**II. MUNICIPAL HEALTH OFFICE**

**2.1. Availing of General Consultation, treatment of minor medical cases and emergencies**

ABOUT THE SERVICE: As an institution that provides primary level of care, it caters to the constituents of Uson needs for general consultation, emergency treatment and minor surgeries.

CLIENT GROUPS:

 General Public

REQUIREMENTS:

 Clinic Card

SERVICE SCHEDULES:

*General Consultations*

 Monday to Friday

 8:30AM – 11:30 AM

*Emergency Treatment*

 Monday to Friday, On-call

*Minor Surgeries*

 Monday to Friday

 8:30 AM-4:30PM ( Except for circumcision and cyst excision which are scheduled by the physician)

 *Services for minor surgeries;*

1. *Excision*
2. *Incision and drainage*
3. *Suturing (depending on type of wound)*
4. *Circumcision*
5. *Wound dressing*

TOTAL PROCESSING TIME: depending on type of availed Health Service

TOTAL FEES/CHARGES: None

PROCESS OF AVAILING THE SERVICE:

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| Steps Involved | Actions Taken | TransactionTime | Responsible Person |
| 1. **Registration, triaging and giving of priority number.**
 | Staff-in-charge asks the patient to register for record purposes. Staff-in-charge triages patient according to purpose of clinic visit and assigns priority number.  | 2 minutes | Staff In-charge |
| 1. **Taking of Initial History and Vital Signs**
 | Nurse takes initial history and vital signs of the patient. | 3-5 minutes | Nurse or Midwife On Duty |
| 1. **General Consultation and Prescription of Medication**
 | Doctor examines the patient, orders diagnostic procedures (if necessary) and prescribes medication. | 8-15 minutes | Nurse on duty  |
| 1. **Diagnostic Test** **(if necessary)**
 | Patient undergoes diagnostic tests (stool exam, urinalysis, CBC, sputum AFB,) if necessary. Result of the test will be referred to the MHO for the appropriate management of the patient. | 15-30 minutes | Teresita IbanezMed. Tech. |
| 1. **Dispensing of Medicines and Patient Education**
 | Patient is given the prescribed medication. Nurse advices the patient on drug intake and provides necessary health education. | 8-15 minutes | Vanessa O. ManlapazPHN II |
| 1. **Admission for Confinement (if necessary)**
 | If necessary, the MHO admits the patient for observation and/or administration of IV fluids and/or medications.  | 15-30 minutes | Leodor JacintoMidwife on duty |

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| ***Treatment of Emergency or Urgent Cases*** 1. **Taking of Vital Signs**

  | Nurse on duty takes the vital signs of the patient to see if the patient is stable. Refer to the MHO for immediate medical management. | 8-15 minutes | Vanessa O. ManlapazPHN II |
| **2.Admission for Confinement (if necessary)**  | If necessary, the MHO admits the patient for observation and/or administration of IV fluids and/or medications. | Case to case basis | Leodor JacintoMidwife on duty |

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| ***For Minor Surgeries*** 1. **Registration, triaging and giving of priority number.**
 | Staff-in-charge asks the patient to register for record purposes. Staff-in-charge triages patient according to purpose of clinic visit and assigns priority number.  | 2 minutes | Staff In-Charge |
| 1. **Taking of Initial History and Vital Signs**

 | Nurse takes initial history and vital signs of the patient. | 3-5 minutes | Nurse or Midwife On Duty |
| 1. **Minor Surgery Proper**
 | MHO performs minor surgery | Case to case basis |  |
| 1. **Administration of Anti-Tetanus (if necessary) and Prescription of Medication**
 | Patient is given the anti-tetanus injection (if necessary). Nurse advices the patient on drug intake and provides necessary health education. |  | Nurse on Duty |