



Republic of the Philippines
 Province of Quezon
 Municipality of Pitogo



MUNICIPAL HEALTH OFFICE

PERFORMANCE PLEDGES

WE ARE COMMITTED TO PROVIDE THE HIGHEST POSSIBLE QUALITY SERVICE AND PLEDGE TO ACHIEVE THE FOLLOWING:

FRONTLINE SERVICES	RESPONSE TIME PER TRANSACTION	PERSONS RESPONSIBLE	SIGNATURE
MEDICAL SERVICES			
Medical examination and prescription of medicines	5 minutes	MARIA GLYNDA H. LAO, MD Municipal Health Officer	
Performs minor surgeries	10 to 15 minutes		
Conducts examination on medico-legal cases	5 to 10 minutes		
MATERNAL AND CHILD CARE			
Immunization	5 minutes	JULIETA E. GLINOGA Midwife III	
Pre-Natal Examination	5 minutes		
Family Planning Counseling	1 hour		
Provision of Family Planning	5 to 10 minutes		
		CRYSTAL G. MATARAGNON Midwife II	
		MARIJOY A. MENOR Midwife II	
Health Education		SATURNINA D. NOVECIO Nurse II	
	5 minutes	MICHELLE M. TRAFAGA Nurse II	
EMERGENCY ROOM			
Provision of Immediate Care	2 minutes	SATURNINA D. NOVECIO Nurse II	
		MICHELLE M. TRAFAGA Nurse II	
DENTAL CLINIC			
Dental Examination	30 minutes	ANABELLE DE JESUS, MD Dentist Deployment Program	
Tooth Extraction			
BARANGAY HEALTH STATION			
Pre-natal & Post Natal Care	10 minutes	CRYSTAL G. MATARAGNON BHS – Poctol	
Immunization	5 minutes		
Case Finding and Referral	10 minutes		

Recording and Reporting

5 minutes

MARIJOY A. MENOR

BHS – Cabulihan

JULIETA E. GLINOGA

BHS - Gangahin

MICHELLE M. TRAFAGA

BHS – Poblacion

TB DOTS CENTER

Enrolment of TB Patients

Health Education

Issuance of TB Drugs and

Assigning of Treatment Partner

30 minutes

SATURNINA D. NOVECIO

Nurse II

LABORATORY DEPARTMENT

Registration

5 minutes

MA. LUISA D. MATEO

Medtech II

Sampling Collection

5 minutes

Reading of Specimen

5 minutes

ENVIRONMENTAL SANITATION

Issuance of Sanitary Health

Card

Site Inspection

5 to 10 minutes

GAZETTE KIMUEL G.

TARASINA

Sanitation Inspector I

MAINTENANCE SECTION

Maintains the cleanliness and
orderliness of instruments and
surroundings

File Recording

1 hour

JOCELYN S. FORBES

Administrative Aide III

30 minutes

MARIA GLYNDA H. LAO, MD

Municipal Health Officer

HON. PAULINO S. SAYAT

Municipal Mayor

AVAILING OF IMMUNIZATION SERVICES

ABOUT THE SERVICE

- The purpose of the service is to immunize children 0-11 months old from 7 communicable diseases.
- The Municipal Health Office also immunizes pregnant mothers to prevent the occurrence of Tetanus Neonatorum in infants.
- This service is provided free-of charge

HOW TO AVAIL OF THE SERVICE

LOCATION:
Municipal Health Office Building
Eulalio Glinoga Street
Brgy. Maaliw, Pitogo, Quezon

For more information, please contact:
MARIA GLYNDA H. LAO, MD
 Tel No. (042) 318-8111

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Registration <ul style="list-style-type: none"> • MIDWIFE/NURSE on duty ask data of child or pregnant mother to be immunized. She looks at past immunizations given to the child or pregnant mother. 	3 minutes	
2. Immunization <ul style="list-style-type: none"> • Midwife/nurse on duty gives immunization as requested 	5 minutes	JULIETA E. GLINOGA Midwife III CRYSTAL G. MATARAGNON Midwife II
3. Post- Immunization Instructions <ul style="list-style-type: none"> • Midwife/nurse gives mother or pregnant mothers post-immunization instructions and informs her about the schedule for the next round of immunization 	2 minutes	MARIJOY A. MENOR Midwife II SATURNINA D. NOVECIO EPI NURSE/COORDINATOR

AVAILING OF OUT-PATIENT CONSULTATION AT MUNICIPAL HEALTH OFFICE

ABOUT THE SERVICE

- The purpose of this service is to diagnose and treat illnesses and give appropriate medical services
- Services is available at the Municipal Health Office to any person/individual who needs medical assistance

HOW TO AVAIL OF THE SERVICE

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FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. ADMIT CLIENT FOR OPD Midwife/nurse on duty ask client reason for consultation and writes client's data on CLINICAL RECORD FORM	2 minutes	Nurse on Duty SATURNINA D. NOVECIO MICHELLE M. TRAFAGA
2. ASSESSMENT OF PATIENT <ul style="list-style-type: none"> • Midwife/nurse on duty takes medical history of patients. Gets vital signs and record in the individual clinical record form. Then she refers the patients to the physician in duty. 	2 minutes	Nurse on Duty SATURNINA D. NOVECIO MICHELLE M. TRAFAGA
3. EXAMINATION OF PATIENTS <ul style="list-style-type: none"> • Physician on duty of the Municipal. Health Office <ol style="list-style-type: none"> a. Examines patient b. Prescribes appropriate medicine, gives medical advice and laboratory request if necessary. c. Refer patient to assigned personnel for issuance of medicine. d. If hospitalization is required, fill-up referral form to the hospital of choice. 	5-10 minutes	MARIA GLYNDA H. LAO, MD MHO

AVAILING OF MATERNAL CARE SERVICES

ABOUT THE SERVICE

- The Municipal Health Office provides a comprehensive material care program for pregnant and lactating mothers.

HOW TO AVAIL OF THE SERVICE

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FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. REGISTRATION <ul style="list-style-type: none"> • Midwife/nurse accomplished the Home-Based Maternity Record (HBMR) card of the mother. 	5 minutes	Midwife/Nurse on Duty MICHELLE M. TRAFAGA BHS – Poblacion
2. PRE-NATAL EXAMINATION HEALTH EDUCATION <ul style="list-style-type: none"> • Midwife/nurse on duty: <ol style="list-style-type: none"> a. Checks client's abdominal palpitation and informs the mothers of her findings. b. Gives mother health instructions on proper nutrition and maternity care. c. emphasizes the importance of reporting to MHO/BHS once she feels the occurrence of pregnancy dangers. d. Gives mother maternity care services 	8 minutes	CRYSTAL G. MATARAGNON BHS – Poctol JULIETA E. GLINOGA BHS – Gangahin MARIJOY A. MENOR BHS – Cabulihan

SECURING SANITATION CLEARANCE FOR BUSINESS PURPOSES

ABOUT THE SERVICE

- ALL ENTERPRISES are required to secure a Sanitation Clearance upon application for Business Permit to ensure that the enterprise complies with the City Sanitation Code and other relevant health-related ordinances.

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REQUIREMENTS (S)

Computerized Application Form for Business License/ Mayor's Permit (print-out) from the MHO- 2 copies.

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to MHO <ul style="list-style-type: none"> • Applicant consults the sanitation personnel and states his/her purpose. 	5 minutes	GAZETTE KIMUEL G. TARASINA Sanitation Inspector I
2. Document Review and Assessment The sanitation personnel review the documents together with 2 copies of Mayor's Permit. <ul style="list-style-type: none"> • Determines how many workers are employed by the business, and uses it as basis for computing Health Card fee 	5 minutes	GAZETTE KIMUEL G. TARASINA Sanitation Inspector I
3. Payment of Health Card fee <ul style="list-style-type: none"> • Proceed to MTO and pay the appropriate amount of Health Card fee 	5 minutes	MTO
4. Processing <ul style="list-style-type: none"> • After checking O.R for Health Card payment, sanitation personnel will process and record the documents, issue corresponding number of Health Card, and prepare temporary Certificate of Compliance with Sanitation Standards. 	2 minutes	GAZETTE KIMUEL G. TARASINA Sanitation Inspector I
5. Approval		

<ul style="list-style-type: none">• Frontline personnel submit the documents for signature by the City Health Officer		MARIA GLYNDA H. LAO, MD MHO
6. Site Inspection <ul style="list-style-type: none">• A site inspection visit of the business is scheduled to confirm the Sanitation Certificate.		GAZETTE KIMUEL G. TARASINA Sanitation Inspector I

ATTENDING PRE-MARRIAGE COUNSELING SEMINARS

ABOUT THE SERVICE

- MHO and MSWDO spearheads the conduct of Pre-marriage Counseling (PMC) Seminars to would-be couples. A PMC Certificate is a pre-requisite in securing a marriage license.
- PMC Seminars are held every Wednesday from 1:30 pm. The PMC certificate is awarded to participants right after the activity.

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HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Registration <ul style="list-style-type: none"> • With your partner, proceed to the Municipal health Office before 1:30 pm and register your names in a logbook provided for the purpose. 	5 minutes	SATURNINA D. NOVECIO Nurse II
2. Conduct of Seminar <ul style="list-style-type: none"> • Proceed to the counseling room located within the MHO. This is where Pre-Marriage Counseling Seminars are held. 	1 hour	SATURNINA D. NOVECIO Nurse II
3. Awarding of Certificate <ul style="list-style-type: none"> • PMC Certificates are given right after the seminar. 		

AVAILING OF FAMILY PLANNING SERVICES

Please approach:

SATURNINA D. NOVECIO
FAMILY PLANNING NURSE COORDINATOR

LAGRIMAS I. FORBES
FAMILY PLANNING MIDWIFE COORDINATOR

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ABOUT THE SERVICE

- The Municipal Health Office manages a Family Planning Program.
- This is available for free to all clients.

- Health Education (especially regarding examinations/ test needed by clients relative to the family planning method chosen; and medical management of problems resulting from the method used)

PROGRAM COVERAGE

The program covers the following services:

- Basic Family Planning Education
- Provision of Family Planning Commodities
- Information on Family Planning Methods

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Request for IUD insertion <ul style="list-style-type: none"> • Approach the Person-in-charge. She will evaluate you through medical and obstetrical-gynecological history-taking to determine if IUD is suited or not contraindicated. 	10-15 minutes	SATURNINA D. NOVECIO Family Planning Coordinator Or any JULIETA E. GLINOGA Midwife III CRYSTAL G. MATARAGNON Midwife II MARIJOY A. MENOR Midwife II
a. Provides general information about the IUD. Explain the advantages, benefits, how the IUD works and the procedures involved in IUD insertion	5 minutes	SATURNINA D. NOVECIO Family Planning Coordinator
b. IUD insertion and schedule of next appointment	5 – 10 minutes	JULIETA E. GLINOGA Midwife III

<p>2. Request for DMPA injections</p> <p>a) Go to the health center and present your data card to the person-in charge. For the new acceptors, person-in charge conducts medical and obstetrical/gynecological history taking to evaluate if DMPA injection is not contraindicated. She then informs the clients about how DMPA, works and its normal side effects.</p> <p>b) Validation of records and appointment date. For current users, person-in charge validates record and appointment date(whether DMPA is supposed to be injected on a particular date) and takes your Blood pressure.</p> <p>c) Administration of DMPA injection if your blod pressure is within normal units, person-in charge administer DMPA injection.</p> <p>d) Next appointment confirm your next appointment with the person-in charge</p> <p>e) Register in the logbook provide for the purpose.</p>	<p>5 to 10 minutes</p>	<p>SATURNINA D. NOVECIO Nurse II</p> <p>MICHELLE M. TRAFAGA Nurse II</p> <p>JULIETA E. GLINOGA Midwife III</p> <p>CRYSTAL G. MATARAGNON Midwife II</p> <p>MARIJOY A. MENOR Midwife II</p>
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AVAILING OF ANTI-TUBERCULOSIS DRUGS

ABOUT THE SERVICE

The Municipal Health Office manages an anti-tuberculosis program. The purpose is to identify and treat patients with tuberculosis (TB). Drugs and medicine are provided free-of charge.

WHO MAY AVAIL OF THE SERVICE

- Any person, 14 years old and above, who display the following symptoms may have tuberculosis: Persistent coughing for 2 weeks or more
- Fever
- Progressive weight loss
- Chest or back pains
- Hemoptysis or recurrent blood streak sputum
- Loss of appetite
- Tiredness/ night sweating

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Inquiry <ul style="list-style-type: none"> • Inquire about the TB drugs dispensary and the requirements. 	2 minutes	Nurse on Duty SATURNINA D. NOVECIO Nurse II
2. Receive Instructions <ul style="list-style-type: none"> • Clients receive instruction for proper sputum collection. 	3 minutes	MA. LUISA D. MATEO Medtech II
3. Collection and submission <ul style="list-style-type: none"> • Midwife collects sputum specimen and submits it to the Medical technologist for examination. • Client receives information as to the date of release of result. 	10 minutes	

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<p>4. Enrollment of patient</p> <p>TB COORDINATOR:</p> <ul style="list-style-type: none"> a. Assesses the patient, if eligible as National Tuberculosis Program (NTP) Beneficiary. b. If eligible, enrolls patient and issues NTP identification card. c. Gives patient info-education about TB disease and control and the importance of the directly Observed treatment for the short course chemotherapy with his/her treatment. d. Issues initial TB drug supply to treatment partner and instruct patient where to report for his daily intake of TB drugs and schedule of follow-up sputum re-exam. 	<p>30 minutes</p>	<p>SATURNINA D. NOVECIO TB Nurse Coordinator</p>
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AVAILING OF DENTAL TOOTH EXTRACTION

ABOUT THE SERVICE

- Clients may avail of the service of the Municipal Health Office – Dental Clinic.
- Tooth Extraction is available on Wednesday, 8am-12 noon only.
- Fees – P100.00/tooth

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FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Registration <ul style="list-style-type: none"> • Register name in an individual form and receive a call number. Midwife on duty takes and records patient's blood pressure. 	5 minutes	JOCELYN S. FORBES Administrative Aide III
2. Tooth Examination/Extraction Dentist performs: <ol style="list-style-type: none"> a) Tooth examination and extraction b) Post-extraction instruction about oral health c) Prescribes medicine <ul style="list-style-type: none"> • Midwife on duty gives immunization as requested 	30 minutes	ANABELLE DE JESUS, MD Dentist Deployment Program

SECURING A HEALTH/MEDICAL CERTIFICATE

ABOUT THE SERVICE

- Firms and government agencies may require Health Certificates from certain persons.
- Schools also require students to secure a Medical Certificate before they are allowed to enroll.
- Health and Medical Certificates are issued by the Municipal Health Office.

FEES:

Issuance of Medical Certificate –
P200.00

REQUIREMENT:

- Result of Blood Test (CBC)
- Results of Chest Xray

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- Result of Urinalysis
- Certification Fee

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to the Municipal Health Office <ul style="list-style-type: none"> • Personnel instruct client to pay required certification fee and present Official Receipt. 	2 minutes	SATURNINA D. Novocio Nurse II
2. Register Client <ul style="list-style-type: none"> • Personnel accomplish certificate form and refers client to the physician on duty 	2 minutes	MICHELLE M. TRAFAGA Nurse II
3. Issuance of Certificate <ul style="list-style-type: none"> • Physician on duty assesses and examines the client before signing the certificate form. • Health or Medical Certificate is issued to client. 	2 minutes	MARIA GLYNDA H. LAO, MD MHO

AVAILING TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

LOCATION:
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For more information, please contact:
MARIA GLYNDA H. LAO, MD
 Tel No. (042) 318-8111

ABOUT THE SERVICE

- The Municipal Health Office caters to Pitogohin's needs for emergency treatment and treatment of minor medical cases.
- The Municipal Health Office is open from 8:00AM to 5:00PM.
- Emergency Treatment – On call

FEES:

Minor Surgeries

- a. Excision
- b. Incision and Drainage
- c. Suturing (depending on type of wound)
- d. Circumcision
- e. Dressing

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Treatment of Urgent Cases <ul style="list-style-type: none"> • Go to the Emergency Room Patient goes to the Emergency Room for initial treatment and registration 	2 minutes	SATURNINA D. NOVECIO Nurse II MICHELLE M. TRAFAGA Nurse II
2. Minor Surgery <ul style="list-style-type: none"> • Municipal Health Officer and Nurse on Duty performs minor surgeries. 	Case to case	SATURNINA D. NOVECIO Nurse II MARIA GLYNDA H. LAO, MD MHO
2. Treatment of Emergency or life-Threatening Cases <ul style="list-style-type: none"> • Patient is brought to the Emergency Room for immediate medical management 	1 minute	SATURNINA D. NOVECIO Nurse II MARIA GLYNDA H. LAO, MD MHO

AVAILING OF LABORATORY AND MEDICAL EXAMINATIONS

ABOUT THE SERVICE

- The Laboratory is open on Monday to Friday from 8:00AM – 12:00NN and 1:00PM – 5:00 PM
- All laboratory tests should be requested by the MHO and referrals from other medical practitioners.
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- For Sputum Examination – Collected spot/early morning on weekdays except Wednesday

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HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Registration <ul style="list-style-type: none"> • The request form must be presented to the Medtech for evaluation. 	1 minute	MA. LUISA D. MATEO Medical Technologist II
2. Procedures for the Collection of Sample/ Specimen <ul style="list-style-type: none"> • Urine Specimen: • Stool Specimen • Sputum Specimen • Blood Extraction <ol style="list-style-type: none"> 1. CBC 2. Blood Typing 3. Platelet Count 	2 minutes	MA. LUISA D. MATEO Medical Technologist II
3. Recording of the laboratory results in the logbook	2 minutes	MA. LUISA D. MATEO Medical Technologist II
4. Reading of Laboratory Results The MHO is in charge of reading the results of the examination for further evaluation and management.	3 minutes	MARIA GLYNDA H. LAO, MD MHO

ACCESSING EMERGENCY RESCUE SERVICES

ABOUT THE SERVICE

- Pitogo Emergency Rescue Team (PERT) is the municipal emergency rescue service. It is composed of volunteers from government and non-government organizations.
- It serves as an excellent model for effective community resource mobilization.
- PERT provides quality and appropriate emergency response/pre-hospital care from first aid to transporting victims, in order to alleviate human suffering and save lives.
- **ORGANIZATION**
PERT was organized and trained by QPDCC Emergency Response Team which responds to the needs of its clientele, particularly in accessing quality, quick-response services at any hour of the day.
- **RESCUE OPERATIONS –**

This involves special rescue operations such as water rescue and high angle rescue. For these, manpower and resources are needed at the scene. During this type of emergency, an Incident Command System is followed to establish order and coordination of efforts among different responding groups. The Emergency Medical Services and NGO volunteers are activated when there is a need for additional manpower.

RESPONSE TIME:

- 5- 10 MINUTES – within the town proper
- Within 25 minutes – for the farthest barangays

LOCATION & CONTACT NUMBERS:

**Office of the Mayor
Brgy. Maaliw, Pitogo, Quezon
Tel No. (042) 318-8208
Tel Fax (042) 318-8555**

**For more information, please contact:
Brgy. Pamulihan, Pitogo, Quezon
MS. MA. THERESA T. IBARRA
Municipal Disaster Risk Reduction Mgt. Officer
Tel No. (042) 318-8111**

