



Municipal Health Services Office (MHSO)

Citizen's Charter



External Services

1. General Medical Consultation in the Municipal Health Services Office (MHSO)

Medical consultation is the provision of medical services & expertise to all clients referred to the Municipal Health Services Office (MHSO) from the Barangay Health Stations (BHS) and to those who seek consultation with a physician.

Office or Division:	Tuba Municipal Health Services Office (MHSO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of consultation fee (1 original)		Municipal Treasurer's Office		
2. ECCD card or yellow card for pediatric under five children		Barangay Health Station in place of residence		
3. MHSO Card for follow up clients		Tuba Municipal Health Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt to the admission desk at the MHSO	1. Check the OR	60.00	1 minute	Nurse/ Midwife/ other health staffs
2. Be seated at the admission area	2. The health staff shall interview the client and retrieve and/ or prepare the client's clinic records.	None	10 minutes	Nurse/ Midwife/ other health staffs
3. Proceed to vital signs area	3. Health staff will obtain client's height, weight, temperature, Blood pressure, pulse rate, respiratory rate and other vital signs	None	10 minutes	Nurse/ Midwife/ other health staffs
4. Proceed to consultation area	4. Physician examines patient, makes diagnosis, gives information, education; prescribes needed medicines	None	15 minutes	Physician
5. Get medicines from Dispensary/ Pharmacy	5. Health staff dispenses prescribed medicines with proper instructions repeated	None	10 minutes	Nurse/ Midwife
6. Exit	6. Health staff returns or files patient's records	None	4 minutes	Nurse/ Midwife
TOTAL:		60.00	50 minutes	



2. Prenatal, Natal, & Post-natal Consultation at the Mun. Health Services Office (MHSO)

Prenatal, Natal, & Post-natal Consultation are provided to clients referred to the MHSO from the barangay health station or to clients who seek the attendance of a physician to their needs. Prenatal consultation is provided to all expectant mothers to ensure the health of the unborn child. Natal or delivery services are provided to mothers in a birthing facility to ensure the safety of both mother and child during delivery. Post-natal consultation services are mother & child care services provided immediately after delivery and within 24 hours after delivery to prevent any complications & ensure successful breastfeeding.

Office or Division:		Tuba Municipal Health Services Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All women of reproductive age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt for consultation (1 original copy)		Municipal Treasurer's Office		
2. Mother & Child Book for follow up clients		Barangay Health Station in place of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt to the admission desk at the MHSO	1. Check the OR	60.00	1 minute	Nurse/ Midwife/ other health staffs
2. Be seated at the admission area	2. The health staff shall interview the client and retrieve and/ or prepare the client's clinic records.	None	10 minutes	Nurse/ Midwife/ other health staffs
3. Proceed to vital signs area	3. Health staff will obtain client's height, weight, temperature, Blood pressure, pulse rate, respiratory rate and other vital signs	None	10 minutes	Nurse/ Midwife/ other health staffs
4. Proceed to consultation area	4. Physician examines patient, makes diagnosis, gives information, education; prescribes needed medicines	None	15 minutes	Physician
5. Get medicines from Dispensary/ Pharmacy	5. Health staff dispenses prescribed medicines with proper instructions repeated	None	10 minutes	Nurse/ Midwife
6. Exit	6. Health staff returns or files patient's records	None	4 minutes	Nurse/ Midwife
TOTAL:		60.00	50 minutes	



3. Prenatal, Natal, & Post-natal Examination at the Barangay Health Station (BHS)

Prenatal, Natal, & Post-natal Consultation are provided to clients at the barangay health station. Prenatal consultation is provided to all expectant mothers to ensure the health of the unborn child. Natal or delivery services are provided to mothers in a birthing facility to ensure the safety of both mother and child during delivery. Post-natal consultation services are mother & child care services provided immediately after delivery and within 24 hours after delivery to prevent any complications & ensure successful breastfeeding.

Office or Division:	Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All women of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and child book for follow up check ups		Barangay Health Station		
2. None for first timers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Mother & Child book to the admission desk at the BHS	1. Check the mother & Child Book	None	1 minute	Nurse/ Midwife/ BHW
2. Be seated at the admission area	2. The health staff shall interview the client and prepare the client's mother & Child Book	None	10 minutes	Nurse/ Midwife/BHW
3. Proceed to vital signs area	3. Health staff will obtain client's height, weight, temperature, Blood pressure, pulse rate, respiratory rate and other vital signs	None	10 minutes	Nurse/ Midwife/ BHW
4. Proceed to consultation area	4. Nurse or midwife examines patient, makes diagnosis, gives information, education, makes proper referrals if needed	None	15 minutes	Nurse/ Midwife
5. Get medicines	5. Nurse/ Midwife dispenses Ferrous Sulfate, calcium tablets and other DOH required supplements with proper instructions	None	10 minutes	Nurse/ Midwife
6. Exit	6. Health staff returns or files patient's records	None	4 minutes	Nurse/ Midwife
TOTAL:			50 minutes	



4. Pre-Marriage Orientation & Counselling

Pre-marriage orientation and counselling is a prerequisite to obtaining a marriage license. Both partners are required to attend the PMOC.

Office or Division:	Tuba Municipal Health Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All would be couples 18 y/o and up			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment and application for pre-marriage orientation & counselling (1 original copy)		Tuba Local Civil Registrar's Office		
2. Physical attendance of both male & female partners				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Partners Report to MHSO	1. Gives PMC Inventory Questionnaires	None	1 minute	Trained Pre-marriage counsellors
2. Answer PMC Inventory Questionnaires legibly	2. Collects, checks for completeness	None	1 hour	Trained Pre-marriage counsellors
3. Attend PMOC session	3. Gives lectures, group activities / PMOC session	None	4 hours	Trained Pre-marriage counsellors
4. Obtains PMOC Certificate	4. Prepares, signs, checks correctness of certificate and gives to couples	None	30 minutes	Trained Pre-marriage counsellors
5. Couples below 25 Y/O Attend further Counselling	5. Gives further counselling session	None	3 hours	Licensed MSWDO personnel
6. Submit PMOC certificate to the Municipal Local Civil Registrar's Office	6. Receives PMOC Certificate	None	4 minutes	Local Civil Registrar
TOTAL:		None	8 hours & 35 minutes	

5. Issuance of Sanitary Permits and Health Certificates

Sanitary permits are issued to all business establishments prior to issuance or renewal of their business permits. Health certificates are issued to all food handlers after undergoing physical examination and laboratory examinations as well as food handler's class to ensure food safety. Inspection of business establishments will determine if these certificates and permits shall be revoked.

Office or Division:	Tuba Municipal Health Services Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens



Who may avail:		All business establishments for sanitary permits; all food handlers for health certificates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipts of Sanitary Permit and Health Certificates (1 original copy)		Tuba Municipal Treasurer's Office		
2. Laboratory Results		Tuba Municipal Health Services Office		
3. Application for Business Permit (1 original copy)		Business Processing & Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application for Business Permit	1. Gives stool & urine containers	None	2 minutes	Medical Technologist
2. Payment of Laboratory fees and Sanitary and Health Certificate	2. Collects Official receipt	Sanitary Permit: PhP70.00/ Business Health Certificate: PhP35.00/food handler	3 minutes	Medical Technologist
3. Submit specimens (stool, urine)	3. Performs laboratory procedures	Stool Exam: PhP45.00 Urinalysis: PhP50.00 HepBsAg: PhP120.00	1 hour	Medical Technologist
4. Wait at the waiting area	4. Prepares official results of laboratory diagnostics and gives results to the physician	None	30 minutes	Medical Technologist
5. Consultation	5. Consults with client and issues health and sanitary permit	None	30 minutes	Physician Sanitary Inspector
6. Submit health certificates & sanitary permit to the mayor's office	6. Checks for completeness	None	5 minutes	BPLO
TOTAL:		320.00	2 hours & 10 minutes	

6. Issuance of Medical, Dental Certificates and other Health Certificates

Medical & Dental certificates are issued to those clients requesting proof of medical attendance for whatever legal intents such as employment, return to work.

Office or Division:	Tuba Municipal Health Services Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official receipt of Medical Certificate (1 original copy)	Tuba Municipal Treasurer's Office
2. Results of Neuropsychiatric Report (1 Original or photocopy) for medical certificate for employment	Accredited Psyche Clinic
3. Results of Chest X-ray (1 original or photocopy with 2 years validity) for medical certificate for employment	X-Ray Clinic



4. Results of Urinalysis, Complete blood count, Hepatitis BsAg, (1 original copy)		MHSO Laboratory or any outside laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt	1. Checks OR and prepares medical certificate	Medical/Dental Certificate: PhP35.00	10 minutes	Physician Dentist
2. Payment of Laboratory fees	2. Collects fees & issues Official receipt	Urinalysis: PhP50.00 HepBsA: PhP120.00 CBC: PhP 60.00	3 minutes	Collection Clerk
3. Submit specimens (stool, urine, blood)	3. Performs laboratory procedures	none	1 hour	Medical Technologist
4. Submit other requirements for employment such as Neuropsychiatric report, & chest x-ray	4. Prepares & collects official results and gives results to the physician	None	30 minutes	Medical Technologist
5. Consultation	5. Consults with client and issues medical certificate	None	30 minutes	Physician
TOTAL:		265.00	2 hours & 13 minutes	

7. Dental/ Oral Health Services in the MHSO

Dental or oral consultation is the provision of dental services & expertise to all clients referred to the Municipal Health Services Office (MHSO) from the Barangay Health Stations (BHS) and to those who seek consultation with a dentist.

Office or Division:	Tuba Municipal Health Services Office (MHSO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All clients with dental problems			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of dental consultation fee (1 original copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt to the admission desk at the MHSO	1. Check the OR	60.00	1 minute	Nurse/ Midwife/ other health staffs
2. Be seated at the admission area	2. The health staff shall interview the client and retrieve and/ or prepare the client's dental records.	None	10 minutes	Nurse/ Midwife/ other health staffs
3. Proceed to vital signs area	3. Health staff will obtain client's height, weight, temperature, Blood pressure, pulse rate, respiratory rate and other vital signs	None	10 minutes	Nurse/ Midwife/ other health staffs



4. Proceed to dental room	4. Dentist examines patient, makes diagnosis, performs dental procedure; gives information, education; prescribes needed medicines	None	45 minutes	Dentist
5. Get medicines from Dispensary/ Pharmacy	5. Health staff dispenses prescribed medicines with proper instructions repeated	None	10 minutes	Nurse/ Midwife
6. Exit	6. Health staff returns or files patient's records	None	4 minutes	Nurse/ Midwife
TOTAL:		60.00	1 hour,20 minutes	

8. Vaccination

Vaccination is among the main services given by the Tuba MHSO performed by our nurses and midwives to prevent the occurrence of disease outbreaks. Several vaccines are being given by this office to children and adults. Children are given shots such as BCG, Hep B, IPV, MMR, DTP, HIB, Pentavalent vaccine, PCV 13. School children on the other hand are given MR, Td, and HPV. Senior citizens are injected with Flu vaccine and Pneumonia vaccine. During pandemics such as the COVID-19 pandemic, anti - COVID vaccines are given.

Office or Division:	Tuba Municipal Health Services Office (MHSO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Children ages 0-15 months, School Children ages 6-7 Y/O and 9-14 y/o; senior citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ECCD card or yellow card for pediatric under five children (original)		Barangay Health Station in place of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring vaccinee/child for vaccination together with ECCD card to the Barangay Health Station on scheduled date.	1. Checks ECCD card/ records; examines child/ client, gets vital signs	None	20 minutes	Nurse/ midwife
2. Be seated at the admission area	2. The health staff prepares vaccination paraphernalia	None	5 minutes	Nurse/ Midwife
3. Vaccination	3. Health staff injects appropriate vaccine	None	1 minute	Nurse/ Midwife
4. Post vaccination	4. Health staff observes vaccinated client	None	15 minutes	Nurse/ Midwife/ Physician
5. Get paracetamol and vaccination card/ ECCD card	5. Health staff dispenses prescribed medicines and issues	None	5 minutes	Nurse/ Midwife



	updated ECCD/ Vaccination card			
6. Exit	6. Health staff returns or files patient's records	None	4 minutes	Nurse/ Midwife
TOTAL:		None	40 minutes	

9. Issuance of Death Certificates

Death certificates are important documents issued to those clients requesting proof of death of our constituents.

Office or Division:	Tuba Municipal Health Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Close Relatives of the dead			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Records such as discharge summary & any valuable medical record (1 original copy)		Hospital of last confinement		
2. Affidavit of 2 disinterested persons if late registration (1 original copy)		Public Attorney's Office		
3. Police Report if involved in accident/ Medico-legal (1 original copy)		Tuba PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Next of kin proceeds to Tuba MHSO	1. Checks documents and interviews clients	None	10 minutes	Physician
2. Answers questions	2. Prepares cause of death	None	5 minutes	Physician
3. Proceeds to the office of the Local Civil Registrar	3. Encodes the death certificate	None	30 minutes	LCR
4. Returns death certificate to the MHSO	4. Physician reviews entries then signs the death certificate	None	5 minutes	Physician
5. Register death at LCR	5. Gives copy of registered death certificate to client	None	5 minutes	LCR
TOTAL:		None	55 minutes	

10. Laboratory Examination

Laboratory examinations are available at the Tuba Municipal Health Services Office for clients upon the request of the examining physician.

Office or Division:	Tuba Municipal Health Services Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens



Who may avail?		All clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Orders		Municipal Physician		
2. Official Receipt for laboratory examination required (1 original copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay laboratory fees as required	1. Receives payment & issues official receipt	Urinalysis: 50.00 CBC: 60.00 HBsAg: 120.00 BUA: 120.00 FBS: 120.00 Pregnancy Test: 160.00 Fecalysis: 45.00 Blood Typing: 85.00	5 minutes	Collection Clerk
2. Proceed to the laboratory and present official receipt	2. Performs laboratory procedure requested	Urinalysis &/or CBC &/or HBsAg &/or BUA &/or FBS &/or Pregnancy Test or Fecalysis or Blood Typing	1 Hour	Medical Technologist
3. Obtain Official Results	3. Records official results & give to client	None	20 minutes	Medical Technologist
4. Consult with physician	4. Physician interprets results to client	None	10 minutes	Physician
5. Go to pharmacy	5. Dispense prescribed medicines	None	5 minutes	LCR
TOTAL:		760.00	1 hour 40 minutes	

11. Nutrition Services

Nutrition services are made available for all clients needing nutritional advice or even nutrition rehabilitation.

Office or Division:	Tuba Municipal Health Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail?	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Nutrition Evaluation/ Referral Slip (1 original copy)		Barangay Health Station in area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Health Services Office	1. Admits client, obtains vital signs	None	10 minutes	Midwife / Nurse
2. Meet with nutritionist	2. Perform further evaluation & assessment	None	1 Hour	Nutritionist



	Give appropriate nutrition advice Set next appointment or follow up Refer to physician for medical assessment			
3. Consult with physician	3. Conducts medical examination and requests laboratory examination	None	20 minutes	Physician Medical Technologist
4. Go to pharmacy	5. Dispense prescribed medicines	None	5 minutes	Nurse/ Midwife
TOTAL:		None	1 hour 35 minutes	