



City Health Office

External

ADOLESCENT-FRIENDLY HEALTH FACILITY

Provides equitable, accessible, acceptable, appropriate, effective and quality comprehensive health care and services in an adolescent-friendly environment.

Office or Division:		Medical		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from barangay Midwife with confidentiality		Barangay Health Station		
2. Individual treatment chart from barangay midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod/ PhilHealth Office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Adolescent's Office Registration Area, presents referral slip, ITR and MDR	Registration Staff issues priority number	NONE	6 min	Cho Registration Staff Registration Area
2. Patient proceeds to the Adolescent's Admitting Section for chief complaint and vital signs	Nurses at admitting section makes patient's record with chief complaints and vital signs	NONE	15 mins.	Nurses Admitting Section



3. Patient proceeds to doctor's office for consultation or any section in accordance to his/her needs	Physician does the consultation and issues prescription of medications and/or laboratory requests	NONE	15 mins.	Physician Doctor's Office
4. Patient proceeds to the Pharmacy to avail of FREE medicines	Pharmacist dispenses medicines stated on prescription	NONE	10 mins.	Pharmacist Pharmacy section
5. Patient proceeds to Laboratory if necessary. Otherwise, to the hospital or may go home	Laboratory Personnel	c/o Lab	10 mins.	Medical Technologist

AEDES-BORNE VIRAL DISEASES PREVENTION AND CONTROL PROGRAM

This service aims to detect, diagnose and treat common diseases its early stage, give appropriate medical services including referral to higher level of area if needed.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from Barangay Midwife		Barangay Health Station		
2. Individual Treatment record from the Brgy. Midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient goes to the Registration Area, presents referral slip, ITR, and MDR	Registration Staff issues priority number	NONE	6 min	CHO Registration staff Registration Area



2. Patient proceeds to the Admitting Section for chief complaints and vital signs	Nurses at admitting section makes patient's record with chief complaints and vital signs	NONE	15 mins.	Nurses Admitting Section
3. Patient proceeds to the doctor's office for consultation	Physician does the consultation and issues prescription of medications and/or laboratory requests	NONE	5 mins.	Physician Doctor's Office
4. Patient proceeds to the Pharmacy to avail of FREE medicines	Pharmacist dispenses medicines stated on prescription	NONE	10 mins.	Pharmacist Pharmacy section
5. Patient proceeds to Laboratory if necessary. Otherwise, to the hospital or may go home	Laboratory Personnel	c/o Lab	10 mins.	Medical Technologist
6. Health Worker may conduct environmental ocular inspection for possible breeding ground of mosquito and application of DO 4S.	Health Worker and Barangay Officials	NONE	10 mins	Health Worker and Barangay Officials
7. Conduct of Fogging/Misting activity to the affected barangay	City Health Personnel	NONE	1 hour	City Health Personnel

CARDIO-VASCULAR DISEASES PROGRAM

This program focuses on the prevention and control of chronic, lifestyle-related diseases.

Office or Division:	VARIOUS BARANGAY HEALTH STATIONS
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Silay City residents and non-residents who are victims of an incident which happened in the



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The patient should have a consultation with the Medical Doctor of City Health Office or private physician with corresponding prescription		Barangay Health Station / City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. A Nurse coordinator distributes allocation of maintenance medications for CVD patients to Barangay Midwives				
1. Patient goes to the BHS for registration, risk assessment, screening and master listing of patients with CVD	Registration/master listing of the patient	NONE	5 mins.	Barangay Midwife Barangay Health Station
2. Patient submits for taking of vital signs	Vital Signs Taking	NONE	10 mins.	Barangay Midwife Barangay Health Station
3. Check the prescription of maintenance medications prescribed by the physician	Midwife thoroughly checks the prescription	NONE	2 mins.	Barangay Midwife Barangay Health Station
4. Nurse/Midwife on duty dispenses medicines	Nurse/Midwife dispenses medicines as stated in the prescription and give instructions for the maintenance medications, and instructions for the next visit		5 mins	Nurse Coordinator/Midwife CHO/BHS



COMMUNITY-BASED DRUG REHABILITATION PROGRAM

CBR – is a beneficial treatment of addiction as it provides opportunities to learn how addiction settles into a healthy mind and body and how it can be leaguer.

The City of Silay, province of Negros Occidental designs CBRP to cater to the health needs of drug surrenderers under the government program “TOKHANG”. It was conceptualized in 2017 and implemented by the City Anti-Drug Abuse Council (CADAC) of the LGU

Office or Division:		Medical		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Tokhang Surrenderers of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Watch List of Drug Surrenderers		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Watch list of Drug Surrenderers	The Nurse Coordinator secures a copy of the list of surrenders from the Barangay	NONE	10 Mins	Barangay
2. Profiling		NONE	15 Mins	Nurse in-charge
3. Conduct Assist		NONE	15 Mins	CBRP TWG facilitated by CHO
4. Conduct CBRP Class for 12 sessions		NONE	One Session Per Day = 2 Hours	CHO and CBRP TWG
5. Conduct Random Drug Testing		NONE	3 Mins	CHO and CBRP TWG
6. Completion of 12 Counselling Sessions		NONE	May Vary	CHO and CBRP TWG
7. Awarding of Certificates of Completion		NONE	May Vary	CHO and CBRP TWG



COVID-19 VACCINATION

This service rolls out the vaccination against Covid-19.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Any Valid ID as proof of Silay residency (government issued ID with address)		
2. Screening Form		Vaccination Site		
3. Signed Consent Form		Vaccination Site		
4. For Pediatric Recipients –		<p>Local Civil Registrar / National Statistics Office</p> <p>Public or Private Attending Physician</p> <p>Attorney at Law/Barangay Hall</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff to get Screening and Consent Forms for vaccination	Assigned staff gives out forms to the client.	NONE	1 min	Implementer
2. Client fills up needed data on the forms	Client fills up forms and prepares	NONE	5 mins.	Client



	documents			
3. Client proceeds to the Registration Area	Staff checks requirements and validates data	NONE	5 mins.	Implementer
4. Client proceeds to the Vital Signs Monitoring Area	Midwives/BHWs assigned monitors and records vital signs	NONE	10 mins	Midwife/BHW
5. Client proceeds to the Screening Area	Nurses/Midwives assigned screens the clients and refers to physician on duty any concerns of the client prior to vaccination	NONE	5-10 mins	Physician/Nurses/Midwives
6. Client Proceeds to the Vaccination Area	Vaccinators checks documents/vaccination cards for vaccine description prior to vaccination and gives instructions for vaccine side effects	NONE	5 mins.	EPI-Trained Nurses/Midwives
7. Client proceeds to the Post Vaccination Area	Nurses/AEFI staff monitors client for any immediate post vaccination reactions and give instructions for post vaccination care; if uneventful, patient may go home.	NONE	15-30 mins	Physician/Nurses/Midwives
8. For Pediatric Clients with comorbidities:	Nurses/Midwives assigned screens the clients and refers to physician on duty any concerns of the client prior to vaccination	NONE	5-10 mins	Physician/Nurses/Midwives
a. the client proceeds to the Screening Area				
b. Client Proceeds to be encoded in the master list	Staff in charge encodes client's data and gives schedule of	NONE	5 mins.	Vaccination Coordinator



	vaccination relayed by the assigned hospital			
c. Client proceeds to the hospital vaccination site on given schedule	Client is vaccinated, if uneventful, patient may go home.	NONE	15-30 mins	Physician/Nurses/Midwives

DENTAL SERVICES

Other procedures requested by physicians in the course of treating the patients such as injections, wound dressings and suture removal and nebulization are given in this service area.

Office or Division:		Dental Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record		Silay City Health Office - Dental Division		
2. Referral slip		Barangay Health Station		
3. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from the BHS	Register Patient	NONE	1 min.	<i>Dental Aide</i> Dental Office
2. Patient proceeds to Admitting Section for Vital signs to be taken	Nurse at Admitting Section takes patient's vital signs	NONE	10 mins.	<i>Nurse</i> Admitting Section
3. Pay dental fee at the cashier	Cashier receives payment and issues Official Receipt	Adult - ₱100.00 Child - ₱50.00	10 min	<i>Cashier</i> Environmental Sanitation Office
4. Submit for desired dental service	Dentist perform dental procedure	NONE	15 min	Dentist



5. Proceed to the Pharmacy for the medications	Pharmacist dispenses medicines stated on prescription	NONE	10 min	Pharmacist
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DIABETES AND REHABILITATION CENTER

This center was established for the people of Silay who are suffering from diabetes mellitus to prevent its progression into a more debilitating condition as well as limiting disabilities which bring financial burden not only to the patient but also to the family and the country as well.

Office or Division:		Silay City Diabetes and Rehabilitation Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The patient should have consultation with the Diabetologist and Physiatrist at the Center before availing of follow up check- up by the DM Nurse Coordinator and the Physical Therapists.		Diabetes and Rehabilitation Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the desired service and the requirements.	Nurse Coordinator provides information on desired service required by the patient	NONE	1 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
2. Pay to the cashier and get OR	Cashier receives payment and issues OR a. For those who consulted at SPRC b. For those who consulted with private physiatrist	Physical therapy: ₱ 30.00 ₱ 50.00	10 min	<i>Cashier</i> Environmental Sanitation Office
3. Submit for desired service a. Blood sugar test	Nurse administers Blood Sugar test and provides patient with result	₱ 30.00	10 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation



				Center
b. ECG	Nurse administers ECG test and provides patient with result	₱ 100.00	30 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
c. Physical therapy	PT's perform necessary exercises, programs and other rehab procedures	NONE	May vary	<i>Physical Therapists</i> Diabetes and Rehabilitation Center
d. Consultation	Diabetologist / Physiatrist examines patient and recommends treatment method and/or prescribes medication	NONE	15 min	<i>Diabetologist / Physiatrist</i> Diabetes and Rehabilitation Center
	Nurse gives out instructions for continuing treatment and for the next visit of the patient	NONE	2 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center

ENVIRONMENTAL SANITATION SERVICE

This service implements the Sanitation Code of the Philippines and all other health laws and regulations including local ordinances.

Office or Division:	Environmental Sanitation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Silay City Residents and Businesses
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Chest x-ray	Public or Private Radiology Clinics
2. Stool exam	Public or Private Laboratory Clinics
3. ID picture	



4. Residence Certificate		City Treasurer's Office		
5. Inspection Report of the Sanitary Inspector		Sanitation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches Sanitary Inspector for the desired service and present requirements needed	Sanitary Inspector reviews submitted requirements and prepares	NONE	5 min	<i>Sanitation Inspector</i> Environmental Sanitation Office
2. Pay to the cashier and get OR	Cashier receives payment and issues OR	Health Certificate - ₱ 50.00	5 min	<i>Cashier</i> Environmental Sanitation Office
3. Client Inspection of the Establishment	Sanitation Inspector proceeds to inspection of establishment on scheduled date, note findings and recommend remedies to the client	NONE	1 day	<i>Sanitation Inspector</i> Environmental Sanitation Office
	Preparation of documents for signature of SI and CHO	NONE	20 min	<i>Sanitation Inspector</i> Environmental Sanitation Office

FAMILY PLANNING SERVICES

This service is offered to couples who want to limit the number of children they want to have or those who want to space pregnancy through presentation of different artificial and natural methods of their choice.

Office or Division:	Barangay Health Station
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. ITR		Barangay Health Station		
2. Form 1		Barangay Health Station		
1. FP commodities if not available at the CHO		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients approach FP Coordinator / Midwife for the desired FP service	Brgy. Midwife interviews patient and fills up HOME-BASED MATERNAL RECORD	NONE	5 mins.	FP Coordinator / Brgy. Midwife Brgy. Health Station
2. Undergo / Subjects themselves to FP counseling	FP Coordinator / Brgy. Midwife lectures on FP	NONE	20 mins.	FP Coordinator / Brgy. Midwife
Subjects themselves to a Physical Examination and fills up Form 1	Midwife conducts a Physical Examination of the couple	NONE	15 mins.	Brgy. Health Station
	FP Coordinator / Brgy. Midwife Provides desired method	NONE	20 mins.	FP Coordinator / Brgy. Midwife
	Brgy. Midwife Sets up schedule of next visit		1 mins.	Brgy. Health Station

HIV/AIDS SCREENING AND AWARENESS PROGRAM - GAD

HIV and AIDS have been one of the major health issues in the country and been addressing hand in hand by local government units especially in our community. It is our main goal of mitigating and flattening the curve of HIV and AIDS case. Moreover, is to captivate clients for early detection and early treatment.

The services are free. We conduct community-based HIV Screening at Health facilities, private spaces, public spaces, at various barangays, events/assemblies, outreach activities or elsewhere that we can fine to opportunity to do so with proper coordination to the LGU and all of these activities will adhere to the minimum health and safety protocols set by the IATF and our LGU in accordance to the guidelines of Covid-19.

Office or Division:

Medical



Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be 15 years old and above				
2. Minimum standard protection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Clients are welcomed for Registration	NONE	2 mins	Community-Base Screenig (CBS) Motivator
2. Interview	Clients are interviewed using the CBS Form	NONE	5 mins.	Community-Base Screenig (CBS) Motivator
3. Health Education	Clients are given facts about HIV and AIDS	NONE	3 mins.	Community-Base Screenig (CBS) Motivator
4. Screening	Clients are screened prior to testing	NONE	4 mins.	Community-Base Screenig (CBS) Motivator
5. Result Reading Instruction	Clients are given instructions on how to read their results. Non-reactive results are given to the client and instructed to come back after 3 months. Clients with Reactive results are pre-counselled and encouraged for confirmatory testing at the Regional Hospital as soon as possible	NONE	30 mins	Community-Base Screenig (CBS) Motivator
6. Provision of Free IEC Materials, condoms,		NONE	1 min	Community-Based Screenig (CBS) Motivator



lubricants. May Go Home				
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IMMUNIZATION SERVICE

Vaccination of children 0-11 months old against childhood preventable diseases and vaccination of pregnant women for the prevention of tetanus neonatorum. This service is conducted at the Barangay Health Stations.

Office or Division:		Various Barangay Health Stations (BHS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record		Barangay Health Station		
2. Growth chart		Barangay Health Station		
3. Home-based Maternal Record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the BHS for Registration	Registration of the child/ pregnant woman	NONE	5mins.	<i>Brgy. Midwife</i> Brgy. Health Station
2. Patient submits for taking of vital signs	Vital signs taking	NONE	10 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
3. Patient submits for administration of vaccine	Immunization of the needed vaccines	NONE	10 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
	Post immunization instructions	NONE	5 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
1. Patient goes to the BHS for	Registration of the child/ pregnant	NONE	5mins.	<i>Brgy. Midwife</i>



Registration	woman			Brgy. Health Station
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ISSUANCE OF DEATH CERTIFICATE

This service aids the family of the deceased who died outside of the hospital setting for legal and burial purposes.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police blotter / request		Silay City PNP		
2. Official receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Family member presents temporary certificate of death issued by the barangay to the doctor	Physician will interview family member and establish the actual cause of death	NONE	1 min	<i>Physician</i> Doctor's Office
2. Pay to the cashier	Cashier receives payment and issues OR	₱ 50.00	10 min	<i>Cashier</i> Environmental Sanitation Office
3. Client proceeds to Administrative Office and presents the doctors diagnosis and OR	Administrative Clerk prepares death certificate	NONE	20 min	<i>Administrative Clerk</i> Administrative Division Office
4. Client proceeds to Doctor's Office for signature of death certificate	Physician signs death certificate	NONE	10 min	<i>Physician</i> Doctor's Office
	Administrative Clerk provides	NONE	5 min	<i>Administrative</i>



	client instructions as what to do next and where to go next			Clerk Administrative Division Office
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ISSUANCE OF MEDICAL CERTIFICATES AND PERMITS

This service includes issuance of medical certificates for school, work, or other purposes; exhumation permits, etc.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical records	Silay City PNP
2. Official receipt	Cashier - Sanitation Office
3. For exhumation permits, clearance from the cemetery	Silay City Public Cemetery
1. For PWDs – a. physical appearance of PWD b. medical abstract from attending physician/ diagnostic results c. proof of Silay residency (government issued ID with address) d. if PWD can not personally appear, certification from Brgy. Midwife of his/her impairment e. if PWD is a child, birth certificate of the child	Public or Private Attending Physician Barangay Health Station Local Civil Registrar / National Statistics Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the doctor for the desired service with the requirements	Physician assesses the documentary requirements	NONE	1 min	<i>Physician</i> Doctor's Office
2. Patient proceeds to Admitting Section for chief complaints and vital signs	Nurses at Admitting section for taking of vital signs	NONE	15 mins.	<i>Nurses</i> Admitting Section
	Assessment by the physician of the service needed and administrative clerk prepares the medical certificate.	NONE	15 min	<i>Physician</i> Doctor's Office <i>Administrative Clerk</i> Administrative Division Office
3. Pay to the cashier and get OR	Cashier receives payment and issues OR	₱ 50.00 ₱ 20.00 – students	10 min	<i>Cashier</i> Environmental Sanitation Office
4. Proceeds to Doctor's Office for physician's doctor	Physician signs the medical certificate	NONE	10 min	<i>Physician</i> Doctor's Office

LABORATORY SERVICE

Routine laboratory services and blood chemistry commonly requested by physicians are available at the laboratory.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Silay City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from Brgy. Midwife		Barangay Health Station		
2. Individual Treatment Record from the Brgy. Midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
4. 4P's ID / Senior Citizen's ID		CSWDO / OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request	Med. Tech. or Laboratory Aide reads required laboratory test	NONE	1 min.	<i>Laboratory Aide or Med. Tech.</i> Laboratory
2. Pay the required fees to the Cashier and present OR to the Med Tech	2.1 Cashier Receives Payment for laboratory tests 2.2 Med. Tech. receives OR and verifies actual payment made.	(*see table below)	10mins.	<i>Cashier</i> Environmental Sanitation Office <i>Medical Technologist</i> Laboratory
3. Collection of specimens for examination	Med. Tech. collects specimen from patient.	NONE	15 mins.	<i>Medical Technologist</i> Laboratory
4. Releasing of the results	Pharmacist dispenses medicines stated on prescription	NONE	May vary.	<i>Laboratory Aide or Medical Technologist</i> Laboratory

*FEES

Based on City Ordinance on Fees and Charges

CBC	-₱ 50.00	FBS/ RBS	-	₱ 60.00
Platelet count	- 40.00	Lipid Profile	-	320.00
Blood typing	- 50.00	HbA1c	-	600.00
Routine Urinalysis	- 50.00	Uric Acid	-	70.00



Routine Fecalysis	-₱ 30.00	Creatinine	-	₱ 90.00
Pregnancy test	- 100.00	BUN	-	70.00
Gram Staining	- 100.00	SGPT	-	100.00
HBsAg	- 100.00	Na+ / K+	-	90.00 each

MATERNITY CLINIC

This service is geared towards safety of both mother and child during delivery attended by professional skilled health workers.

Office or Division:		Silay City Maternity Clinic		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Home-based Maternal Record		Barangay Health Station		
2. Mother and baby's personal needs				
3. Beddings				
4. Laboratory results		Public or Private Laboratory Clinics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or family member on true labor presents HOME-BASED MATERNAL RECORD to midwife/nurse on duty	Nurse or Midwife on duty interviews patient and fills up Home-Based Maternal Record	NONE	5 mins.	<i>Nurse / Midwife</i> Silay City Maternity Clinic
	Assessment of patient for admission or not	NONE	15 mins.	<i>Nurse / Midwife</i> Silay City Maternity Clinic
2. Submission of PhilHealth documents and other requirements if patient is a member	Philhealth Clerk / Maternity Staff examines submitted documents and requirements submitted	NONE	5 mins.	<i>Philhealth Clerk / Maternity Staff</i> Silay City Maternity Clinic



	Admitted patient is monitored for progress of labor until expulsion of baby	NONE	May vary	<i>Nurse / Midwife</i> Silay City Maternity Clinic
	Provision of maternal and newborn care	NONE	May vary	<i>Nurse / Midwife</i> Silay City Maternity Clinic
3. Patient or spouse provides information on newborn's name	Preparation of birth certificate	NONE	Within 48 hours	<i>Philhealth Clerk</i> Silay City Maternity Clinic
	Assessment of mother and child if eligible for discharge	NONE	24 hours	<i>Nurse / Midwife</i> Silay City Maternity Clinic
4. Patient or companion proceeds to the cashier if without PhilHealth to pay for the delivery fee	Cashier receives payment for delivery fee and issues OR	W/ Philhealth – NONE W/o Philhealth – ₱ 3,170.00 inclusive of the Expanded NBS and ₱ 200.00 for the Newborn Hearing Test	10 mins.	<i>Cashier</i> Environmental Sanitation Office

MEDICO-LEGAL SERVICE

This service aids the local authority in the judiciary process through the conduct of physical examinations to victims of violence and post mortem exams to cases with medico-legal implications.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Silay City residents and non-residents who are victims of an incident which happened in the city.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Police blotter / request	Silay City PNP



2. Official receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents police request to the doctor	Physician will determine kind of examination based on the request stated in the police request / blotter.	NONE	5 min	Physician Doctor's Office
	Physician will examine the victim	NONE	5 min	Physician Doctor's Office / Hospital Morgue
	Physician will prepare certification or report or death certificate / necropsy report	NONE	1 day	Physician Doctor's Office
2. Pay to the cashier and get OR	Cashier receives payment and issues OR	₱ 50.00	20 min	Cashier

MENTAL HEALTH PROGRAM

Provision of services for mental, neurologic and substance abuse disorders at the primary level from assessment, treatment and management to referral and provision of psychotropic drugs which are provided for free.

Office or Division:	VARIOUS BARANGAY HEALTH STATIONS
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Mentally ill patients and other residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral slip from barangay Midwife	Barangay Health Station
2. Individual treatment chart from barangay midwife	Barangay Health Station



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient gets priority number			1 min	Admitting Section
2. Registration	Patient goes to the registration area and presents referral slip and ITR	NONE	5 mins.	Admitting Staff
3. Vital Signs Taking	Nurses at admitting section makes patients record with chief complaints and vital signs	NONE	10 mins.	Nurse in charge
4. Consultation	Physician does the consultation	NONE	15 mins.	Psychiatrist on duty
5. Prescription	Purchase prescribed medicines		May vary	Nurse in charge
6. Schedule for follow up check up			May vary	Nurse in charge

ONE HOSPITAL COMMAND SYSTEM REFERRAL STATION

This service aims to assess, diagnose and manage, and encode patients prior to admission.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Silay City residents and non-residents who are victims of an incident which happened in the city.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID	Any Valid ID as proof of Silay residency (government issued ID with address)
2. Referral Letter from Attending Physician	Attending/Private Physician



(if examined by a private physician)				
3. Laboratory Results (if any)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client comes to the OHCS Referral Station	Nurse On Duty gets the patient's data, monitors vital signs, and refers to Physician On Duty.	NONE	5 mins	Nurse/Midwife On Duty
2. History Taking, Physical Examination and Diagnosis	Physician on Duty takes down patient's medical history and do physical examination	NONE	5 mins.	Physician On Duty
3. Encoding	Data is submitted to the OHCS Database	NONE	5 mins.	Encoder
4. Approval of referral	Client waits for approval of referral	NONE	10-30 mins (may vary)	OHCS
5. Client proceeds to the receiving hospital	Nurse on Duty calls up SCDRRM for transport of patient to receiving hospital	NONE	5-10 mins	Client

OPLAN BATMAN ACTIVITY

This is a project that all BOYS ages 9 years old and above who voluntarily submit themselves for free circumcision every summer. There is a need to conduct this activity to prevent the occurrence of complications due to unsafe surgical procedure performed by untrained person outside the health facility.

Office or Division:	City Health Office
Classification:	Simple



Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR		Barangay Health Station		
2. Parent's consent		Barangay Health Station		
3. Immunization record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient approach Midwife for the CIR activity ad schedule	Barangay Midwife interviews client and parent for immunization record and consent	NONE	5 min	Midwife and BHW Barangay Health Station
2. Undergo/Subjects themselves to CIR Orientation and Counseling	Physicians/Nurses/Barangay Midwife and BHWs gives counseling to the recipients	NONE	10 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station
3. Subjects themselves to a Physical Examination	Physicians/Nurses/Barangay Midwife conducts physical examination	NONE	3 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station
4. Immunization record review	Barangay Midwife/BHWs	NONE	5 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station
5. Client proceed to CIR venue with consent form	Barangay Midwife/BHWs	NONE	10 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station
6. Re-orientation to both Clients and Parents	Program Coordinator	NONE	10 mins	Program Coordinator



7. Client will proceed to waiting area for temperature check	BHWs and Security Personnel	NONE	10 mins	BHWs and Security Personnel
8. Client will advance to CIR table for minor procedure	Physicians/Nurses/Midwives	NONE	30 mins.	Physicians/Nurses /Midwives
9. Client will proceed to Pharmacy for going home medications and instructions	Midwife and BHW	NONE	15 mins.	Midwife and BHW

OUT PATIENT MEDICAL CONSULTATION

This service aims to detect, diagnose and treat common diseases at its early stage, give appropriate medical services including referral to higher level of care if needed.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from Brgy. Midwife		Barangay Health Station		
2. Individual Treatment Record from the Brgy. Midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Registration Area, presents referral slip, ITR and MDR	Registration Staff issues Priority Number	NONE	6 mins.	<i>CHO</i> <i>Registration Staff</i> Registration Area



2. Patient proceeds to Admitting Section for chief complaints and vital signs	Nurses at Admitting section makes patient's record with chief complaints and vital signs	NONE	15 mins.	Nurses Admitting Section
3. Patient proceeds to Doctor's Office for consultation	3.1 Physician does the consultation 3.2 Physician issues prescription for medicines or laboratory requests when necessary	NONE	15 mins.	Physician Doctor's Office
4. Patient proceeds to Pharmacy to avail of FREE medicines	Pharmacist dispenses medicines stated on prescription	NONE	10 mins.	Pharmacist Pharmacy Section
5. Patient proceeds to either Laboratory or Treatment Room, if necessary. Otherwise, may go home.				

PRE-NATAL SERVICES

This service aims to check on the condition of both mother and child from conception to labor and to institute measures that would result to a healthy mother and child.

Office or Division:		Barangay Health Station		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City who are pregnant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR		Barangay Health Station		
2. Home-Based Maternal Record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Patient proceeds to Brgy. Health Station for Pre-Natal registration and/or checkup.	Brgy. Midwife interviews patient and fills up HOME-BASED MATERNAL RECORD	NONE	15 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
2. Patient will be checked of her vital signs and for Leopold's maneuver	Brgy. Midwife checks vital signs of patient and performs Leopold's maneuver	NONE	20 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
	Brgy. Midwife gives TT immunization if necessary	NONE	5 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
	Brgy. Midwife gives instructions and sets schedule of succeeding visits	NONE	10 mins.	<i>Brgy. Midwife</i> Brgy. Health Station

PREVENTION OF BLINDNESS PROGRAM

This program aims to address avoidable blindness among Silayons.

Office or Division:	VARIOUS BARANGAY HEALTH STATIONS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Silay City residents and non-residents who are victims of an incident which happened in the city.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. The patient should have a consultation with the Provincial Ophthalmologist	Barangay Health Station / City Health Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes the BHS for his/her individual treatment record with chief complaints and vital signs	Barangay Midwife/BHW makes patient's ITR	None	10 mins	Barangay Midwife/BHW Barangay Health Station



2. Patient proceeds for Visual Acuity test by the Nurse-in-charge	Nurse performs Visual Acuity Test	NONE	10 mins.	Barangay Midwife Barangay Health Station
3. Patient proceeds for consultation to an Ophthalmologist	Ophthalmologist does the consultation	NONE	15 mins.	Ophthalmologist On Duty
4. Patient proceeds to Nurse-in-charge for giving of reading glasses if needed and as prescribed by the Ophthalmologist	Nurse gives reading glasses as prescribed	NONE	5 mins.	Nurse in charge CHO
5. Nurse instructs patients who have eye problems like cataracts, glaucoma, pterygium, etc., for proper referral, management and treatment	Nurse instructs patient before sending home	NONE	5 mins	Nurse in charge CHO

RABIES PREVENTION SERVICE

Provides post exposure vaccination to animal bite patients and conducts health education classes as preventive measures

Office or Division:	Rabies Treatment Room
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Individual Treatment Record	Silay City Health Office
2. Referral slip	Barangay Health Station
3. Anti- Rabies Vaccine and syringe for 1 st and 3 rd dose	Dog Owner provides the vaccine and syringe for the 1st and 3rd dose
4. Member Data Record (MDR) from PhilHealth	PHILHEALTH Bacolod / PHILHEALTH office at CHO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Registration Area, presents referral slip, ITR and MDR	Registration Staff issues Priority Number	NONE	6 mins.	<i>CHO</i> <i>Registration Staff</i> Registration Area
2. Patient proceeds to Admitting Section for Vital signs to be taken	Nurse at Admitting Section takes patient's vital signs and fills up ITR	NONE	10 mins.	<i>Nurse</i> Admitting Section
3. Patient proceeds to Doctor's Room for consultation	Physician does the consultation	NONE	10 mins.	<i>Physician</i> Doctor's Office
4. Patient submits for vaccination or observation	Nurse injects vaccine to patient or provides instructions based on the Physician's order	NONE	15 mins.	<i>Nurse Program Coordinator</i> Rabies Treatment Room
	Schedule next visit	NONE	5mins.	<i>Nurse Program Coordinator</i> Rabies Treatment Room

SILAY CITY SWABBING FACILITY

Aims for the diagnosis of Covid-19 Infection.

Office or Division:	Medical
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Silay City with Covid-like symptoms and Close Contacts, for medical purposes, and Locally-stranded Individuals and OFWs



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identified and referred by the Covid Task Force and Contact Tracers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral and Endorsement	Identified patients are seated	NONE	2 mins	Swabbing Staff
2. Interview	Patient's data are recorded	NONE	8 mins.	Swabbing Staff
3. Swabbing	Patients proceed for Oropharyngeal and Nasopharyngeal Swabbing	NONE	2 mins.	Medical Technologist or Trained Staff
4. Post-swabbing Instructions	Patients are monitored daily by Nurse on Duty	NONE	5-30 mins.	DRRM/Swabbing Staff

SILAY CITY QUARANTINE FACILITY

To provide temporary treatment and monitoring facility to manage Covid-19 and other cases that require isolation.

Office or Division:	Medical			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identified and referred by the Covid Task Force and Contact Tracers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Referral and Endorsement	Patients are referred by the Covid Task Force will be endorsed by the DRRM to the Facility	NONE	5 mins	Nurse
2. Assessment	Nurse on Duty will assess and interview the patient before admission and explain the quarantine protocols	NONE	5 mins.	Nurse
3. Admission	Patients are admitted to their isolation unit	NONE	5 mins.	Facility Staff
4. Daily Monitoring	Patients are monitored daily by Nurse on Duty	NONE	5 mins.	Nurse
5. Discharge	Patients are discharged after a specific period of time and given instructions before brought home	NONE	5 mins	Nurse

SOCIAL HYGIENE CLINIC

This service aims to detect and diagnose sexually transmitted illnesses especially among commercial sex workers for early intervention and treatment so as to prevent its spread in the community.

Office or Division:	Social Hygiene Clinic
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Chest x-ray	Public or Private Radiology Clinics



2. Stool exam		Public or Private Laboratory Clinics		
3. Health certificate		Sanitation Division - CHO		
4. Individual treatment record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach nurse in charge for the desired service and present requirements needed	Nurse receives requirements submitted and interviews client	NONE	1 min	<i>Social Hygiene Nurse</i> Social Hygiene Clinic
2. Pay to the cashier and get OR	Cashier receives payment and issues OR	Laboratory – ₱ 100.00 Health Certificate – ₱ 50.00	5 min	<i>Cashier</i> Environmental Sanitation Office
3. Client provides personal information for registration	Nurse proceeds to Registration of client	NONE	5 min	<i>Social Hygiene Nurse</i> Social Hygiene Clinic
4. Client subjects herself to a physical examination and collection of specimens by the Nurse.	Nurse conducts Physical Examination of client and specimen collection	NONE	20 min	<i>Social Hygiene Nurse</i> Social Hygiene Clinic
5. Client brings specimen to laboratory for examination	Laboratory examination of specimen	NONE	1 day	<i>Medical Technologist</i> Laboratory
6. Present result to the nurse and/or doctor for interpretation and prescription of medicines	Social Hygiene Nurse / Physician interprets the laboratory results and prescribes medicines when necessary	NONE	15 min	<i>Social Hygiene Nurse / Physician</i> Social Hygiene Clinic / Doctor's Office
7. Client is subjected to counseling when	Social Hygiene Nurse provides	NONE	15 min	<i>Nurse</i>



results are positive	Counseling of client			Social Hygiene Clinic
8. Schedule next visit	Nurse gives out instructions for continuing treatment and schedules the next visit of the patient	NONE	2 min	Nurse Social Hygiene Clinic

TB – DOTS SERVICE

A strategy in the management of tuberculosis for the prevention of its spread.

Office or Division:		TB – DOTS CENTER		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City with symptoms of TB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical presence of the patient and treatment partner				
2. Referral from Brgy. Midwife		Barangay Health Station		
3. ITR		Barangay Health Station		
4. Chest X-ray result		Radiology Clinic/Center		
5. Sputum exam result		TB – DOTS Center		
6. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Health Declaration	Patients are Registered and Screened			Nurse
2. Consultation and examination by the doctor	Patient is examined by the Physician	NONE	15 mins.	Physician TB-DOTS Center
3. Submit sputum	Med. Tech collects specimen from	NONE	2 days	Medical



for examination	patient			<i>Technologist</i> TB-DOTS Center
4. Patient attends health education lecture together with his/her treatment partner	Nurse Coordinator conducts a lecture on TB and its treatment	NONE	30 mins.	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center
5. Dispensing of Medicines	Nurse Coordinator dispenses medicines and gives instructions to the patient and treatment partner	NONE	30 mins.	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center
	Schedule follow-up visits	NONE	5 mins.	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center
	Follow-up sputum exams results	NONE	5 mins.	<i>TB-DOTS Nurse Coordinator</i> TB-DOTS Center

TREATMENT ROOM

Other procedures requested by physicians in the course of treating the patients such as injections, wound dressings and suture removal and nebulization are given in this service area.

Office or Division:	Treatment Room
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Individual Treatment Record	Silay City Health Office / Physician
2. Physician's prescription	Physician



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient presents Physician's order to the nurse assigned at the Treatment Room	Nurse reads Physician's order and readies patient for treatment	NONE	1 min.	<i>Nurse</i> Treatment Room
	Nurse carries out Physician's order	NONE	30mins.	<i>Nurse</i> Treatment Room
	Nurse gives instructions to the patient before sending home	NONE	1 min.	<i>Nurse</i> Treatment Room