

10. Outpatient Consultation Services

The Rural Health Office/Municipal Health Office render Primary Health Care services and implement Public Health Program to prevent and control diseases. Health education and promotion are important components of disease prevention but we also cater outpatient consultation services. Budget for medicines, supplies and equipment related to health service delivery are primarily financed by LGU and supported by trust funds from Philhealth and assistance/grants from the Department of Health (DOH).

It is the Main Health Center where Barangay Health Stations (BHS) refer their patients for further evaluation and management. The RHU then refers patients to partner facilities for higher levels of care. This is the Primary Care Providers Network (PCPN) as an important component of Universal Health Care.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Tanza			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
Registration to the Electronic Medical Records (EMR)		Mun. Health Office, Information Desk		
Wireless Access for Health (WAH) forms (1 Original or Photocopy)		Mun. Health Office, Information Desk		
Individual treatment Record (ITR) & Vital Signs (1 Original or Photocopy)		Mun. Health Office, Information Desk		
Early Child Care and Development (ECCD) Card (1 Original or Photocopy)		Midwife at BHS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure form and get the queuing number at the Reception area - New patient will fill up the Wireless Access for health (WAH) Baseline Data Form, including the consent for Data Privacy at the back - Old patient will fill up the WAH Follow-up Form	1. Provide WAH forms and assist the patient on how to fill up forms and determine vital signs (BP, wt, HR, PR)	None	5 Minutes	<i>Triage staff:</i> Information Desk Mun. Health Office

2. Register at the records section.	2.Encode Individual Treatment Record (ITR), WAH Form (Baseline Data Form	None	5 Minutes	<i>Office Staff</i> Records Section Mun. Health Office
3.Submit for interview and check-up of vital signs	3. Interview the reason for consultation and history of present illness get vital signs, encode	None	10 Minutes	<i>Nurse/MW on Duty</i> Mun. Health Office
4. Present WAH form to the Midwife/Nurse on duty for initial assessment and management.	4. Assess, request for diagnostics and give initial recommendation or treatment based on initial impression and refer to Physician if needed	None	15 Minutes	<i>MW/Nurse on duty</i> Mun. Health Office
5. Proceed to MHO/Medical Officer	5. Examine and assess cases needing further evaluation and treatment. 5.1. Give laboratory requests if the client needs further diagnostic tests.	None	15 Minutes	<i>Mun. Health Officer / Doctor</i> Mun. Health Office
4.Proceed to Laboratory and pay necessary fee	4. Accept request form 4.1 Perform requested test 4.2 Give Order of Payment and release result	None	15 Minutes	<i>Medical Tech.</i> Laboratory Section Mun. Health Office
5.Secure prescribed medicines at RHU pharmacy	5. Dispense prescribed medicines and explain instruction	None	5 Minutes	<i>Nurse on duty</i> Pharmacy Section Mun. Health Office
6. Proceed to hospital / Specialist if referred for a higher level of care	6. Fill up a referral slip if advised for hospitalization or consult with a specialist.	None	5 Minutes	<i>Nurse on duty</i> Mun. Health Office
	TOTAL	None	1 Hour and 20 Minutes	