



City Health Office

Health Services



1. Issuance and release of Death certificates, Transfer certificates or Authorization of exhumation remains

The City Health Office is the one responsible for the issuance and release of death certificates, transfer certificates or authorization of exhumation remains. The government physician is the one in charge to sign this certificate.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All/Bereaved family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate: <ul style="list-style-type: none"> - Duly accomplished death certificate form signed by the attending physician Transfer certificate: <ul style="list-style-type: none"> - Duly accomplished death certificate form signed by the attending physician Authorization of exhumation remains: <ol style="list-style-type: none"> 1. Accomplished authorization of exhumation remains form 2. Copy of PSA death certificate or authenticated death certificate by the PSA 		Death Certificate: <ul style="list-style-type: none"> - From Hospitals - From Health Centers Transfer Certificate: <ul style="list-style-type: none"> - City Health Office Authorization of exhumation remains: <ul style="list-style-type: none"> - City Health Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Death certificate: Submit duly accomplished death certificate form signed by the attending physician in the front desk personnel. Transfer certificate: Submit duly accomplished death certificate form signed by the attending physician	Check the completeness of the accomplished death certificate. Check for the location of the funeral.	None	5 minutes	City Health Office Information desk personnel: Administrative Clerk II



<p>in the front desk personnel. Authorization of exhumation remains:</p> <ol style="list-style-type: none"> a. Accomplish the authorization of exhumation remains form. b. Submit a copy of PSA death certificate or authenticated death certificate by the PSA in the front desk personnel. 	<p>Provide the authorization of exhumation form to be filled-out by the client and check the PSA death Certificate form.</p>			
<p>2. Death Certificate/Transfer Certificate: Wait for the death certificate to be signed by the Government Physician.</p> <p>Authorization of exhumations remains: Wait for the Authorization form to be signed by the Government Physician.</p>	<p>Examine the death certificate and sign the review portion of the death certification. Examine the PSA death certificate and sign the authorization form.</p>	<p>None</p>	<p>10 minutes</p>	<p>City Health Office Information desk personnel: Administrative Clerk II</p>
<p>3. Claim the signed death certificate/ authorization of exhumation remains.</p>	<p>Release the signed death certificate form/authorization</p>	<p>None</p>	<p>5 minutes</p>	<p>City Health Office Information desk personnel: Administrative Clerk II</p>



2. Water Laboratory Services

The City Health Office has a water laboratory which serves as a testing center to check if the water is safe for human consumption especially those in the food establishments.

Office or Division:	City Health Office			
Classification:	Simple, Technical services			
Type of Transaction:	G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water bacteriological request form 2. Sterilized bottle		City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get the water bacteriological request form examination from the water laboratory desk personnel. (Requirements posted in City Health Office)	Provide the water bacteriological examination requirement: 1. Water bacteriological request form 2. Sterilized bottle	None	5 minutes	City Health Office Water laboratory personnel: Administrative Assistant II
Filled out water bacteriological request form provided by the water laboratory personnel and Submit water samples in the sterilized bottle	Receive the water samples in the sterilized bottle with the water bacteriological request form	None	5 minutes	City Health Office Water laboratory personnel: Administrative Assistant II
Pay corresponding fee	Issue the official receipt and give instructions on when to come back to get the results: Bacteriological – 5 days	Bacteriological – Php 300 Physico-Chemical	10 minutes	City Health Office Water laboratory personnel: Administrative Assistant II



	Physico-Chemical – Approximately 1 month	- Php 2,500		
Present the official receipt and claim the printed water laboratory result	Check the official receipt and issue the results		5 minutes	City Health Office Water laboratory personnel: Administrative Assistant II



3. General Consultation and Treatment Services

The CHO is the one in charge in the delivery of health services to the community and oversees the implementation of different health programs of the Department of Health (DOH). The following are the lists of DOH programs that are being implemented:

1. National Tuberculosis Program
2. National Immunization Program
3. Maternal, Neonatal, Child Health and Nutrition Program
4. Rabies Program
5. Dental Program
6. Maternal and Child Health Program
7. Family Planning, Reproductive Health and Sexually Transmissible Infection
8. Nutrition
9. Non-Communicable Disease Program

All these programs can be availed in all health centers located in different barangays.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record		Health Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to admission area for history taking and recording section.	Secure Patients record and interview the patient. Take vital signs (Blood pressure, temperature). Instruct patient to go to consultation room.	None	10 minutes	BHW/ Midwife on duty at designated health center



<p>Proceed to Consultation room for check-up of the government physician.</p>	<p>Provide medical consultation to patients.</p> <p>Instruct patient to go to treatment room.</p>	<p>None</p>	<p>15 minutes</p>	<p>Physician on duty at designated health center</p>
<p>Proceed to Nurse's room.</p>	<p>Carry out the physician's order and advised.</p>	<p>None</p>	<p>10 minutes</p>	<p>Nurse On duty at designated health center</p>



4. Issuance of medical Certificate required for newly hired and promotion

One of the functions of the City Health Office is to issue and sign the medical certificate form coming from the Civil Service Commission of the newly hired employee and those employees for promotion.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Newly hired, Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical certificate form 2. Laboratory results requirements: - Urinalysis - Fecalalysis - Complete Blood Count (CBC) - Chest X-ray - Drug Test		City Human Resource Management and Development Office (CHRMD) Newly hired/Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to City Health Office for physical examination and for signing of medical certificate	Conduct physical examination and sign the fully accomplished medical certificate form with remarks of essentially normal findings.	No fee	15 minutes	Any attending Government Physician from the department of City Health Office
Receive the signed medical certificate form	Issue the fully accomplished medical certificate	No fee	5 minutes	Any attending Government Physician from the department of City Health Office



5. Issuance of Sanitary Permit

One of the functions of the City Health Office is to issue Sanitary Permit as one of the requirements on the Sanitation Code.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Business permit 2. Official receipt of payment 3. Approval of sanitary inspector 		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the necessary requirements provided by the Business Permit and Licensing Office (BPLO): <ol style="list-style-type: none"> 4. Business permit 5. Official receipt of payment 6. Approval of sanitary inspector 	Review and evaluate the submitted requirements.	No fee	10 minutes	City Health Office Sanitation Inspector: Sanitation Inspector I
Claim the Sanitary Permit.	Sanitary Permit	No fee	5 minutes	City Health Office Sanitation Inspector: Sanitation Inspector I



6. Basic Laboratory Services

One of the functions of the City Health Office is to provide basic laboratories to the community. The laboratories are placed in the health center which served as the community- based and patient directed in providing basic public health services.

Office or Division:	City Health Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request signed by the attending physician		Health Centers/Clinics/Hospitals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure laboratory request from the attending physician.	Provide and give instructions on the laboratory request	No fee	15 minutes	Attending physician/ Nurse on duty designated at health center
Proceed to health center with laboratory and present the request to the laboratory aide.	Receive the laboratory request	No fee	5 minutes	Laboratory aide on duty designated at health center
Prepare for the collection of laboratory specimen	Collect specimen and give instructions on when to come back to get the results.		15 minutes	Medical Technologist on duty designated at health center
Pay the corresponding fee.	Issue the official receipt.	Urinalysis – Php 50 Fecalysis – Php 50 Hemoglobin and Hematocrit – Php 50 Complete Blood Count (CBC)- Php 100	5 minutes	Laboratory aide on duty designated at health center



		<p>CBC with Platelet – Php 150</p> <p>Blood typing with RH – Php 150</p> <p>HbsAG Screening test – Php 180</p> <p>Pregnancy Test - Php 120</p> <p>Dengue Rapid Test/ NS1 – Free</p>		
Claim the result.	Issue the laboratory result	No fee	5 minutes	Laboratory aide on duty designated at health center



7. Basic X-ray Services

One of the functions of the City Health Office is to provide basic X-ray to the community. The X-ray are placed in the health center which served as the community- based and patient directed in providing basic public health services.

Office or Division:	City Health Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-ray request signed by the attending physician		Health Centers/Clinics/Hospitals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure x-ray request from the attending physician.	Provide and give instructions on the x-ray request	No fee	15 minutes	Attending physician Nurse on duty designated at health center
Proceed to health center with x-ray and present the request to the radiologic technician aide.	Receive x-ray request	No fee	5 minutes	x-ray aide on duty designated at health center
Prepare for x-ray	Perform x-ray and give instructions on when to come back to get the results.	No fee	15 minutes	Radiologic Technologist on duty designated at health center
Pay the corresponding fee.	Issue the official receipt.	Chest x-ray PA view: Adult – Php 160 Pedia – Php 150 Chest x-ray Lateral view: Adult – Php 160 Pedia – Php 150 X-ray from pre-employment and from health care refer 16 Php 160	5 minutes	x-ray aide on duty designated at health center



		Lumbo Sacral AP Lateral – Php 450 Extremities AP- Oblique – Php 300 Extremities Lateral – Php 300		
Claim the results.	Issue the X- ray results.	No fee	5 minutes	x-ray aide on duty designated at health center