

ISSUANCE OF DEATH CERTIFICATE

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
1	(Immediate relative of deceased or next of kin) Present letter request or endorsement addressed to PHO with attached requirements	Receives letter request and requirements and enters in the logbook	<ul style="list-style-type: none"> • Letter request and endorsement (for deaths not seen by a physician) by RHU OIC • Medical Records (if hospitalized) 	5 minutes	-	Randy M. Venturina	Receiving Section
		Give documents to the PHO II or OIC	<ul style="list-style-type: none"> • Certification of death from Punong Barangay • Prescribed Death Certificate 	2 minutes	-		
		Reviews documents and interviews next of kin or immediate relative of deceased. Determines cause/causes of death, checks appropriate boxes and prepares draft	-	25 minutes (if documents are complete)	-		

Prepares/types details on the death certificate form and signs prepared portion

Prescribed Death Certificate Form

20 minutes

Administrative Aide

Administrative Office (2nd floor)

Have informant sign - Information portion. Enters logbook

5 minutes

PHO or OIC

Reviews prepared Death Certificate and signs

2 minutes

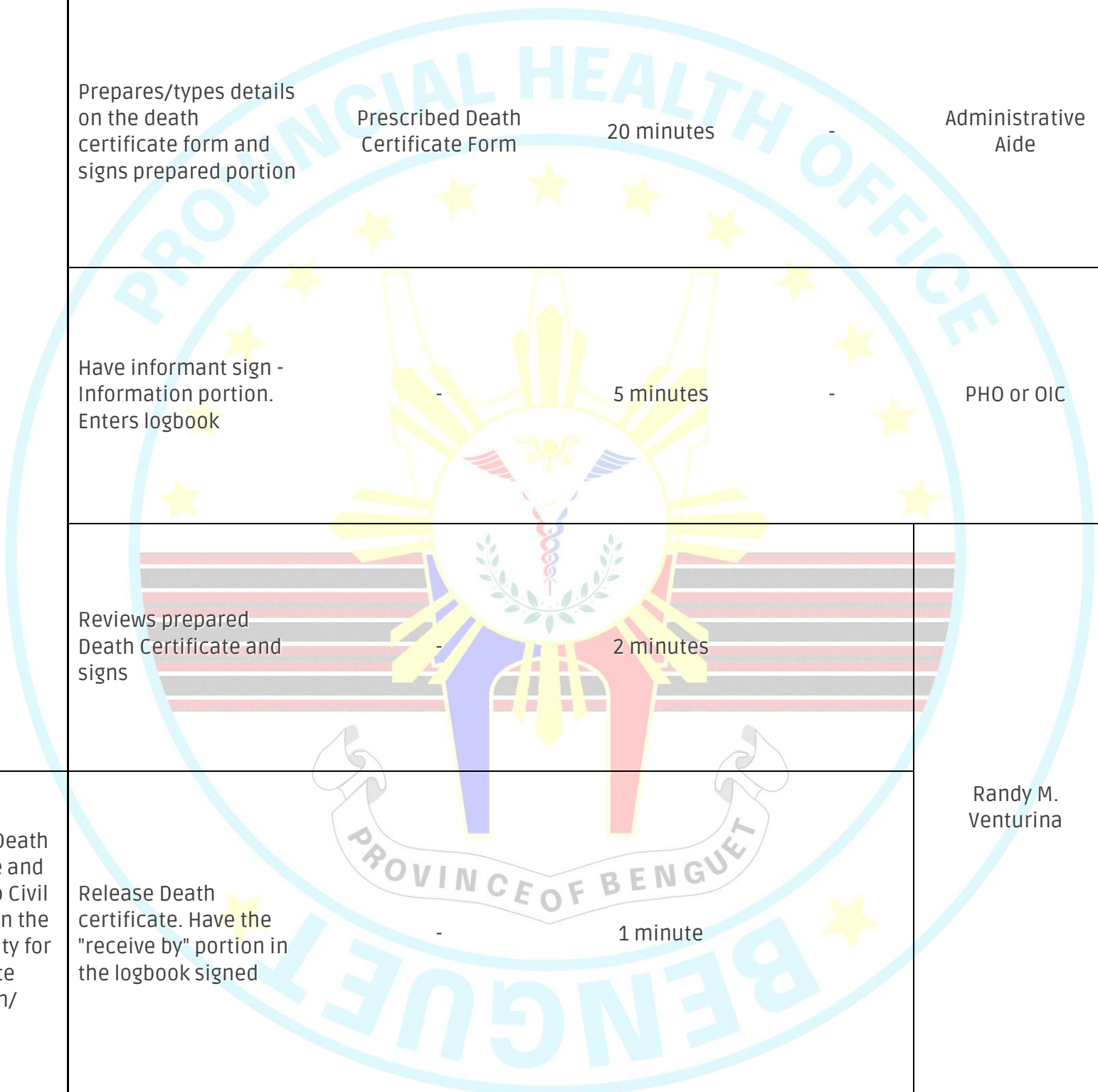
Receiving Section

Receives Death Certificate and submits to Civil Registrar in the Municipality for appropriate disposition/ action

Release Death certificate. Have the "receive by" portion in the logbook signed

1 minute

Randy M. Venturina



ISSUANCE OF ENVIRONMENTAL HEALTH AND SANITATION CERTIFICATE

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES / FEES	RESPONSIBLE PERSON/S	LOCATION
1	Presents letter request addressed to Provincial Health Officer	Receives letter request and enters in the logbook	<ul style="list-style-type: none"> Letter request with contact number Site map and Plan Water Analysis Report 	5 minute	-	Randy M. Venturina	2nd floor, PHO Main Building
		Approves request and asks staff in-charge for possible schedule/date of inspection	-	10 minutes	-	PHOII, if PHO I is not present	
2	Pays the certification fee	Issue official receipt	PHP 100.00	2 minutes	-	Flora M. Guiod	Depends on client's request
		Conducts inspection. Prepares comments and recommendations with checklist and signs prepared by, inspected by. Advises client of date of pick-up of certification and other documents	<ul style="list-style-type: none"> Checklist Documents/ requirements Travel order/ Pass Slip Vehicle 	2-3 days (depends on location of the area to be visited)	-	Program coordinator Domelia P. Abiasen/ Jerome C. Mendoza	
		Checks documents & submits to PHO II	Certifications/ document	5 minute	-	Chief, Technical Division	
		Comments or Approves and signs certification in triplicate	-	5 minutes	-	PHO II	
		Issues certification and files one (1) copy. One (1) copy given to the Program Coordinator. Enters in the logbook. Issues certificate of appearance	-	2 minutes	-	Randy M. Venturina	
3	Receives certification and signs received portion of logbook	Request client to sign the receiving logbook	-	1 minute	-	Randy M. Venturina	2nd floor, PHO Main Building

ISSUANCE OF VACCINES, MEDICINES AND MEDICAL SUPPLIES

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
1	Presents properly filled up and duly signed Requisition Issue Slip in duplicate	Receives Requisition Issue Slip and enters in the logbook	Requisition Slip	3 minute	-	<ul style="list-style-type: none"> • N/P Coordinator - Rosie M. Acqisio • Nutrition/GP - Ms. Amelia L. Cayap • EHS/Dengue - Ms. Domelia P. Abiasen • Oral Health Program - Dr. Contero/ Dr.Clemente • MNCHN-Dr. Agpas/ Ms. Tabangcura • Family Planning-Ms. Corazon Lacaman • NTP/Leprosy-Mr. Darwin Simsim • HEPO - Ms. Corazon O. Lacamen/ Dr. J. Clemente • STI/HIV-Ms. Martha A. Carpio 	Administrative Office 2nd Floor, PHO Building
		Reviews items requested and fills up issuance column then gives to Chief, Technical Division/MNCHN Coordinator/Administrative Officer for Recommendation of Approval.	Inventory of supply	10 minutes	-	Program Coordinators	Program Coordinator Office 2nd floor, PHO Building

Recommends approval of request and signs recommending Approval portion of the Requisition Slip

Request Slip with filled out issuance column

3 minutes

- Dr. Jocelyn E. Legaspi
- Dr. Antonette Agpas
- Dr. Meliarazon Dulay
- Ms. Mila P. Wance

2nd Floor, PHO Building

Approves request and signs approved portion

Request Slip with approval recommendation portion signed

3 minutes

PHO II-Dr. Nora Ruiz or OIC

Provincial Health Office
2nd floor, PHO Building

Issues/releases items requested and signs issued by portion of requisition slip

- Vaccines: Vaccine carrier with cold dogs
- Reagents: carrier with cold dogs

20 minutes

Program coordinator-in-charge

Vaccines: BeGH 1st floor
Medicines and supplies: 1st floor, PHO supply building

Checks and receives items requested and issued then signs received portion of the requisition slip. Gets duplicate copy of requisition slip for the file

Retains original copy of requisition slip, log in logbook and files

Completely and properly filled out Requisition Slip

5 minutes

Program coordinators in charge/
A.O II (Supply Officer Designate - Ms. Yvonne F. Kalngan) Pharmacist II

Program Coordinator Offices 2nd floor, PHO Building/Supply Room 1st floor, PHO Supply Building

MICROBIOLOGICAL WATER ANALYSIS

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
1	Secure and accomplish request form	Issue request form and instruct client to proceed to the Administrative Office for payment of water analysis fee	-	1 minute	-	Medical Laboratory Technician Medical Technologist	1st floor PWAL Building
2	Pay water analysis fee	Issue official receipt	-	3 minutes	Price/s specified under the Benguet Revenue Code	Admin Personnel in-charge	2nd floor PHO Admin Office
3	Submit accomplished request form, official receipt form, official receipt properly collected water sample to the water laboratory	Check laboratory request form, official receipt and water sample submitted.	Request form and official receipt from the Admin Office	2 minutes	-	Medical Laboratory Technician/ Medical Technologist	1st floor PWAL Building
		Process the water sample	-	3 to 5 days	-	Medical Technologist	
		Prepare water analysis result	-	5 minute	-	Medical Technologist	
		Signing and approval of result and report	-	15 minutes	-	Medical Technologist Pathologist RHP PHO II	
		Issue water analysis result to client	Official receipt and water analysis result	1 minute	-	Medical Laboratory Technician/ Medical Technologist	

NTP LABORATORY-XPERT MTB RIF ASSAY

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
1	Present Laboratory request form	Check laboratory request	<ul style="list-style-type: none"> National TB Program (NTP) laboratory request form (Form 2a)with or without the referral Form (Form7) 	2 minute	-	Laboratory personnel	NTP laboratory Xpert Site; First Floor PHO Main Building
		Identify patient and explain procedures	Laboratory request form	5 minutes		Laboratory personnel	
		Sputum collection time	Sputum cup/specimen bottle	depends on how long the patient can produce specimen		Medical Laboratory Technician/ Medical Technologist	Back of lab near the Xpert Site
		Performance of the assay	<ul style="list-style-type: none"> Laboratory request form suitable/valid specimen 	<ul style="list-style-type: none"> Resting the specimen:20 minutes specimen preparation:20 minutes Assay proper: 2 hours 		Xpert Operator	NTP laboratory Xpert Site; First Floor PHO Building
		Prepares and Issues the laboratory result to the patient and instruct him/her to present result to requesting physician	-	10 minute	-	Laboratory personnel	

PROVISION OF TECHNICAL ASSISTANCE

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES/ FEES	RESPONSIBLE PERSON/S	LOCATION
1	Clients submit letter request for technical assistance	Receives letter request and enter in the logbook	Letter request signed by the mayor/head of office	5 minute	-	Randy M. Venturina	Receiving Section
		Give documents to the PHO II or OIC	-	2 minutes	-		
	Reviews letter, indorses to the concerned division chief or to the concerned staff with a routing slip	-	10 minutes	-	PHO II or OIC	2nd floor PHO Main Building	
	Division chief recommends staff and submits to PHO II for approval	Request letter with routing slip	5 minutes	-	Division chief		
	If approved concerned staff prepares T.O	-	5 minute	-	Concerned staff		
	If within Benguet PHO II approves T.O. If outside Benguet, PHO II recommends approval to the Honorable Governor	Travel Order (TO)	3 minutes	-	PHO II		

REQUEST BIO-MEDICAL EQUIPMENT REPAIR AND MAINTENANCE

Schedule of Service Availability: Monday to Friday (8:00 AM – 5:00 PM) NO NOON BREAK

Requirements: Pertinent documents relating to the request

STEPS	CLIENT	SERVICE PROVIDER	DOCUMENTS NEEDED	RESPONSE TIME	CHARGES / FEES	RESPONSIBLE PERSON/S	LOCATION
1	Presents request with details	Receives letter request and enters in the logbook	<ul style="list-style-type: none"> • Letter request for inspection, repair. • Details of equipment (brand model, serial number, quantity, defect, etc.) • Equipment for repair to be brought to technician (if portable) 	5 minute	-	Randy Venturina	Receiving Section
		Approves requests and asks Medical Equipment Technician for the date of visit	-	10 minutes	-	PHO II or OIC	2nd floor PHO
		Assesses, evaluates and determines parts to be replaced and produces by and to be procured by the end-user	Sputum cup/ specimen bottle	30 min-1 hour for Mechanical parts, 30 mins-2 days for electrical circuit/ components	-	Medical Equipment Technician	1st Floor PHO

Repairs and maintains equipment or if beyond repair, recommends condemnation/ replacement of unit.

Note:

1. For equipment that is not portable, on-site inspection and evaluation will be scheduled.
2. Repair & calibration will commence when all parts are procured, completed and submitted. Advises end-user on date of release of equipment if bought to PHO.

- Laboratory request form
- suitable/valid specimen

- One day-or will depend on the extent of the damage of the equipment.
- One day Will go back for another day to the health facility upon availability of parts.

Medical Equipment Technician

1st Floor PHO

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Picks up/ receives equipment and signs "receive in good condition" portion

Releases equipment and enters in the logbook

Andrew A. Bentes