



FRONTLINE SERVICE: CALASIAO MUNICIPAL BIRTHING CLINIC/POBLACION BHS

A. PROVISION OF OUT- PATIENT CONSULTATION

This provides medical assistance to any individual who needs medical attention. This aims to diagnose and treat illnesses and to provide appropriate medical assistance. The BHS Rural Health Midwife, the BHS medical staff and the BHWs are in charge of this service.

STEPS/PROCESSES					
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA	RESPONSIBLE PERSON/S	DURATION	FEEES and CHARGES
1. Approach the Information Area a) Get a service number from the Public Assistance and Compliance Desk staff-in-charge and guide the clients. b) Senior citizens, pregnant women and PWDs are given priority in the queue	-Service number card -Logbook for Senior Citizens and other priority clients - Philhealth MDR	Information Area	Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs	2 minutes	
2. Proceed to the Admission Area, where vital signs and other findings will be recorded on the Individual Treatment Record (ITR) and encoded into the Wireless Access for Health (WAH) Terminals a) For patients, who are residents of the BHS catchment area, staff encode/retrieve folder from WAH files. Present Philhealth MDR, if any b) Walk-in patients not residents of the BHS catchment area are referred to the RHU-I Main Health Center.	Individual Treatment Record (ITR)/ NCD Form Philhealth MDR Referral letter	Admission Area	Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs	5 minutes on the average per client once admitted	
3. If the staff can manage the patient's condition, treatment and medicine/s is/are given, or prescribed if medicine/s is/are not available. If medicines are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's logbook.	Drug Recipient's/ logbook Prescription forms		Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs Josephine Palma Rural Health Midwife	10-15 Minutes	
4. If the patient's condition requires laboratory test, the staff fills up an Order Slip and client proceeds to the Municipal Clinical Laboratory for test/s, waits for the result/s or advised to return after a certain period based on test protocols, and returns to the Admission Area with the result/s.	Individual Treatment Record (ITR)/ NCD Form Order Slip Laboratory Results		Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs Josephine Palma Rural Health Midwife	Dependent on the type of test and procedure protocol	
5. If patients seen by the staff require further assessment and management, they are referred to the MHO/RHP for consultation. Patients are then referred back to the Admission Area for their medicines and further instructions on their treatment.	Individual Treatment Record (ITR)/ NCD Form Laboratory Results	Doctor's Office at the RHU	Dr. Jesus Arturo de Vera Mun. Health Officer Dr. Cristina P. Estrada Rural Health Physician (if on duty)	15-20 minutes	
TOTAL TIME AVAILING SERVICES:				35-40 minutes	

B. PROVISION OF WELL-BABY SERVICES

One of the objectives of LGU's health program is to immunize children based on the Expanded Program of Immunization (EPI) of the Department of Health. The service is offered every third Wednesday of each month to avoid contamination of communicable diseases from other patients. The BHS Rural Health Midwife, the BHS medical staff and the BHWs are in charge of this service.

NOTE: Vaccines/syringes are free of charge.

Vaccines Available:

- a) BCG/Hepa1 at birth
- b) Pentavalent Vaccine
- c) OPV1, OPV2, OPV3, IPV
- d) Measles/ Measles Rubella Vaccine

STEPS/PROCESSES					
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA	RESPONSIBLE PERSON/S	DURATION	FEES and CHARGE S
1. Go to the Information Area. Health staff will guide the mother/guardian with the infant to the immunization area if he/she is a resident of the catchment area. If not, referred to their respective BHSs for the child's immunization.		Information Area	Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs	2 Minutes	
2. Bring infant to the Admission Area a) For new clients, Immunization Card will be provided and filled up by the BHWs after an interview b) For old clients, Immunization Card will be filled up by the staff c) Lecture on FP and ANC4 for the mother	Immunization Card	Admission Area	Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs Josephine Palma Rural Health Midwife	12 Minutes	
3. When the infant's turn comes up: a) Infant will be weighed and the height measured. Immunization Card will be filled up with the data and other pertinent findings. b) Infant will be immunized c) Midwife will give post-immunization instructions. If needed, infant will be referred to the PHN or MHO.	Immunization Card	Consultation Room	Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs Josephine Palma Rural Health Midwife	15-30 minutes	
TOTAL TIME AVAILING SERVICES: 20-45 Minutes					

C. PROVISION OF MATERNAL CARE SERVICES

The LGU's health program also includes the program that provides maternal health care services to pregnant, parturient, and lactating mothers for comprehensive maternal care.

C1. PROVISION OF PRE-NATAL MATERNAL CARE SERVICES The service is offered every Tuesday to avoid contamination of communicable disease from other patients. The BHS Rural Health Midwife and the BHS medical staff are in charge of this service.

STEPS/PROCESSES					
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA	RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
1. Go to the Information Area a) Health staff will guide the pregnant woman for pre-natal check-up to the Admission Area b) If the pregnant woman is due for delivery of her baby, she is given priority and directed immediately to the Consultation Area.		Information Area	Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs (<i>Morning shift</i>) Mirasol Manongdo Jacqueline Soriano Susan Mangalindan Maybelle Tuliao Ofelia Barberan April de Guzman MBC Medical Staff (<i>Evening shift</i>)	5 Minutes	
2. Proceed to the Admission Area. a) The Health Staff, RHM and/or BHWs will accomplish your Home Based Maternal Record (HBMR)/ Pink Card b) For new clients, staff will issue HBMR, Maternal Tracking form and Birth Plan form after interview c) Weighing, get Vital Signs d) Staff will fill-up the HBMR	Home Based Maternal Record (HBMR) Pink Card Birth Plan Form Maternal Tracking Form	Admission Area	BHS Medical Staff/ BHWs (<i>Morning shift</i>) MBC Medical Staff (<i>Evening shift</i>) Josephine Palma Rural Health Midwife	15 Minutes	
3. When the client's turn comes up, proceed to the Consultation Room, where she will be receiving the following services: a) Abdominal Examinations b) Tetanus Toxoid vaccines will be given as scheduled c) Ferrous Capsule/Tablet will be dispensed with health info and instructions on dosage. d) Health Education on Proper Nutrition and Maternal Care e) Midwife will fill-up the HBMR with the data, Birth Plan and Maternal Tracking Forms and other pertinent findings	Home Based Maternal Record (HBMR) Pink Card Maternal Tracking Form Birth Plan Form	Consultation Room	BHS Medical Staff/ BHWs (<i>Morning shift</i>) MBC Medical Staff (<i>Evening shift</i>) Josephine Palma Rural Health Midwife	20-30 Minutes	

f) Midwife will give post-examination instructions. Pregnant client will be referred to the PHN or MHO for any complications noted.					
TOTAL TIME AVAILING SERVICES: 40 - 50 Minutes					

C2. PROVISION OF MATERNAL DELIVERY CARE SERVICES The service is offered 24/7. BEmONC – trained staff (Physician/Public Health Nurse and Rural Health Midwife) and the Municipal Birthing Clinic (MBC) staff will provide the services. Regular rural health midwives perform night duty rotation during weekdays.

STEPS/PROCESSES					
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA	RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
1. Go to the Information Area The pregnant woman due for delivery of her baby is directed to the Consultation Area.		Information Area	BHS Medical Staff/ BHWs (Morning shift) MBC Medical Staff (Evening shift)	5 Minutes	
2. Proceed to the Consultation Area. Initial assessment is done: Measure Cervical Dilatation (CD): - If CD is < 4 cms.- > Client may still go home, to come back for repeat assessment after 4 hours > Client may opt to stay at the MBC if residence is far or remote - If CD is > 4 cms.- > ADMIT, start charting including Partograph > Proceed to the Labor Room	Home Based Maternal Record (HBMR) Pink Card Birth Plan Form Maternal Tracking Form	Consultation Area	BHS Medical Staff/ BHWs (Morning shift) Josephine Palma Rural Health Midwife MBC Medical Staff (Evening shift) RHM on Duty Josephine Palma BEmONC RHM Milrose Caburian BEmONC PHN Dr. Cristina Estrada BEmONC MD	15 Minutes	
3. In the Labor Room: a) Regular assessment, monitoring and charting. b) If CD is => 10 cms – proceed to the Delivery Room > Perform EINC Protocol Client > Perform AMSTL > DELIVERY OF NEWBORN > Perform Newborn Care > Perform Post Partum Care		Labor Room	BHS Medical Staff/ BHWs (Morning shift) Josephine Palma Rural Health Midwife MBC Medical Staff (Evening shift) RHM on Duty Josephine Palma BEmONC RHM Milrose Caburian BEmONC PHN Dr. Cristina Estrada BEmONC MD	5 Minutes – 8 hours	
4. After 60 to 90 minutes, mother and child is transferred to the Ward: > Regular assessment for bleeding, vital signs and referral, if needed > Newborn Screening > Health Education- breastfeeding, proper hygiene, family planning , immunization,		Ward	BHS Medical Staff/ BHWs (Morning shift) Josephine Palma Rural Health Midwife MBC Medical Staff (Evening shift) RHM on Duty Josephine Palma BEmONC RHM Milrose Caburian BEmONC PHN Dr. Cristina Estrada BEmONC MD	30 minutes to 2 hours	
6. Discharge after 24 hours after delivery					
TOTAL TIME AVAILING SERVICES:				8 to 24 hours	

D. PROVISION OF FAMILY PLANNING SERVICES

The office provides comprehensive family planning services both Natural and Artificial methods. The BHS Rural Health Midwife, the BHS medical staff and the BHWs are in charge of this service.

STEPS/PROCESSES					
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA	RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
1. Go to the Information Area a) Health staff will guide the interested client/couple to the Consultation Area if she is a resident of the catchment area, b) If the interested client/couple is not a resident of the catchment area, she/they will be provided initial information on Family Planning and will be referred back to their corresponding catchment area/s and be informed of its FP services schedule.		Information Area,	Teonida Tamayo Donna Untalan BHS Medical Staff/ BHWs (Morning shift) Mirasol Manongdo Jacqueline Soriano Susan Mangalindan Maybelle Tuliao Ofelia Barberan April de Guzman MBC Medical Staff (Evening shift)	5 Minutes	

2. Go to the Consultation Area for an interview on your personal data, medical examination and for the issuance and filling-up of the FP Service Record Form	FP Service Record Form	Consultation Area	BHS Medical Staff/ (Morning shift) Josephine Palma Rural Health Midwife	20 Minutes	
3. Undergo Family Planning counseling. If client/couple decides on using an FP method, proper information will be given regarding the chosen method of Family Planning (Informed Consent) and services/commodity will be provided.	FP Service Record Form	Consultation Area	BHS Medical Staff/ (Morning shift) Josephine Palma Rural Health Midwife	20 Minutes	
TOTAL TIME AVAILING SERVICES: 45 Minutes					

E. PROVISION OF AMBULANCE SERVICES

This service is for the conduction or transport of patients or pregnant women with known complications to higher level of medical management. This service is for free within the area of Central Pangasinan.

STEPS/PROCESSES			RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA			
1. FOR NON-EMERGENCY CONDUCTION OF PATIENTS: a. Go to the Information/Admission Area and inquire about the service and for scheduling of trip b. Dispatch of Ambulance from place of origin of patient to the place of destination	- Trip Ticket - Travel Order - Clearance from attending physician for fit to travel for patients requiring emergency care during travel	Information Area	BHS Medical Staff/ BHWs (Morning shift) MBC Medical Staff (Evening shift) Leo Gutierrez Administrative Aide Sergio Estrada Administrative Aide	5 Minutes 30 Minutes	
2. FOR EMERGENCY CONDUCTION OF PATIENTS: If for pregnant women who have been assessed and with complications requiring immediate transfer, coordinate with MBC Nurse/RHM to assist in the referral of the patient and immediately dispatch the ambulance.	Home Based Maternal Record (HBMR) Pink Card Birth Plan Form/ Partograph Maternal Tracking Form Referral Form		BHS Medical Staff/ BHWs (Morning shift) MBC Medical Staff (Evening shift) Josephine Palma BEmONC RHM Milrose Caburian BEmONC PHN Dr. Cristina Estrada BEmONC MD Leo Gutierrez Administrative Aide Sergio Estrada Administrative Aide	5-10 Minutes	
Note: If trip is outside Pangasinan area, the schedule will have to be set and all necessary requirements during the trip be first complied with. If outside Pangasinan, fuel cost will be shouldered by the patient's relatives/guardian, or requesting official/s. For indigent patients, the requesting official/s and/or the local DSWD and MHO will shoulder the fuel cost. During emergency conduction within Pangasinan, available ambulance is immediately dispatched					
TOTAL RESPONSE TIME (If not emergency in nature): 35 Minutes (If emergency in nature): 5-10 Minutes					

F. PROVISION OF LABORATORY SERVICES

THE SERVICE:

The Health Office offers routine laboratory services. Free pre-natal tests for CBC and Urinalysis are provided for pregnant women.

STEPS/PROCESSES			RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA			
1. FOR BHS CONSULTATION SERVICES: a. Go to the Information/ Admission Area and health staff will instruct clients to proceed to the Treasurer's Collection Officer at the RHU-I for payment of requested laboratory test/s	-Physician/PHN/ RHM Request for laboratory test/s - Philhealth MDR	Information Area	Teonida Tamayo Donna Untalan BHS Medical Staff	3 Minutes	

b. Pay the required fee at the Treasury Office or Cashier at the RHU-I <i>Note: The service is free for:</i> 1. Indigent patients with a duly secured Certification from the MSWDO 2. DOTS patients (Sputum Examination Only-DSSM)	- Order of Payment (see schedule of fees) - Official Receipt – MSWDO Certification - DSSM request form	Cashier at the RHU-I	MTO-Designated Collection Officer	5 Minutes	<table border="1"> <tr><td>Fecalysis</td><td>50.00</td></tr> <tr><td>CBC</td><td>140.00</td></tr> <tr><td>Sputum</td><td>50.00</td></tr> <tr><td>Urinalysis</td><td>45.00</td></tr> <tr><td>Hemoglobin</td><td>80.00</td></tr> <tr><td>Hematocrit</td><td>80.00</td></tr> <tr><td>Platelet</td><td>100.00</td></tr> <tr><td>FBS</td><td>120.00</td></tr> </table>	Fecalysis	50.00	CBC	140.00	Sputum	50.00	Urinalysis	45.00	Hemoglobin	80.00	Hematocrit	80.00	Platelet	100.00	FBS	120.00
					Fecalysis	50.00															
CBC	140.00																				
Sputum	50.00																				
Urinalysis	45.00																				
Hemoglobin	80.00																				
Hematocrit	80.00																				
Platelet	100.00																				
FBS	120.00																				
c. Go to the Laboratory for the conduct of the Laboratory Examinations <i>Note: Cut-off time is 11:30 A.M. and 4:00 P.M. to allow the MedTech to finish all the tests on time.</i>	- Physician/PHN/RHM Request for laboratory test/ -Official Receipt	Laboratory	Leonarda Parayno Joy Manongdo Laboratory Staff Max Andrada Med Tech Asst. Roan Sarmiento Medical Technologist	10 Minutes																	
d. Get the laboratory result	Laboratory Result/s	Laboratory		5 minutes- 2 hours (depending on the tests)																	
e. Bring results to the Midwife, Nurse or Doctor for assessment and management.	Laboratory Result/s Issuance of drugs Prescription	Consultation Room	Josephine Palma Rural Health Midwife Robert V. Padilla Public Health Nurse Dr. Jesus de Vera Mun. Health Officer	20 Minutes																	
TOTAL TIME AVAILING SERVICES: 45 Minutes- 2 Hours																					
2. FOR PRE-NATAL LAB SERVICES:																					
a. Go to the Information/ Admission Area and health staff will instruct clients to proceed to the laboratory.	-RHM Request for laboratory tests - Philhealth MDR/ Indigency Card -Home Based Maternal Record (HBMR) Pink Card -Birth Plan Form -Maternal Tracking Form	Information Area	Teonida Tamayo Donna Untalan BHS Medical Staff	5 Minutes	<table border="1"> <tr><td>CBC</td><td>140.00</td></tr> <tr><td>Urinalysis</td><td>45.00</td></tr> <tr><td>FBS</td><td>120.00</td></tr> </table>	CBC	140.00	Urinalysis	45.00	FBS	120.00										
CBC	140.00																				
Urinalysis	45.00																				
FBS	120.00																				
b. Pay the required fee at the Treasury Office or Cashier at the RHU-I <i>Note: The service is free for:</i> 1. Indigent patients with a duly secured Certification from the MSWDO 2. For Philhealth members or dependents	- Order of Payment (see schedule of fees) - Official Receipt – MSWDO Certification	Cashier at the RHU-I	MTO-Designated Collection Officer	5 Minutes																	
c. Go to the Laboratory for the conduct of the Laboratory Examinations for the free CBC and Urinalysis tests	- RHM Request for laboratory tests	Laboratory	Leonarda Parayno Joy Manongdo Laboratory Staff Max Andrada Med Tech Asst. Roan Sarmiento Medical Technologist	10 Minutes																	
d. Get the laboratory result	Laboratory Result/s	Laboratory		5 minutes- 2 hours depending on the test																	
e. Bring results to the Midwife for assessment and management.	Laboratory Result/s Issuance of drugs Prescription	Consultation Room	Josephine Palma Rural Health Midwife	20 Minutes																	
TOTAL TIME AVAILING SERVICES: 45 Minutes- 2 Hours																					

G. PROVISION OF NEWBORN SCREENING SERVICE

The Health Office offers Newborn Screening (NBS) services. This service ensures that every baby born is offered the opportunity to undergo newborn screening and be spared from heritable conditions that can lead to mental retardation and death if undetected and untreated. NBS services are offered for newborns that are delivered in the Calasiao Municipal Birthing Clinic or from other birthing facilities and shall be performed after twenty-four (24) hours of life but not later than three (3) days from complete delivery of the newborn.

STEPS/PROCESSES					
CLIENT	REQUIREMENTS / DOCUMENTS NEEDED	OFFICE AREA	RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
1. For infants born from birthing facilities other than the CMBC:		Information Area	BHS Medical Staff/ BHWs (Morning shift)	3 Minutes	

a. Go to the Information/ Admission Area and health staff will instruct clients to proceed to the Treasurer's Collection Officer at the RHU-I for payment of NBS 2. If the infant is born in the CMBC, NBS is routinely performed.	- Referral Form - Order of Payment		MBC Medical Staff (Evening shift)			
b. Pay the required fee at the Treasury Office Note: The service is free for 1. indigent residents of Calasiao with a duly secured Certification from the MSWDO 2. Mother is a Philhealth member or dependent	- Order of Payment - Official Receipt - MSWDO Certification	Cashier at the RHU-I	MTO-Designated Collection Officer	5 Minutes	NBS	600.00
c. The NBS trained MedTech or Health staff performs NBS on the infant and instruct parents/guardian to wait for call from the MedTech regarding the result.	- NBS Logbook - NBS testing kit	Laboratory	Max Andrada Med Tech Asst. Roan Sarmiento Medical Technologist	15 Minutes		
d. MedTech will receive the NBS result	Laboratory Result/s	Laboratory				
e. MedTech will bring result to the Midwife, Nurse or Doctor for assessment and management. 1. If negative, the infant has no metabolic disorder 2. if positive for a metabolic disorder/s, the infant will be referred and managed appropriately to the NCNBSS Treatment Network.	-Laboratory Result/s -Issuance of drugs -Prescription	Consultation Room	Josephine Palma BEmONC RHM Milrose Caburian BEmONC PHN Dr. Cristina Estrada BEmONC MD	24 hours to 7 days		
TOTAL TIME AVAILING SERVICES: 23-25 Minutes for the Procedure; 24 hours to 7 days for the result						

H. PRE-MARRIAGE FP CONSELLING

The Health Office provides Responsible Parenthood – Family Planning Seminar counseling for couples who are applying for a marriage certificate. This service is free.

STEPS/PROCESSES			RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA			
1. Go to the Information Area - Health staff will guide the client/couple to the Lobby Area and register their name, age, address and date of marriage.		Information Area	Teonida Tamayo Donna Untalan BHS Medical Staff	3 Minutes	
- Go to the waiting Area to wait for other couples.		Lobby	NDPs	5 – 10 Minutes	
2. Undergo Responsible Parenthood lecture and Family Planning counseling with the presentation of the different commodities of Family Planning. If client/couple decides on using an FP method, proper information will be given regarding the chosen method of Family Planning (Informed Consent) and services/commodity will be provided.		Lobby	Josephine Palma BEmONC RHM	45 Minutes	
TOTAL RESPONSE TIME: 50 Minutes to 1 hour					

I. ADOLESCENCE CONSELLING

The Health Office provides adolescent counseling for adolescent youth and provides lectures and knowledge on the importance of young people to open up, be properly informed of the risks during the age of adolescence and be responsible in their lives and health. This service is free.

STEPS/PROCESSES			RESPONSIBLE PERSON/S	DURATION	FEES and CHARGES
CLIENT	REQUIREMENTS/ DOCUMENTS NEEDED	OFFICE AREA			
1. Go to the Information Area - Health staff will guide the client to the Consultation Area.		Information Area	Teonida Tamayo Donna Untalan BHS Medical Staff	3 Minutes	
2. Assist the client in a private room for one on one interview to assess the problem		Consultation Area (Closed Door)	NDPs Josephine Palma	30 minutes	

encountered by the client.			BEmONC RHM		
3. If the patient/clients problem is about teenage pregnancy, she will undergo prenatal check up and will be advise for the advantage and disadvantage of pregnancy, Family Planning counseling and responsible parenthood.		Consultation Area (Closed Door)		30 Minutes	
TOTAL RESPONSE TIME: 60-65 Minutes					