



Office of the City Health Officer

External Service





MANDATE

The Cotabato City – Office of the City Health Officer (OCHO) is one of the service departments of the City Government. Prior to its devolution 31 years ago, it was familiarly known as the Office on Health Services or City Health Office of Cotabato City (CHO) – these names that are still being interchangeably called by many of its constituents up to the present.

The OCHO started as a field/municipal unit of the Department of Health (DOH) years before the devolution of its function to the local government in 1992. During that period, Cotabato City has only five (5) barangays and it only had a very minimal personnel complement. It did not have any Barangay Health Center or unit. Its function and programs practically replicated in the field those of its central office – the DOH.

The devolution in 1992 accompanied the adoption of the new Local Government Code that consequently redefined the function and organizational structure of the OHS as a department of the local government unit especially following the expansion of the number of barangays in the city from five to thirty-seven.

Today, although most of the Health Offices in many cities and some municipalities in the country have District units, the Cotabato City-OCHO is proud to be the only or perhaps one of the very few LGUs that have Health Center/Unit in every barangay. In fact, it far exceeded the number by presently having 40 field units out of the 37 barangays of the city. It added additional units in larger barangays. Moreover, the OCHO was able to establish three (3) functioning birthing clinics catering to pre-natal and post-natal care services, maternal deliveries and newborn screening services.

As years pass by, the OCHO continues to evolve with the standardization and quality of all its health programs and services. More health facilities and additional health programs shall be realized and institutionalized under the OCHO.

VISION

By the grace of the Almighty, the Office on Health Services envisions to be an outstanding health care arm of the Cotabato City Government and a fully functional and highly organized institution adopting the principles of participatory and consultative management, equipped with modern facilities and manned by very competent and truly committed personnel ably providing quality, affordable and sustainable health care services and promotions.

MISSION

The Office on Health Services, in partnership with the barangay communities and other stakeholders, continuously providing modern and quality health care that are easily accessible to all Cotabateños especially the poor, through a sustainable, highly efficient and responsive health care system aimed for the promotion of good health, disease prevention and timely treatment thereby building a healthy, fully aware and empowered citizenry.

PERFORMANCE PLEDGES

We, the officials and employees of the Cotabato City - OFFICE ON HEALTH SERVICES pledge and commit to deliver quality public service as promised in the accompanying OHS Charter and individual Frontline Program and Services pledges in our most honest, efficient and effective ways.



We further pledge to serve with integrity; be prompt and timely; display procedures, fees and charges; provide adequate and accurate information; be consistent in applying rules; provide feedback mechanism; be polite and courteous; demonstrate sensitivity and appropriate behavior and professionalism; wear proper uniform and identification; be available during office hours; respond to complaints; provide comfortable waiting area; and, treat everyone equally.

FUNCTIONAL STATEMENT, OBJECTIVES AND EXPECTED RESULTS

Functional Statement:

Promote the health well-being of the people of Cotabato City through the implementation of various regular and special Health and Sanitation programs and projects.

Objectives:

In line with the national objectives for Health, to:

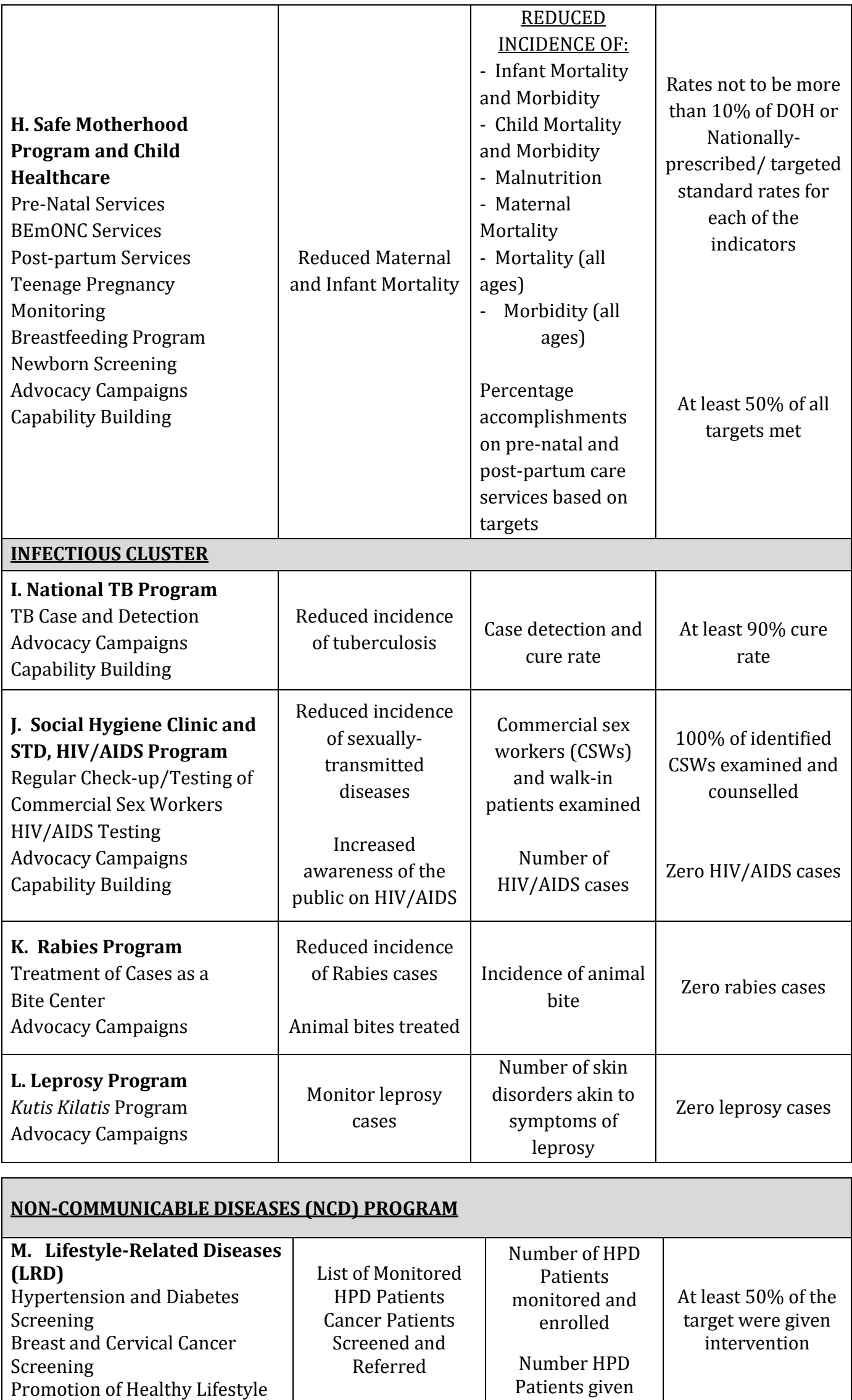
- 1. Establish and sustain the Universal Health Care Delivery System for Cotabato City through the following instruments: Service Delivery, Policy Standards and Regulations, Health Financing, Health Governance, Human Resources for Health, and Health Information;
- 2. Reduce health inequities by making accessible to the poor and marginalized constituents (especially women and children) primary health care, medical consultation and dental services;
- 3. Sustain the Barangay Health Extension Services by making available the services of at least one Barangay Health Aide (Midwife or Nurse) in each of the 37 barangays of the city through the Annual Development Plan under the City’s regular fund;
- 4. Sustain the programs identified under the City’s Child Development and Investment Plan, the Early Childhood Care and Development (ECCD) Plan and the Local Investment Plan for Health;
- 5. Philhealth accreditation of all health and birthing facilities and services;
- 6. Readily address any emerging health concerns and problems, i.e. disease outbreaks or epidemics, calamities and others.

PROGRAMS, PROJECTS AND TARGETS

Program/Project/Activity	Major Final Output	Performance/ Output Indicator	Annual Targets
I. Primary Care Services			
A. Medical, Dental, and Laboratory Services Routine consultation for medical services – all ages Routine dental services Routine laboratory services	Services made available daily	Administered treatment and served patients	Provided services at least 5% higher than previous year
B. Pharmacy and Medical Supply Services	Supplies made available daily	Dispensed medicines to patients	No stock-out of medicines



C. Birthing and Newborn Care Services	Services made available 24/7	Number of deliveries in LGU-managed birthing facilities Number newborn availed of newborn screening	Provided services at least 5% higher than previous year
II. Health Programs Services			
<u>FAMILY CLUSTER</u>			
D. Immunization Program Routine Immunization Master list of Eligible Children Other Vaccination Services (<i>COVID-19, Human Papilloma Virus (HPV), Anti-Flu, Anti-Pneumonia, Tetanus Toxoid, Hepatitis B</i>) Monitoring Advocacy Campaigns Capability Building	Reduced mortality and morbidity among children Reduced incidence of cases	Fully immunized children (FIC) aged 1yo and below Immunized prescribed aged groups for vaccines available	95% of children below 1 year old Immunized prescribed age groups
E. Family Planning and Reproductive Health Administration of Methods Advocacy Campaigns Capability Building	Increased awareness on Family Planning Reproductive Health Number of FP method acceptors/ users	Contraceptive Prevalence Rate (CPR) among couples of reproductive age	At least 50% CPR
F. Adolescent Health Program Teen sessions Advocacy Campaigns Teenage Moms Monitoring Capability Building	Increased awareness of teenagers on adolescent health & unwanted pregnancies	Reduced teenage unwanted pregnancies	Teenage pregnancies not to exceed 19% of adolescents aged 13-19 years old
G. Nutrition Program IYCF and First 1000 Days Micronutrient Supplementation Supplemental Feeding <i>Operation Timbang Plus</i> <i>Garantisadong Pambata</i> Deworming Program Salt Iodization Management of Child Illnesses Advocacy Campaigns Capability Building	Reduced malnutrition among children below 6 years old	Malnutrition Prevalence Rate (MPR)	MPR must not exceed 5%





Capacity Building		complete medicines	
		Number of Cancer Patients Screened and Referred	
N. Blood Program Blood Collection/Banking Masterlisting of Donors Advocacy Campaigns	Blood bank and List of Donors available	Percentage of blood donors	At least 1% of the city population have donated blood
O. Mental Health Program Psychosocial and Medical Intervention Advocacy campaigns Referrals and Transport of Patients	Mental Health Referral Pathway available	Access to mental health services with functional referral pathway system	Initial treatment and referral of cases provided
P. Anti-Smoking Campaign and Cessation Advocacy Campaigns and Lectures Counselling and Rehabilitation Services Policy and Regulation Implementation for Public Places Smoking Violations	Citywide implementation of smoke-free ordinance	Number of Enrolled individuals for smoking cessation program and policy implemented	Enrolled Individuals provided counselling and rehabilitation sessions
Q. Services for Special Population Persons with Disabilities (PWDs) Individuals with Autism Senior Citizens Indigenous People	List of Individuals provided medical intervention	Number of Individuals assessed and administered proper treatment	100% of target individuals assessed were provided medical intervention
R. Dangerous Drugs Prevention and Treatment Program (DDAPTP)	Enrolled individuals counselled and treated	Number of identified users enrolled	100% of enrolled individuals treated
OTHER MAJOR HEALTH PROGRAMS			
S. Environmental Health and Sanitation WASH/Water and Social Hygiene Inspection and Monitoring of Safe Water Sources, Sanitary Toilets, Garbage Disposal, Food Establishments Issuance of Sanitary Permits and Health Certificates, Permit to Exhume, and Transfer of Cadaver Dengue and Vermin Control and Prevention Advocacy Campaigns Capability Building	Infectious diseases particularly food, water and vermin borne prevented and/or controlled	Access to safe water, sanitary toilets and garbage facilities Incidence of mosquito-borne diseases Food and non-food establishments inspected	At least 55% HH using safely managed drinking water services At least 43.60% of HH using safely managed sanitation services Zero open defecation Reduced incidence of mosquito-borne diseases by no less than 10% of previous year at least 90% of



			commercial establishments inspected
T. Health Emergency Management Services (HEMS) Immediate Response to Health/ Medical Emergencies Availability and Preparedness of Medical Emergency Response Team	Health emergency response always ready and available	Available medical emergency response team	At least 1 team responder at any time
U. Disease Surveillance and Monitoring EREID/Disease Outbreak Surveillance Research Activities and Data Analysis Advocacy Campaigns Capability Building	Epidemiology surveillance available for disease outbreak prevention and control	Prevented and controlled disease outbreaks	Prevented or controlled resurgence of at least two (2) epidemics
V. Field Health Service Information System (FHSIS) Health Report Consolidation Data Quality Check (DQC)	Data Completeness and Accuracy	Timeliness of Report Submission	All reports assessed and validated
W. Universal Health Care Services Community Health Services (Barangay Health Extension Program)	Health Workers available	Barangay Health Nurse/Midwife and Barangay Health Aide (BHA) available in the Barangay	

CITY HEALTH PROPOSED PLANS:

- Enhancement of the Database and Information System for Program Linkages on Data/Report Generation
- Continuing Personnel Capability Building
- Creation of vital Plantilla Positions
- Full Functionality of PhilHealth Packages (E-Konsulta, TB-DOTS, ABTC)
- Continuous structural improvements within the City Health Compound to include establishment of a road Network System and Proper Arrangement of Health Program Units
- Improvement of the Laboratory with upgraded Equipage
- Improvement of the City Nutrition Center
- Improvement and Strengthening of the existing Basic Emergency Obstetrics and Neo-Natal Services/Birthing (BEMONC) Facilities
- Functionality of other identified Birthing Facilities
- Establishment of Super Health Center
- Improvement/Construction of Barangay Health Stations
- Construction of New Birthing Facility
- Establishment of Adolescent Health and Development Facility
- Establishment of Xray Facility
- Establishment of Barangay-Based Dental Clinic
- Establishment of National Immunization Center with Walk-in Vaccine Storage Room
- Construction of HEMS Facility



- Construction of TB DOTS (Tuberculosis Directly-Observed Treatment, Short-Course) Center
- Construction of Communal Toilets
- Construction of Environmental Health and Sanitation Center
- Establishment of Rehabilitation Center
- Establishment of *Bahay Silangan* for Rehabilitated Drugs Users
- Establishment of *Lingap* Center for the Mentally-Challenged Individuals

Percentage of Barangays with Functioning Barangay Health Centers

Total number of functioning barangay health centers	40
Total number of barangays in the LGU	37
Percentage of barangays with functioning Barangay Health Centers (A/B x 100%)	108%

Number of OHS doctors	05
Number of OHS nurses	21
Number of OHS dentists	01
Number of OHS midwives	64
Number of medical technologists	07

Performance Pledges: MATERNAL &CHILD HEALTH PROGRAM SERVICES

- SERVICES EXTENDED:
 - Pre-natal examination and consultation to pregnant women
 - Post-partum care services
- TAXES & FEES:

A. Clinical Microscopy	1. Routine Urinalysis	-P 50.00
	- Automated	-P 100.00
	2. Routine Fecalalysis	-P 50.00
	3. Pregnancy Test	-P 150.00
B. Lying in Services	1. Primipara	-P 2,500.00
	2. Multipara	-P 2,300.00
	3.New Born Screening	-P 1,750.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Go to the Barangay Health Center nearest you	Monday-Friday Except Wednesday 8:00-11:00 AM 1:00- 4:00 PM	Patient's travel time from home	Barangay Health Midwife
2. Registration (BHM fills-up Client Record)		5 minutes	Barangay Health Midwife
3. Pre-natal examination (BHM gives pregnant client the standard examination procedure, i.e. Checks abdominal palpitation; & informs client of findings; Gives instructions on proper nutrition; emphasizes the need to report to		15-20 minutes	Barangay Health Midwife



<i>the Center at once upon experiencing pregnancy danger signs)</i>			
4. Post-natal examination <i>(BHM provides post-natal care advices; initiates lactating mothers to breastfeeding; guides mothers on proper post-natal & child care)</i>		15 minutes	Barangay Health Midwife

Performance Pledges: FAMILY PLANNING & REPRODUCTIVE HEALTH SERVICES

- SERVICES EXTENDED:
 - Basic Family Planning & Reproductive Health Education and information
 - Administration with instructions on the application of method chosen (i.e. IUD insertion/removal, Implanon insertion/removal; and DMPA)
 - Provision of Family Planning commodities (if available, i.e., condom, pills and DMPA)
 - Medical management of problems resulting from the methods used
- TAXES & FEES: FREE except for IUD and Implanon insertion and removal with Physical Examination Fee of P 50.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Two (2) alternatives: 1.1. Go to the Barangay Health Center nearest you. 1.2. Avail of the FP/RH services directly at the Main Health Center/City Health Office	Monday to Friday <i>except Wednesday</i> 8:00-11:00 AM 1:00- 4:00 PM	Patient's travel time from home	FP/RH personnel at OHS or the BHM at the BHC chosen
2. Registration <i>(BHM fills-up Client Record)</i>		5 minutes	FP/RH personnel at OHS or the BHM at the BHC chosen
3. Provision of the services presented above		10 to 30 minutes depending on the chosen method & problem encountered	FP/RH personnel at OHS or the BHM at the BHC chosen

Performance Pledges: IMMUNIZATION PROGRAM SERVICES

- SERVICES EXTENDED:
 - Routine Immunization of children aged 0-24 months old with selected antigens (BCG; DPT; Pentavalent; OPV; IPV; PCV; MMR)
 - Senior Citizen (Flu or Anti-pneumonia vaccine)
 - 9 to14years old (HPV)
 - Pregnant women (TD)
 - Wound Patient (TT)
 - Animal bite Patient (Anti-Rabies Vaccine)
- TAXES & FEES: FREE except for Physical Examination Fee of P 50.00



ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Two (2) alternatives: 1.1. Go to the Barangay Health Center nearest you. 1.2. Avail of the NIP services directly at the Main Health Center/City Health Office	Monday to Friday <i>except Wednesday</i> 8:00-11:00 AM 1:00- 4:00 PM <i>(or during special campaigns)</i>	Patient’s travel time from home or BHM house-to-house campaign	NIP Coordinator at OHS or the BHM at the respective BHC
2. Registration <i>(BHM fills-up Client Record)</i>		5 minutes	NIP Coordinator at OHS or the BHM at the respective BHC
3. Provision of the services presented above		10 minutes	FP/RH personnel at OHS or the BHM at the BHC chosen NIP Coordinator at OHS or the BHM at the respective BHC

Performance Pledges: NUTRITION PROGRAM SERVICES

- SERVICES EXTENDED:
 - Determination of the nutritional condition of children aged 6 to 71 months old *(weighing & physical examination)*
 - Administration of micro-nutrients, if available (Vitamin A, Iron, Iodine/Iodized Salt)
 - Endorsement of malnourished child to OSWDS for enrolment under its Supplemental Feeding program
 - Education and Information dissemination to parents

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Two (2) alternatives: 1.1. Go to the Barangay Health Center nearest you 1.2. Avail of the Nutrition services directly at the Main Health Center/City Health Office	Monday to Friday <i>except Wednesday</i> 8:00-11:00 AM 1:00- 4:00 PM <i>(or during special campaigns)</i>	Patient’s travel time from home or during the BHM & Nutrition scholars’ campaign	Nutrition Coordinator at OHS or the BHM at the respective BHC
2. Registration <i>(BHM fills-up Client Record)</i>		5 minutes	Nutrition Coordinator at OHS or the BHM at the respective BHC
3. Provision of the services presented above		10 to 20 minutes	Nutrition Coordinator at OHS or the BHM at the respective BHC



Performance Pledges: **NATIONAL TUBERCULOSIS PROGRAM (NTP/TB-DOTS) SERVICES**

- SERVICES EXTENDED:
 - Identify suspected TB patients and provide related tests (*laboratory examination*)
 - Initiate TB-positive patients to treatment/therapy (*i.e. SCC or TB-DOTS approach*)
 - Provide free medicines for the treatment duration
- TAXES & FEES:

SERVICES	FEES TO BE PAID	PROCESSING TIME	SERVICE PROVIDER
Presumptive TB Assessment	FREE	5 to 10 minutes	
Chest X-ray voucher (PBSP fund) -REQUEST FORM from Physician	P230.00 + P75.00 (reading PF)	5 to 10minutes	NTP Staff
Sputum Collection (Gene Xpert) -REQUEST FORM from Physician; or - Referral form from other Facility	P 75.00	Collection: 3 to 5 minutes Result: 3 to 5 days	NTP Staff
PPD testing -REQUEST FORM from Physician -Close contact of PTB patient	FREE	5 to10 minutes Reading after 3days	NTP Staff
Enrollment to TB Medication (6 months to 1 year Treatment) - Referral form from Physician - Referral form from other Facility - POSITIVE GENE XPERT Result	FREE	10 to 15minutes	NTP Staff
HIV Testing (TB -HIV) -ALL ENROLLED NTP PATIENT 15 Y/O and ABOVE	P 350.00	Collection: 3 to 5 minutes Result: 15 to 20 minutes	NTP Staff
TB Preventive Treatment Medication (3months treatment with once-a-week dosage) -ALL Close contact of Bacteriologically Confirmed TB	FREE	1 to 15 minutes	NTP Staff
Medical Certificate for TB patient -Treatment Card - Follow up Sputum result	FREE	5-10mins	NTP Staff

Who may avail? **SUSPECTED TB PATIENT:**



Any person 10 years old and above who experiences the following symptoms: Persistent coughing for two weeks or more; chest or back pains; fever; progressive weight loss; hemoptysis or recurrent blood streak sputum; loss of appetite; tiredness; night sweating

Performance Pledges: LEPROSY CONTROL PROGRAM SERVICES

- **SERVICES EXTENDED:**
 - Identification and treatment of persons with Leprosy
- **TAXES & FEES: FREE**

SERVICES	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Dispensing of Leprosy Medication <i>(12months - 18months Treatment)</i> -Referral From Physician or other facility	FREE	3 to 5 minutes	LCP Staff

Performance Pledges: ENVIRONMENTAL SANITATION PROGRAM SERVICES

- **SERVICES EXTENDED:**
 - Inspection/monitoring of safe water sources, sanitary toilets & garbage facilities
 - Attendance to Sanitation complaints
 - Inspection of food establishments
 - Issuance of Sanitary Permits & Health Certificates;
 - Environmental sanitation campaigns (Education & Information dissemination; Control & prevention of Environmental Sanitation- related diseases)
 - Endorsement of Building Permit application
 - Cadaver Transfer, Transit, Burial & Exhumation Permit
- **TAXES & FEES**

Services offered/delivered	Processing Time	Fees	Responsible Person
1. Health Certificate	5 minutes <i>(with OR and results from laboratory)</i>	P 50.00	Sanitation Inspector
2. Permits 2.1 Building permit	5 minutes <i>(with blue print, approved plan from CEO and OR)</i>	P 750.00 (Commercial) P 675.00 (Residential)	Sanitation Inspector
2.2 Exhume	5 minutes	P 675.00	Sanitation Inspector
2.3 Burial	5 minutes	P 50.00	Sanitation Inspector
2.4 Transfer of Cadaver	5 minutes	P 675.00	Sanitation Inspector
2.5 Transfer Permit for Food	5 minutes	P 675.00	Sanitation Inspector
2.6 Sanitary Permit	5 minutes	P 675.00	Sanitation Inspector



for delivery vehicle			
2.7 Sanitary Inspection Clearance	5 minutes	P 675.00	Sanitation Inspector
3. Food Handlers Class for Food handlers in Food establishments	4 hours	P 675.00	Sanitation Inspector
4. Request for Fogging	5 minutes	P 675.00/ 1,000sq.m.	Sanitation Inspector
5. Request for Misting	5 minutes	P 2,000.00/ 1,000sq.m.	Sanitation Inspector
6. Request for Water Sampling	5 minutes	P 800.00	Sanitation Inspector
6. Certificate of water potability	5 minutes	P 300.00 <i>(payment at City Treasury office and with passed laboratory results from DOH accredited laboratory)</i>	Sanitation Inspector

Performance Pledges: DENTAL SERVICES

- **SERVICES EXTENDED:**
 - Provides dental services (i.e. Dental Examination; Tooth Extraction; Dental Filling and Counseling) to pre-school and school-age children, pregnant mothers and other adults.
 - Diagnosis and treatment of Dental diseases
- **TAXES & FEES:**
 - Consultation & Oral Examination - P 50.00
 - Tooth Extraction - P 200.00 Dental filling
 - Silicate Cement - P 400.00
 - Prophylaxis (Cleaning) - P 300.00
 - Gum Treatment - P 300.00
 - Dental X-ray: (panoramic x-ray) - P 700.00
 - (Periapical x-ray) - P300.00
 - Dental Certificate -P 100.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Patient proceeds to the Dental Records Assistant to register, presents reason for consultation and secure schedule/ appointment	Working days 9:00 to 11:00 AM & 1:30 to 4:00 PM	2 minutes	Records Section In-charge
2. Patient pays the corresponding fee <i>(if type of service requires)</i> to the Treasury Collection Agent		2 minutes	Treasury Collection Agent
3. Nursing Aide or Dental Aide takes and records patient's blood pressure		3 minutes	Dental or Nursing Aide on duty
4. Dentist performs: <ul style="list-style-type: none"> - Oral examination - Dental filling - Tooth extraction (if needed) 	No tooth extractions on Fridays. Dental Filling is given only every	30-45 minutes	Dentist



<ul style="list-style-type: none">- Post-extraction instructions about oral/dental health- Prescribes medicines & refers patient to Pharmacy if needed	Friday.		
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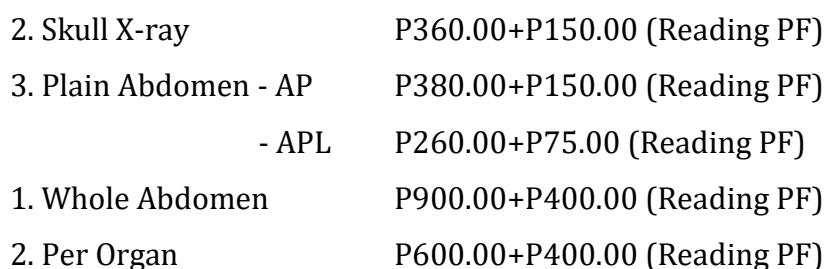
Performance Pledges: **LABORATORY SERVICES**

- SERVICES EXTENDED:
 - Inspection/monitoring of safe water sources, sanitary toilets & garbage facilities
 - Attendance to Sanitation complaints
 - Inspection of food establishments
 - Issuance of Sanitary Permits & Health Certificates;
 - Environmental sanitation campaigns (Education & Information dissemination; Control & prevention of Environmental Sanitation- related diseases)
 - Endorsement of Building Permit application
 - Cadaver Transfer, Transit, Burial & Exhumation Permit
- TAXES AND FEES:

A. Clinical Microscopy	1. Routine Urinalysis	-P 50.00
	- Automated	-P 100.00
	2. Routine Fecalalysis	-P 50.00
	3. Pregnancy Test	-P 150.00
	4. Sputum Examination	-P 75.00
B. Hematology	5. Blood Typing	-P 70.00
	1. CBC/Platelet	-P 200.00
	2. RH Typing	-P 70.00
C. Immunology	1. VDRL	-P150.00
	2. Hepatitis B Test	-P 150.00
	3. HIV Testing	-P 350.00
	4. HCV Testing	-P 300.00
D. Blood Chemistry	1. Fasting Blood Sugar	-P 100.00
	2. BUN	-P 100.00
	3. Cholesterol	-P 150.00
	4. Creatinine	-P 130.00
	5. Uric Acid	-P 150.00
	6. SGPT	-P 155.00
	7. SGOT	-P 155.00
	8. HDL	-P 235.00
	9. Triglyceride	-P 150.00
	10. Lipid Profile	-P 550.00
	11.ALP	-P 155.00
	12. AFB	-P 70.00
	13. GS	-P 100.00

E. Radiology Services

A. X-ray	1. Chest X-ray	- AP	P230.00+P75.00 (Reading PF)
		- APL	P350.00+P150.00 (Reading PF)



Performance Pledges: SOCIAL HYGIENE CLINIC SERVICES

- | ACTIVITIES AND STEPS TO FOLLOW | Schedule | Processing Time | Service Provider |
|--------------------------------|----------|-----------------|------------------|
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1. Patient proceeds to the Social Hygiene Clinic for inquiry.	Every Monday and Wednesday	1 minute	Nurse/STD-AIDS Program Coordinator
2. Patient pays the corresponding fee (if type of service requires) to the Treasury Collection Agent.		2 minutes	Treasury Collection Agent
3. Nurse/Program Coordinator on STD-AIDS registers and interviews client; records complaints and/or extracts previous records and instructs client about the examination procedures.		2 minutes	Nurse/STD-AIDS Program Coordinator
4. Medical Technologist advises client about the time of release of results and conducts the laboratory examination and submits results to the Program Coordinator.		30 minutes	Medical Technologist
5. Clients are given counseling especially those with positive results.		15 minutes	City Health Officer/Physician on duty and/or STD-AIDS Program Coordinator
6. City Health Officer or OIC signs Health Card of clients with negative results and releases card or gives medical advices and prescribes medicines to clients with positive result and hold card.			City Health Officer or OIC

Performance Pledges: MEDICAL EMERGENCY RESPONSE & EMERGENCY CLINIC SERVICES

- **SERVICES EXTENDED:**
 1. The OHS has a Medical Emergency Response Team to attend to any form of emergency and disaster in coordination with the City Disaster Coordinating Council – Disaster Response Group
 2. The OHS also has an Emergency Medical Clinic that can provide:
 - General medical consultation of emergency medical cases
 - First Aid treatment, minor surgical interventions (if needed) and,
 - Referral to higher facilities or hospital if hospitalization is required
- **TAXES & FEES:**

Dressing of wounds & cord	- P 50.00
Nebulization with nebule	- P 50.00
Circumcision	- P 650.00
Retrieval of Foreign body	-P 650.00
Injection with Syringe	-P 50.00
Suturing 10.1 1-5 stiches	-P 150.00
10.2 subsequent stiches	-P 50.00
Removal of sutures	-P 50.00
Excision/Incision and drainage of mass	-P650.00
ECG with Reading	-P 400.00



Catheterization	-P 50.00
IV insertion	-P 50.00
Physical Examination	-P 50.00
Blood Pressure Screening	-P 10.00

Ambulance Services

1. Conduction within the city	-FREE
2. Conduction outside the city but within <i>The province of Maguindanao (<20km)</i>	-P200.00
3. Conduction outside the province of <i>Maguindanao (>20km)</i>	-P500.00
4. General Santos City, <i>(Diesel 800+ Ambulance Fee 700)</i>	-P1, 500.00
Davao city & other Province Region 11&12 <i>(Diesel 1200+Ambulance Fee 800)</i>	-P2, 000.00
Other province outside Region 11&12 <i>(Diesel 1500+Ambulance Fee 800)</i>	-P2, 300.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
EMERGENCY CLINIC SERVICES: 1. Patient proceeds to the Emergency Clinic for initial treatment and registration.	Working days 8:00 AM to 5:00 PM	2 minutes	Nurse/Nursing Aide on duty
2. Physician/Medical Officer on duty attends to patient, administers required medications, sends patient for diagnostic/laboratory tests, performs minor surgery (if required) or refers/sends patient to hospital for admission if needed.		Case-to-case	Medical Officer/Physician on duty
MEDICAL EMERGENCY RESPONSE: 1. Immediate dispatch of Medical Emergency Response Team upon receipt of information on emergency situation. 2. Call Tel. Nos. (064) 421-2752 or (064) 421-6959 during office hours or Call "WHITE HOUSE" via handheld or single sideband radios.		Within 15 minutes upon receipt of info	Medical Emergency Response Team Leader and/or Ambulance Driver

ADOLESCENT HEALTH AND DEVELOPMENT PROGRAM

HEADSS – Health, Education, Activity, Drugs, Sexuality, Stress Assessment



SERVICE OFFERED/ DELIVERED	PROCESSING TIME	FEES	RESPONSIBLE PERSON
Adolescent Health Rapid HEADSS Assessment	5 minutes	None	Nurse/ Midwife/ Social Worker
Adolescent Health HEADSS counselling	15 to 20 minutes depending on the case	None	Trained Nurse/ Midwife/ Social Worker
Referral to Referring Facility	5 to 30 minutes travel time depending on the traffic situation	None	Nurse/ Midwife/ Social Worker

