



Republic of the Philippines  
Province of Bohol  
**MUNICIPALITY OF LOON**



**VISION:** *A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance*

**MISSION:** *To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth*

**CITIZEN'S CHARTER**

**MUNICIPAL HEALTH OFFICE  
RURAL HEALTH UNITS 1 AND 2**

**Frontline Service 1: General Medical Consultation**

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Give priority number	Get priority number	1 min	Patient's card with Family No.	None	BHW/Health Aide	RHU reception area
2	Call priority number	Wait for number to be called	1 min	Patient's card with Family No.	None	BHW/Health Aide	RHU reception area
3	Get family folder (ITR, CB, MR, FP)	Wait for number to be called	5 min	Patient's card with Family No.	None	RHM	RHU reception area
4	Get vital signs and fill out Individual Treatment Record (ITR)	Sit in front of service provider	10 min		None	RHM	RHU reception area
5	Assist client and give initial tx. Bring ITR to doctor's room	Go back to waiting area	5 min		None	PHN	PHN room
6	Physical examine; DX, treatment	Enter consultation room when number/name is called	10-15 min		None	MHO	Consultation/ Treatment room
7	Give the medicine with proper instruction	Get medicine, if available	3-5 min		None	PHN (Pharmacy Aide if available)	Dispensing Area (Pharmacy)
8	Assist client	Return to ITR	1 min		None	BHW/Health Aide	
9	Assist client	Sign on logbook	1 min		None	BHW/Health Aide	Exit Area

44 min

### Frontline Service 2: Issuance of Medical Certificate

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Interview client	Answer questions	1 min	OR from MTO	P50.00	RHM/BHW	RHU waiting area
2	Take vital signs	Submit to procedure	5 min	Thermometer, watch, sphygmomanometer,	None	RHM/BHW	Registration area
3	Perform history and physical examination	Submit to procedure	10 min	Stethoscope, otoscope, tongue depressor	None	MHO	Doctor's Office
4	Give available medicine	Submit to procedure	5 min	Rx form; medicine/drugs	None	Pharmacy Aide	Pharmacy
5	Issue medical certificate	Receive medical certificate	2 min	Medical certificate form, Doctor's signature, license # & PTR #		MHO	Doctor's Office

23 min

### Frontline Service 3: Issuance of Referral Form

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Interview client	Answer questions	1 min	Patient's family #; MDR		RHM/BHW	RHU waiting area
2	Take vital signs and fill in individual treatment record	Submit to procedure	5 min	Treatment card ; thermometer, watch, sphygmomanometer,		RHM/BHW	Registration Area
3	Doctor calls patient and takes history, do physical exam, diagnosis, treatment and explains reason for referral	Submit to procedure	15 min	Stethoscope, otoscope, tongue depressor		MHO	Doctor's Office
4	Give/prescribe needed first dose meds/drug	Submit to procedure	5 min	none		Pharmacy aide	Pharmacy
5	Issue referral form and facilitate transport	Receives meds and referral form	10 min	Referral form, Doctor's prescription		MHO	Doctor's Office

36 min

### Frontline Service 4: Issuance of Death Certificate

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Interview kin/relative	Answer questions	10 min	medical records, lab results of deceased (optional)		MHO	Doctor's Office
2	Fill out death certificate form	Wait	5 min	Death Certificate		MHO	Doctor's Office

15 min

### Frontline Service 5: Issuance of Sanitary Permit

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Interview client	Apply for Sanitary Permit	5 min	OR from MTO	Stool and sputum exam PHP 70.00	Sanitary Inspector	TO/RHU
2	Inspect business establishment	Submit to inspection	30 min - 1 hr	Business establishment		Sanitary Inspector	Business Area
3	Issue Sanitary Permit		1 min	Report from sanitary inspector, sanitary permit		MHO	Doctor's Office

35 min - 1 hr

### Frontline service 6: MEDICOLEGAL SERVICES

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Give priority number	Get priority number	1 min	Patient's Family No./MDR and police request	None	Health Aide	RHU reception area
2	Call priority number	Sit in front of service provider	1min	Patient's Family No./MDR and police request	None	Health Aide	RHU reception area
3	Get family folder/ ITR	Sit in front of service provider	2 min	Patient's Family No./MDR and police request	None	Health Aide	RHU reception area
4	Interview patient, get vital signs and fill out ITR	Sit in front of service provider	5 min		None	Health Aide	RHU reception area
5	Bring ITR to doctor's table	Go back to waiting area	5 min		None		RHU reception area
6	MHO Interviews patient, perform physical exam, counselling and gives treatment	Sit in front of doctor's table	10 min	Police request	None	MHO	MHO's table
7	MHO fills out ITR and issues medical certificate	Sit in front of doctor's table	10 min	Receipt from TO	PHP 50.00/ 200.00	MHO	MHO's table
8	Get available meds at pharmacy and sign logbook	Goes to pharmacy	5 min	MHO's prescription	None	Pharmacist	Pharmacy
			39 min				

**Frontline service 7: MATERNAL HEALTH SERVICES  
PRENATAL/ FAMILY PLANNING SERVICES**

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Get family folder/ITR/FP/ Prenatal record	Sit in front of service provider	1 min	Mother and child book/FP service record/MDR	None	RHM	RHU birthing center
2	Interview patient, get vital signs and fill out record	Sit in front of service provider	3 min	Mother and child book/FP service record/MDR	None	RHM	RHU birthing center
3	Perform prenatal/give counselling	Lies at examining room/table	10 min		None	RHM	RHU birthing center
4	Refer to MHO if the need arises	Sit in front of MHO	10 min		None	RHM/MHO	RHU
5	Give advice/ due vitamins and other instructions	Sit in front of RHM	3 min		None	RHM	RHU birthing center
			17-27 min				

**Frontline service 8: IMMUNIZATION/VACCINATION (EPI)**

Step	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Mother is ushered in by the BHW	Led to the waiting area and advised to wait for their name to be called	1 min	ECCD card	None	BHW	RHU waiting area
2	Mother is called and ECCD card is checked	Sits in front of the RHM table	2 min	ECCD card	None	BHW/RHM	RHU
3	Child's weight and length is taken		5 min	ECCD card	None	RHM	RHU
4	RHM informs the mother what vaccine her child will get		5 min		None	RHM	RHU
5	RHM administers the vaccine	Submits to the procedure	5 min		None	RHM	RHU
6	RHM fills up ECCD card and informs mother when to come back		5 min		None	RHM	RHU
			23 mins				

**Frontline service 9: WATER SAMPLING**

Step	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	SI prepares the travel order and sampling request form		5 min	Travel Order	None	SI	RHU
2	SI goes to the site and collects the water for sampling		15 min	Bottle for collection	None	SI	Area for sampling
3	SI submits the sample to PHO		45 min		PHP 170.00	SI	PHO
4	SI follows up result		1 week after	Receipt	None	SI	PHO
5	SI informs MHO of sample result		1 min		None	SI	RHU
	<b>For positive result</b>						
	SI informs owner with positive result (LOA / refilling station operator)		5 min		None	SI	LOA/water refilling station
	SI immediately advise owners of necessary measures		10 min		None	SI	
	SI repeats water sampling		After 1 week		None	SI	

**Frontline Service 10: VACCINATION OF ANIMAL BITE PATIENTS at ANIMAL BITE TREATMENT CENTER (ABTC)**

**A. INITIAL VISIT**

Step	Activities/Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Give priority number	Get priority number	1 min	Patient's Card with Family No.	None	Health Aide	RHU reception area
2	Call priority number	Wait for number to be called	1min	Patient's Card with Family No.	None	Health Aide	RHU reception area
3	Interview patient/get history	Sit in front of service provider	10 min	Patient's Card with Family No.	None	ABTC nurse/MHO	ABTC area at RHU
4	Get vital signs, inspect the bite and fill out ABTC form	Sit in front of service provider	10 min		None	ABTC nurse/MHO	ABTC area at RHU
5	Explain to patient what category is the bite and the corresponding vaccines needed	Sit in front of service provider	15 min		None	ABTC nurse/MHO	ABTC area at RHU
6	Preparation of the vaccine	Sit in front of service provider	5 min		None	ABTC nurse/MHO	ABTC area at RHU
7	Administer due vaccine	Sit in front of service provider	3-5 min		None	ABTC nurse/MHO	ABTC area at RHU
			57 mins				

### Frontline Service 11: ISSUANCE OF PRE-MARRIAGE COUNSELLING (PMC) CERTIFICATE

Step	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Client enlist themselves for PMC	Asks for forms at RHU	5 min	PMC forms		PMC counsellor	RHU
2	Client fills up application data form and test questionnaire	Fills up form at lecture site	20 mins	PMC forms/questionnaire	PHP 200.00	PMC counsellor	Lecture room
3	Client attends PMC	Sits and listens at the lecture site	2 hrs	PMC forms		PMC counsellor	Lecture room
4	PMC counsellor prepares certificate		5 mins			PMC counsellor	RHU
5	Issuance of PMC certificate		5 mins			PMC counsellor	RHU
			2 hrs 35 min				

### FRONTLINE SERVICE 12: ISSUANCE OF EXHUMATION PERMIT

Step	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Client informs SI of intent to exhume	Goes to RHU	1 min	Death certificate of the body to be exhumed		SI	RHU
2	SI advise client to pay exhumation permit fee	Client goes to TO	10 mins	OR	PHP 200.00	SI	TO
3	SI issues exhumation permit	Sits in front of SI	10 min			SI	RHU
4	MHO signs the exhumation permit	MGO table	1 min			MHO	RHU
			22 mins				

### FRONTLINE SERVICE 13: ISSUANCE OF PERMIT TO TRANSFER HUMAN DEAD BODIES/CADAVER

Step	Activities / Process		Duration	Requirements	Fees	Person Responsible	Location
	MHO/RHUs	Client					
1	Client informs SI of intent to transfer cadaver	Goes to RHU	1 min	Death certificate		SI	RHU
2	SI advise client to pay transfer of cadaver permit to TO	Goes to TO	10 min	OR	PHP 100.00	SI	TO
3	SI issues transfer permit if cause of death is non communicable		10 min				
4	MHO signs transfer permit		1 min				
			22 min				

**For complaints, comments and suggestions please contact:**

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