

**Lapu-Lapu City Health Office  
Citizen Charter**

**A. ISSUANCE OF HEALTH CARD**

WHO MAY AVAIL THE SERVICE:

1. Applicants for employment
2. Commercial Sex Workers (CSWs)
3. Students/OJT

REQUIREMENTS:

1. Laboratory results as: CBC, Urinalysis, Stool Examination, HBsAg (Massage Therapist, CSW), Anti-HAV IgG/IgM (Food-handler)
2. Chest X-ray result
3. Drug testing result

FEES/CHARGES:

1. For Non-Food Handler - Php 155.00 (Excluding chest X-ray)
2. For Food Handler - PhP 515.00 (Excluding Chest X-ray)
3. For CSW, Massage Therapist - Php 435.00 (Excluding Chest X-ray)

SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday - 8:00am to 5:00pm  
Except holidays

HOW TO AVAIL THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Proceed to the A1 Environmental Sanitation Room for assessment	Assess client and issue the order of payment	5 mins.	Belinda Valle Juliet Pino
2	Present the Official Receipt	Interview clients; ask name, age, address, business establishment	5 mins.	Jessielita Berdin Divinagracia Lazarito
3	Provide specimen	Receive urine and stool specimens for microscopy	5 mins.	Ma. Christina Miranda
		Performs laboratory examination and record the documents then, generate results	1 day	Daffodil Toring Therese Lagtapon April Pausal
4	Present the Official Receipt to claim laboratory results	Release results	5 mins.	Violeta Abaño
5	Present all the required laboratory results to A1 Environmental Sanitation Room	Provision of Health Card	5 mins.	Belinda Valle Juliet Pino

6	Claim	Review, sign and release of the health card (if there's deficiency of their results, client will be given advise)	5 mins*	Dr. Agnes Cecile Realiza Dr. Ashley Espedido
End of the Transaction				
*Under normal Condition				

**B. ISSUANCE OF SANITARY PERMIT**

WHO MAY AVAIL THE SERVICE:

1. All business establishments in the City of Lapu-Lapu

REQUIREMENTS:

1. Health cards of all employees duly signed by CHO
2. Latest result of Water Microbiological Examination (for food establishment and water refilling station)
3. Inspection report from sanitary inspector
4. Official receipt showing payment of Sanitary Inspection Fee

FEES/CHARGES:

1. Sanitary Inspection Fee – Php 100, 200, 300 (depending of the area of the business establishment)

SCHEDULE OF SERVICE AVAILABILITY:

Monday to Friday - 8:00am to 5:00pm  
Except holidays

HOW TO AVAIL THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Present the requirements	Assess the requirements	5 mins.	Evangeline Senerpida, Ma. Fe Igot, Benjie Celera Ferdinand Tepait, Ruby Ann Lenizo
		Search the business name in the database and the kind of business and issue Sanitary Permit	10 mins.	
2	Receive the documents	Review, sign and release the documents (if there's deficiency further notice will be advise)	5 mins*	Dr. Agnes Cecile Realiza Dr. Ashley Espedido
End of the Transaction				
*Under normal Condition				

**C. MEDICAL CONSULTATION SERVICES**

**WHO MAY AVAIL THE SERVICE:**

1. Clients who want to avail the medical consultation

**REQUIREMENTS:**

1. Existing Individual Treatment Record (ITR) (for first time clients, the Health Personnel on duty will provide ITR)
2. Referrals

**FEES/CHARGES:**

1. Medical consultation – Free

**SCHEDULE OF SERVICE AVAILABILITY:**

For Health Centers:

Based on the schedule provided by health center

Monday to Friday - 8:00am to 5:00pm

Except holidays

**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Provide medical history	Interview the patient Take/record vital signs	5 mins.	BHW on duty
2	Undergo the examination	Conduct physical examination	Within 20 mins.	MD, PHN, PHM
		Prescribe the appropriate medicines(s) and give medical advice	5 mins.	MD, PHN, PHM on duty
3	Rendered treatment	Provide the medicines (if available)	5. Mins.	PHN, PHM on duty
End of the Transaction				
*Under normal Condition				
Note: If hospitalization is required, fil-up the referral forms to the hospital-of-choice.				

**D. DENTAL SERVICES**

**WHO MAY AVAIL THE SERVICE:**

1. Residents of Lapu-Lapu City
2. Day Care Centers in Lapu-Lapu City

**REQUIREMENTS:**

1. Patient record
2. Referral form

**FEES/CHARGES:**

1. Oral prophylaxis - Php 200.00 (per tooth)

2. Permanent filling - Php 200.00 (per tooth)
3. Oral Extraction - Php 100.00 (per tooth)
4. Fluoride application - Free (Day Care Center)
5. Distribution of tooth brush & toothpaste – Free (Day Care Center)

**SCHEDULE OF SERVICE AVAILABILITY:**

Monday to Friday - 8:00am to 5:00pm  
 Except holidays

**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Register the name in the logbook and you will be called according to your number	Assist the client and provide a call number	5 mins.	Allan Estardo Antonio Aton
		Record the patient's blood pressure and vital signs	5 mins.	Allan Estardo Antonio Aton
2	Undergo teeth examination	Examine the teeth of the patient	5 mins.	Dr. Jeremy John Alcano Dr. Noemi Guba
3	Receive dental care service (tooth extraction, prophylaxis and gum treatment)	Provide dental care service (tooth extraction, prophylaxis and gum treatment)	40 mins.	Dr. Jeremy John Alcano Dr. Noemi Guba
		Prescribe the appropriate medicine and provide medicine if available	5 mins.	Dr. Alcano Dr. Guba
End of the Transaction				
*Under normal Condition				

**E. CONDUCT ROUTINE EXPANDED PROGRAM IMMUNIZATION (EPI)**

**WHO MAY AVAIL THE SERVICE:**

1. Residents of the City of Lapu-Lapu

**REQUIREMENTS:**

1. Existing ECCD Card (for first time clients, the health personnel on duty will provide the ECCD Card)
2. Referral (optional)

**FEES/CHARGES:**

1. Bacillus Calmette-Guerin (BCG) - Free
2. Pentavalent Vaccine - Free
3. Oral Poliovirus Vaccine (OPV) / - Free

- Inactivated Poliovirus Vaccine (IPV)
4. Anti-Measles/Measles, Mumps, Rubella (MMR) - Free
  5. Hepatitis B - Free
  6. PCV 13 - Free

**SCHEDULE OF SERVICE AVAILABILITY:**

For Health Centers:

Wednesday Immunization - 8:00am to 4:00pm

Except holidays

**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Approach for priority number	Give priority number and get patient record	5 mins.	BHW
		Fill out patient record -GMC for the children	5 mins.	BHW
2	Stay at the waiting area	Conduct Pre-Immunization Conference (different antigen to be given, route and dosage)	10 mins	PHN, PHM
3	Bring and hold the child properly	Administer immunization procedure	30 mins.	PHN, PHM
4	Go back to the waiting area	Conduct Post-Immunization Conference (discuss possible side effect and precautionary measures)	10 mins.	PHN, PHM
End of the Transaction				
*Under normal Condition				

**F. PROVIDE PRE-NATAL EXAMINATION**

**WHO MAY AVAIL THE SERVICE:**

- All pregnant women residents of the City of Lapu-Lapu

**REQUIREMENTS:**

- Existing Mother and Child Booklet & Home-Based Mother Record (HBMR) (for the first time clients will be provided HBMR by Midwife on duty)

**FEES/CHARGES: NONE**

- Tetanus Toxoid Vaccine
- Ferrous Sulfate with folic acid
- Multivitamins and minerals
- Calcium Carbonate

**SCHEDULE OF SERVICE AVAILABILITY:**

Health Centers: Per HC Schedule

- Tuesday – 8:00am to 1:00pm

Except holidays

**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Provide the data being asked	Accomplish the Home-Based Mother Record	5 mins.	PHN, PHM
2	Undergo the physical examination	Record the vital signs and conduct physical examination	Within 10 mins.	PHN, PHM
3	Undergo the Pre-Natal Examination Health Education	Provide Pre-Natal Examination Health Education and available medicines	Within 15 mins.	PHN, PHM
End of the Transaction				
*Under normal Condition				
Note: The pre-natal examination is given by Barangay Health Center				

**G. DISPENSING OF MEDICINES TO THE CLIENTS**

**WHO MAY AVAIL THE SERVICE:**

1. Clients who want to avail the free medicines

**REQUIREMENTS:**

1. Doctor's prescription
2. Referral from hospital/ health center/ clinic

**FEES/CHARGES:** NONE

**SCHEDULE OF SERVICE AVAILABILITY:**

Monday to Friday - 8:00am to 5:00pm

Except holidays

**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Present the doctor's prescription to the pharmacist	Advise client to fill out and sign the recapitulation form based on the medicines received	5 mins.	Felomina Augusto Arlyn Tero Cresa Barete Cristina Redoble
2	Inform pharmacist of clients complaints/ ailments (for patient with neither prescription nor referral form)	Evaluate and advise client to fill out and sign the recapitulation form based on the medicines received	5 mins.	Felomina Augusto Arlyn Tero Cresa Barete Cristina Redoble
3	Receive the medicine(s)	Dispense medicine(s) with proper instruction regarding the dosage and time intake based on doctor's prescription	5 mins	Felomina Augusto Arlyn Tero Cresa Barete Cristina Redoble
End of the Transaction				
*Under normal Condition				

**H. RABIES PREVENTION AND CONTROL**

WHO MAY AVAIL THE SERVICE:

1. Clients bitten by suspected rabid animals (canine, feline and bats)

REQUIREMENTS:

1. Persons who have been exposed by a bite, scratch, or lick to an animal
2. Certificate of residency in the City of Lapu-Lapu
3. Referral (optional for cases handled by hospital or clinic)

FEES/CHARGES: NONE

SCHEDULE OF SERVICE AVAILABILITY:

Monday, Tuesday, Thursday and Friday - 8:00am to 5:00pm  
Except holidays

**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Fill p the registration form	Greet and assess the patient (prioritize Senior Citizen, PWD and Pregnant Women	10 mins.	Sheena Villahermosa Lisa Mata Palomina Gumama Jay Tampus
2	For category 2 patient submit for anti-rabies vaccination	Administer anti-rabies vaccination	5 mins.	Mae Cherryl Tepait Sheena Villahermosa Christian Joy Sarraga
3	For category 3 patient passive immunization	Advise the category 3 patient for observation	2 hours	Dr. Agnes Cecile Realiza Dr. Ashley Espedido
End of the Transaction				
*Under normal Condition				

**I. DRUG TESTING CENTER**

WHO MAY AVAIL THE SERVICE:

1. Clients who wants to avail drug testing

REQUIREMENTS:

1. Valid I.D. with pictures
2. Referral or request coming from employer (optional)

FEES/CHARGES:

1. Php 200.00 per client

SCHEDULE OF SERVICE AVAILABILITY:

Monday to Friday - 8:00am to 5:00pm  
Except holidays



**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Fill-up the forms	Greet client to establish rapport and data encoding	10 mins.	Luis Encarnacion
2	Submit for specimen collection	Assistant Specimen Collector will frisk and accompany the client to pee	5 mins.	Gina Abendan
		Drug testing analyst, test the specimen	5 mins	Maria Lucille Arong
3	Submit for biometric and taking pictures	Get biometric and encode the clients data to the system	10 mins.	Luis Encarnacion
		Generate results	10 mins.	Maria Lucille Arong
4	Claim	Release result to the client	5 mins.	Luis Encarnacion
End of the Transaction				
*Under normal Condition				

**J. NATIONAL TUBERCULOSIS PROGRAM**

WHO MAY AVAIL THE SERVICE:

1. Symptomatic TB
2. With findings chest X-ray results
3. Referred from private doctors

REQUIREMENTS:

1. Bring result of recent chest x-ray
2. Referral coming from private doctors

FEES/CHARGES:            NONE

1. Consultation
2. Sputum microscopy/analysis
3. Tuberculin Skin Test
4. Rapid Molecular Diagnostic Test (Genexpert)
5. Medicines

SCHEDULE OF SERVICE AVAILABILITY:

City Health Office        -Monday to Friday        - 8:00am to 5:00pm  
 Health Centers            - Monday to Friday        - 8:00am to 4:00pm  
 Except holidays

HOW TO AVAIL THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Present recent chest x-ray result with film	Interview the client and conduct physical examination	5 mins.	Ian Gabriel Basilgo Gerian Baring
		Advise the client to submit 2 sputum specimen and give instruction on how to collect the sputum		Ian Gabriel Basilgo Gerian Baring
2	Submit sputum specimen	Receive specimen (2 sputum) and provide the releasing date of the result	5 mins.	All med. Techs by area
		- Sputum microscopy/analysis	5 hours	All Med. Tech by area
		- Preparation and operate using the Genexpert machine	20 mins.	Maria Lucille Arong
		If sputum positive, enroll the patient to National Tuberculosis Program. If negative refer to TB Diagnostic Committee for further evaluation	20 mins.	Grace Mary Carungay
3	Receive the medicine	Issue the Anti TB medicine supply band and give instructions of intake	5 mins	PHN, PHM, BHW
End of the Transaction				
*Under normal Condition				

**K. FAMILY PLANNING PROGRAM**

WHO MAY AVAIL THE SERVICE:

1. Clients who want to avail family planning services

REQUIREMENTS:

1. Personal appearance for counseling

FEES/CHARGES: NONE

SCHEDULE OF SERVICE AVAILABILITY:

Health Center - Monday to Friday - 8:00am to 4:00pm  
 Saturday - 8:00am to 1:00pm

Except holidays

HOW TO AVAIL THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Approach the personnel in-charge	Take personal data and vital signs	5 mins.	BHW
2	Proceed to the examination room	Nurse /Midwife in the examination room do the examination and counseling / health teaching regarding different family planning methods	30 mins.	PHN. PHM
		Refers to Physician for preferred method	5 mins	PHN, PHM
End of the Transaction				
*Under normal Condition				

**L. EXPANDED COVID-19 TESTING**

WHO MAY AVAIL THE SERVICE:

1. Symptomatic for COVID 19
2. Pregnant Women
3. Patients with co-morbidities (cancer, dialysis patient, patient for operation)

REQUIREMENTS:

1. Medical certificate
2. Pre-natal record
3. Referral form from health center

FEES/CHARGES:            NONE

SCHEDULE OF SERVICE AVAILABILITY:

Monday to Friday        - 8:00am to 10:00AM  
 Except holidays

**HOW TO AVAIL THE SERVICE**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	You must wait for your turn in the interview area. First come, first served	Conduct a client interview	5 mins.	Rochelle Catagcatag Jovy Alonzo
2	Prepare for swab test	Perform swab testing	10 mins	April Pausal Therese Lagtapon
		A sample will be submitted to the laboratory for testing		
3	Claim	Released result	5 mins.	Irene Magallanes
End of the Transaction				
*Under normal Condition				

**M. SOCIAL HYGIENE CLINIC**

WHO MAY AVAIL THE SERVICE:

1. Commercial Sex Workers
2. Referred patients from health center

REQUIREMENTS:

1. Health Card
2. Hygiene fee (official receipt)
3. Laboratory results with health card (every 6 months)
4. Referral forms from the health center

FEES/CHARGES:

1. Laboratory Test:
  - Health Card - Php. 20.00
  - CBC - Php. 60.00
  - Stool Examination - Php. 25.00
  - Urinalysis - Php. 30.00
  - HBsAg - Php. 80.00 (every 6 months)
  - HIV testing - Php 90.00 (every 6 months)
2. Hygiene Fee - Php 20.00
3. No charge for referred patient

SCHEDULE OF SERVICE AVAILABILITY:

Monday to Friday - 8:00am to 2:30pm  
 Except holidays

HOW TO AVAIL THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit laboratory test result (CBC, S/E, Hepa B, HIV, CXR) with health card and official receipt for hygiene examination	Health card received with laboratory test result	5 mins.	Hope Celiz Merle Olor
2	Hygiene preparation	During the visit, a hygiene examination will be conducted	5 mins.	Hope Celiz
		Sample should be submitted for gram staining	20 mins	Maria Lucille Arong
3	Claim	Release result	5 mins.	Hope Celiz Merlie Olor
End of the Transaction				
*Under normal Condition				
Note: In the event of a POSITIVE gram stain, notify and on-hold pink card				