

# CITIZEN'S CHARTER

## Frontline Service: Consultation Services

**Office:** City Health Office  
3<sup>rd</sup> Floor, City Hall Building

**Schedule of Availability of Service:**

Service is available at all Rural Health Units (RHU's) and Barangay Health Station (BHS)  
Monday – Friday 8:00 a.m. to 5:00 p.m. without noon break

**Who may Avail of the Service?**

➤ Anybody can avail of the service

**What are the Requirements?**

➤ None

**Fees/Charges:** None

**Duration** (under normal circumstances): 35 minutes

**How to Avail of the Service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under normal circumstances)	Person in Charge	Fees/ Charges	Forms
1	Register by answering the data asked by the Barangay Health Worker/ Rural Health Midwife	Register the Patient in the initial treatment record	5 minutes	Barangay Health Worker/ Rural Health Midwife	None	None
2	Undergo vital sign taking and interview	Get vital signs and medical history of the Patient	15 minutes	Rural Health Midwife		
3	Undergo physical examination/ assessment	Assess the illness of the Patient by physical examination as per Control of Acute Respiratory Infection (CARI), Control of Diarrheal Diseases (CDD) and Cardio Vascular Diseases (CVD)  <u>For Patient without complication in illness:</u> Inform the Patient of the nature of his/her illness  <u>For Patient with complication in illness:</u> Refer the Patient to the Public Health Nurse or Rural Health Physician	15 minutes	Rural Health Midwife          Rural Health Nurse / Rural Health Physician		

END OF TRANSACTION

**NO TO FIXERS & REDTAPE!**

