours and 1 minute				

## IX. ISSUANCE OF SANITARY PERMIT

The office provides the services for business establishment requiring permits to operate.

<b>Office or Division:</b>	Field health Services Section
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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2 B ( Government to Business)
<b>Who may avail:</b>	Industrial, Sari-sari stores, Restaurant, Bakeshop, Merchandise,
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Barangay Permit	Punong Barangay
Cedula	Municipal or Barangay Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 minute	
2. Proceed to the Admission & dispensing table and get order of payment	2. Give order of payment	None	3 minutes	<i>Midwife I Midwife II or Nurse II Municipal Health Office</i>
3. Pay The Required Fees To The Municipal Treasury Office	3. Issue Official receipt	Sanitary Permit- PHP 100.00	5 minutes	<i>Municipal Treasury Office</i>



4. Inspection Of Establishment	4. Proceed to the establishment for inspection	None	2 days	<i>Rural Sanitary Inspector</i>
5. Follow up on the 2 <sup>nd</sup> day and receive Sanitary permit	5. Give the Sanitary Permit	None	2 minutes	<i>Rural Sanitary Inspector</i>

Total Response Time: 2 days and 11 minutes

## X. PROVISION OF MUNICIPAL AMBULANCE SERVICES

The Municipal Health Office maintains (2) Units of ambulance for rescue and emergency medical purpose as well as for various health related activities.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Patients to be transported to higher facilities
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Request letter approved by the Local Chief Executive	Mayor's Office





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	. 1. Give the logbook and assist the client.	None	1 minute	
2. Present the approved Request Letter	2. Receive the approved request letter	None	1 minute	
3. Follow up your request letter for agreement of use	3. Agreement of use between the requesting party as to fuel counterpart: Kayapa to Baguio- P1,000.00 Kayapa to Bambang/Bayombong/Solano Nueva Vizcaya- P500.00 Kayapa to outside the Province- P 1,500.00 Kayapa to Manila- Full tank <i>*As per Local Health Board Resolution.</i>		10 minutes	<i>Midwife I            Midwife II or            Nurse II            Municipal Health Office</i>
4. Wait while the trip ticket is prepared	4. Prepared trip tickets	None	3 minutes	<i>Administrative Aide II            Municipal Health Office</i>



Total Response Time: 15 minutes

## XI. PROVISION OF NUTRITION SERVICES

Provision of information and counseling on proper nutrition to mothers of malnourished children pregnant and lactating mothers.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Mothers of malnourished children, pregnant and lactating mothers.
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
Individual treatment Record	Front desk of the Municipal Health office
Nutrition and Record form	Nutrition table
Mother and Baby Book	Municipal or Barangay Health Stations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the logbook and assist the client.	None	1 minute	Midwife I Midwife II or
2. Wait for the staff to accomplish your medical and / or Nutrition Records	2. Retrieval of Individual Treatment Record, secure the Mother baby book	None	2 minutes	



3. Assess growth and nutrition status	3. Vital signs taking, and Mid upper arm circumference.	None	10 minutes	<i>Nurse II Municipal Health Office</i>
4. Submit for counseling on proper nutrition or on the specific problem refer to medical doctor when necessary.	4. Conduct counseling on proper nutrition	None	20 minutes	<i>Nutrition Officer/ MHO</i>
Total Response Time: 23 minutes				