



## CITIZENS CHARTER

OTHERWISE KNOWN AS

### "ANTI-RED TAPE ACT OF 2007"

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

## OFFICE ON RURAL HEALTH SERVICES

### FRONTLINE SERVICE : MEDICAL CONSULTATION AT RURAL HEALTH CENTER

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquire at information	Interviews patient and records his/her data, asks complaint, history taking and takes vital signs.	Referral letter from Mayor's/ Administrator's Office	NONE	10 mins.	Nurse or Midwife on duty (Posted at Front Door of Rural Health Center)	Rural Health Center Poblacion, Rosario, Cavite
2. Proceeds to doctor's room	Undertakes physical examination if necessary: - Issues referral for laboratory services - Issues prescriptions and explain		NONE	5 mins.	Dr. Noriel C. Emelo <i>Municipal Health Officer</i>	2nd Floor Rural Health Center Poblacion, Rosario, Cavite
3. Requests for Medical Certificate	Prepares, issues and record medical certificate		NONE	5 mins.	Dr. Noriel C. Emelo Municipal Health Officer	2nd Floor Rural Health Center Poblacion, Rosario, Cavite

### FRONTLINE SERVICE : PRE-NATAL CARE

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Pregnant women visits Rural Health Center or Barangay Health Center for pre-natal care	Interviews patient and record her data, assess condition, takes vital sign, weight taking & calculates age of gestation	Valid identification card Barangay clearance Voter's I.D.	NONE	15 mins.	Venus C. Vedar	Rural Health Center Poblacion, Rosario, Cavite
	Undertakes Leopold's Maneuver to assess fetal position and fetal heart tone			5 mins.	Rodolfo K. Gamat Jr. Mary Ann S. Disen Rowell E. Ocampo	Sapa 1 (A.M.) Sapa 2 Sapa 3
	Gives tetanus toxoid immunization and ferrous sulphate tablet			5 mins.	Rodolfo K. Gamat Jr. Armi Ann K. Alvarez Elisa H. De Castro Elisa H. Convento	Sapa 4 (P.M.) Wawa 1 Wawa 2 Wawa 3
	Relay to patient the result of examination and gives advices			5 mins.	Marvie A. Lariza Maria Vivian R. Cabrales Perlita V. Punongbayan	Muzon 1 Muzon 2 Kanluran
	Issues a Home Based Mother record and gives schedule for next visit			5 mins.	Nestor C. Tolentino Flordeliza S. Caldejon Ellaime V. Villados Agnes R. Caldejon Felicidad S. Deza Cherish R. Prudente Liberty S. Honrada Cecilia A. Esquejo Normita A. Profeta Chona R. Cerrero	Bagbag 1 Bagbag 2 Ligtong 1 Ligtong 2 Ligtong 3 Ligtong 4 Tejero Tramo Silangan 1 Silangan 2
2. Follow-up visit		Home Based Mother Record	NONE	15 mins.		

FRONTLINE SERVICE : DENTAL SERVICES						
STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Visits dental clinic	Interviews patient and record his/her data, ask complaint	Barangay Clearance Voter's ID <i>If minor:</i> Parents voter's ID & Brgy. Clearance	NONE	2 mins.	Nora Balen Dr. Gani Lorenz A. Castellano	Rural Health Center Poblacion, Rosario, Cavite Ligtong I Health Center
	Assesses patient's condition and undertakes: - tooth extraction - periodontal care - tooth restoration (pasta) Issues doctor's prescription and explain	Patient's record	NONE	15 mins.	Dr. Ritchie A. Ciria Dra. Carlson M. Calasanz Dr. Gani Lorenz A. Castellano	Rural Health Center Poblacion, Rosario, Cavite Sitio Banal Health Center Ligtong I Health Center
			NONE	5 mins.	Dr. Ritchie A. Ciria Dra. Carlson M. Calasanz Dr. Gani Lorenz A. Castellano	Rural Health Center Poblacion, Rosario, Cavite Sitio Banal Health Center Ligtong I Health Center

FRONTLINE SERVICE : PROVISION OF MATERNAL DELIVERY						
STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Consults midwife for delivery	Assesses patients condition, date & time of delivery and issues notice of admission	Pre-natal card, Result of : - Ultrasound, Hepa Test, CBC Blood Typing and Urinalysis	NONE	10 mins.	Midwives Venus C. Vedar	Rural Health Center Poblacion, Rosario, Cavite
2. Prepares for admission	Upon admission: Reviews result of examination required, undertakes physical examination, internal examination and vital signs		NONE	15 mins.	Resident Doctor - schedule on duty posted	Lying-In & Maternity Clinic
	Charting			Depends on Delivery	Midwife on Duty	Lying-In & Maternity Clinic
	Observes patient and monitors vital sign for possible time of delivery  Observes and follow strictly Essential Intrapartum and Newborn Care (EINC) Protocol				Midwife and Resident Doctor on duty	Lying-In & Maternity Clinic