



City Health Office



City Health Office

I. **Mandate:**

Deliver the basic health services which are promotive, preventive, curative, and to a certain extent, rehabilitative in nature; develop plans and programs involving activities applicable to the city in accordance with plans and programs, evaluate progress of various activities under the implementation against standards, objectives and schedules; compile, tabulate, analyze, and maintain health statistics for health activities in the city; prepare budget of this office; exercise administrative direction, supervision, and control over the rural health units in the city.

II. **Vision:**

“A healthy citizenry in an environment-friendly populace”

III. **Mission:**

To safeguard the health of the people by providing basic health services which are adequate and accessible to individuals and families in the community, by means acceptable to them, through their participation and at a cost they can afford.

IV. **Service Pledge:**

1. To reduce the morbidity and mortality due to communicable and noncommunicable diseases;
2. To improve the health status of the constituents by delivering basic health services which are promotive, preventive, curative, and rehabilitative in nature;
3. To strengthen linkages between government agencies and nongovernment organizations;
4. To intensify community participation in the promotion of health programs; and
5. To provide 100% of the population with potable drinking water and provide 100% of the households with sanitary toilet.



APPLICATION OF DEATH CERTIFICATE

Description of the Service: Preparation of death certificate when death occurred at the place of residence.

Office or Division:	Administrative Division, City Health Office
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	Nearest next of kin of the deceased individual

Checklist of Requirements	Where to Secure
1. Certification from Sangguniang Barangay stating that the death occurred at home and duly signed by the Barangay Captain or Barangay Councilor	Barangay Hall
2. Medical Record	Hospital of last confinement or Attending physician

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and submit the requirements	1.2 Receive the requirements submitted and interview the client	None	5 minutes	Administrative Aide III
	1.2 Fill up the death information sheet and instruct the client to proceed to the Medical Officer on duty to determine the cause of death	None	5 minutes	Administrative Aide III
2. Proceeds to the Medical Services Division for interview to determine the cause of death	4.1 Prepare the death certificate			
	4.2 Present the death certificate to the client for review for the correctness of entries encoded.	None	10 minutes	



<p>3. Returns to the Administrative Division and submits the filled up death information sheet.</p>	<p>4.3 Instruct the client to pay the corresponding fees 4.4 Print the 5 copies of the death certificate 4.5 Record the official receipt number on the death certificate 4.6 Bring the death certificate to the Medical Officer for review and signature 4.7 Issue the death certificate to the client and advise to proceed to the City Civil Registrar Office for the registration of the Death Certificate.</p>	<p>Burial Permit – P75.00 Registration Fee – P80.00</p>	<p>5 minutes 2 minutes</p>	<p>Administrative Aide III Administrative Aide III</p>
<p>4. Returns to the Administrative Division and present the official receipt.</p>			<p>10 minutes</p>	<p>Administrative Aide III</p>
<p>5. Proceeds to the City Civil Registrar’s Office for registration.</p>				<p>Administrative Aide III</p>

APPLICATION OF DEATH CERTIFICATE
 Description of the Service: Death Review for deaths that occurred in the hospital



Office or Division:		Administrative Division, City Health Office		
Classification:		Simple		
Types of Transaction:		G2C		
Who may avail:		Nearest next of kin of the deceased individual		
Checklist of Requirements		Where to Secure		
1. Complete copies of the Death Certificate issued by the hospital		Hospital		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and submit the copies of the death certificate 2. Pay the corresponding fees stated in the order of payment 3. Returns to the City Health Office and present the official receipt	1. Receive the death certificate, check for the correctness of data filled up.	Burial Permit – P75.00 Registration Fee – P80.00	3 minutes	Administrative Aide III
	2. Give order of payment to the client		2 minutes	Administrative Aide III
	3. Submit the death certificate to the Medical Officer for review and signature.		5 minutes	Administrative Aide III
	4. Record the official receipt number on the death certificate		5 minutes	Administrative Aide III
	5. Give the remaining copies of the death certificate and advise the client to proceed to the City Civil Registrar Office for the registration of the Death Certificate.			



6. Proceeds to the City Civil Registrar’s Office for registration.			2 minutes	Administrative Aide III
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APPLICATION OF TRANSFER PERMIT

Description of the Service: Issuance of transfer permit (Transfer of the remains to the place of residence outside of Batangas City)

Office or Division:		Administrative Division, City Health Office		
Classification:		Simple		
Types of Transaction:		G2C		
Who may avail:		Nearest next of kin of the deceased individual		
Checklist of Requirements			Where to Secure	
1. Death Certificate			Hospital	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and submit the copies of the death certificate	1. Receive the death certificate check for the correctness of data	None Transfer Permit – P75.00	3 minutes 2 minutes	Administrative Aide III Administrative Aide III
2. Pays the corresponding fees	2. Instruct the client to	Registration Fee – P80.00		



indicated in the order of payment	pay for the corresponding fees		10 minutes	Administrative Aide III
			15 minutes	Administrative Aide III
3. Returns to the City Health Office and present the official receipt	3. Prepares the Transfer Permit 4. Submit the Transfer Permit and death certificate to the Medical Officer for signature.		3 minutes	Administrative Aide III
7. Proceeds to the City Civil Registrar’s Office for registration.	5. Record the official receipt number on the death certificate and transfer permit			



	6. Issue the death certificate and transfer permit and advise the client to proceed to the City Civil Registrar Office for the registration.			
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APPLICATION FOR EXHUMATION AND REMOVAL PERMIT					
Description of the Service: Issuance of exhumation and removal permit (To exhumed and remove the bones of the deceased to another niche or cemetery.					
Office or Division:		Administrative Division, City Health Office			
Classification:		Simple			
Types of Transaction:		G2C			
Who may avail:		Nearest next of kin of the deceased individual			
Checklist of Requirements			Where to Secure		
<ol style="list-style-type: none"> 1. Death Certificate of the deceased to be transferred 2. Must be at least 5 years from the date of burial 3. Certificate of No Record (in case of no copy of death certificate is presented and must 			Civil Registrar’s Office Local Civil Registrar’s Office Philippine Statistics Authority		
Client Steps	Agency Action		Fees to be Paid	Processing	Person Responsible



			Time	
1. Approaches the front desk personnel and applies for the exhumation and removal permit Submits the copy of the death certificate of the bones to be exhumed	1. Receive and validate the death certificate 2. Interview the client regarding the details of the exhumation and removal of the remains. 3. Give the order of payment with corresponding fees		5 minutes	Administrative Aide III
2. Proceed to the Cashier for payment of fees	4. Prepares the Exhumation and Removal Permit and submits to the Medical Officer for review and signature	Exhumation Permit – P150.00 Removal Permit – P150.00 Transfer Permit – 75.00	2 minutes	Administrative Aide III
3. Returns to the City Health Office and present the official receipt	5. Record the official receipt 6. Issues the exhumation and removal permit		15 minutes	Administrative Aide III
			5 minutes	Administrative



				Aide III
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CERTIFICATE OF IMMUNIZATION RECORD

Description of the Service: Issuance of certificate of child’s immunization record

Office or Division:	Administrative Division, City Health Office
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	

Checklist of Requirements		Where to Secure		
1. Copy of Immunization Record from the barangay duly signed by the midwife (if no record from office file)		Barangay Health Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and request a copy of child’s immunization record	1. Checks the office file for the immunization record requested 2. Give the order of payment for the corresponding fee	Sec Fee – P75.00	5 minutes	Administrative Aide III



2. Proceed to the cashier for payment of fees 3. Present the official receipt	3. Prepares the certificate of immunization		15 minutes	Administrative Aide III
	4. Record the official receipt number in the logbook 5. Issue the certificate of immunization		3 minutes	Administrative Aide III

1. MEDICAL SERVICES				
Medical Consultation for the Issuance of Health Card and Medical Certificate				
Office or Division:	City Health Office - Medical Division			
Classification:	Simple			
Types of Transaction:	G2C - Government to Transacting Public / G2G			
Who may avail:	All			
Checklist of Requirements			Where to Secure	
Required laboratory results for food and non-food employees/applicants			Laboratory Clinic	
Required laboratory results for government applicants			Laboratory Clinic	



Communication letter from institutions and agencies for scheduled consultation		Institution or agency of client		
Required form from government agencies		Government Employer		
Encoded Client Information Slip		Environmental Sanitation Division, City Health Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the front desk personnel and submit the requirements	1. Receives the client	None	1 minute	Nurse on duty/Health Worker
	2. Checks the requirements and provides queue number		5 minutes	
	3. Takes vital signs, records in the logbook and directs client to have a seat and wait for his/her number to be called		8 minutes	
2. Proceed to Medical Officer for Examination	1. Assesses the client		5 minutes	Medical Officer on duty
	2. Prescribes medications if necessary	None	3 minutes	
	3. Gives health teachings		3 minutes	
	4. Gives order of payment and directs client to pay and proceed to the environmental sanitation division/administrative division for processing of health card or medical certificate	P 100.00	5 minutes	
Total:			30 minutes	



Online Consultation

Provide free medical consultation

Office or Division:	City Health Office - Medical Division
Classification :	Simple
Types of Transaction:	G2C - Government to Transacting Public / G2B - Business Entity
Who may avail:	All

Checklist of Requirements		Where to Secure		
Barangay Certificate		Barangay Hall		
PhilHealth ID for PhilHealth Members		PhilHealth Office		
Individual Treatment Record		Barangay Health Center / CHO Medical Division		
Laboratory Results		CHO - Laboratory Division		
Vaccination Card		Vaccination Sites		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the health worker on duty	1. Receives the patient 2. Gives queue number and advises patient to wait for his number to be called 3. Gives request for CBC and urinalysis for patients with fever and refers patient to the Laboratory Division	None	1 minute 1 minute 5 minutes	Nurse on duty/ Health Worker
2. Proceed to the front desk if queue number is called and if required laboratory request is done	1. Checks the requirements and prepares Individual Treatment Record 2. Takes and records vital signs of the patient 3. Encodes basic information and medical history of the patient 4. Directs patient to his seat and wait for queue number to be called	None	10 minutes 5 minutes 10 minutes 10 minutes	Nurse on duty/ Health Worker
3. Proceeds to the Medical	1. Takes history of the present illness	None	5 minutes	Medical Officer on Duty



Officer when queue number is called. (For patients who are PWDs, pregnant and senior citizen, will be attended by the Medical Officer at the ground floor)	2. Assesses and examines the patient		10 minutes	
	3. Prescribes medications and other necessary management		3 minutes	
	4. Gives health teachings			
	5. Directs patients to the pharmacy division for dispensing of available medicines			
Total:			60 minutes	

Issuance of Death Certificate

Office or Division:	City Health Office - Medical Division
Classification:	Simple
Types of Transaction:	G2C - Government to Transacting Public / G2G
Who may avail:	All

Checklist of Requirements		Where to Secure		
Recent medical record or medical abstract of the deceased		Attending Physician/ Hospital of last confinement		
Certificate of Community Death		CHO - Administrative division		
Death Information Sheet		CHO - Administrative division		
Required form from Government Agencies		Government Employer G		
Encoded Client Information Slip		Environmental Sanitation Division, City Health Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the front desk personnel and submit the requirements	1. Receives the client	None	1 minute	Nurse on duty/ Health Worker
	2. Checks the requirements and provides queue number		5 minutes	
	3. Record in the logbook and directs client to have a seat and wait for his/her number to be called		8 minutes	
	1. Assesses and examines the client		5 minutes	Medical Officer on Duty



2. Proceed to the Medical Officer for Examination	2. Prescribes medications if necessary	None	3 minutes	
	3. Gives health teachings		3 minutes	
	4. Gives order of payment and directs client to pay and proceed to the environmental sanitation division / administrative division for processing of health card or medical certificate	P 100.00	10 minutes	
Total:			35 minutes	

Availment of Pre-Marriage Orientation (PMO) Seminar

Office or Division:	Batangas City Health Office - POPCOM DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	Couple Applying for a Marriage License (18 years old and above)

Checklist of Requirements		Where to Secure		
1. Personal appearance of couple applicant 2. Pre-Marriage Orientation (PMO) Endorsement Letter 3. Pre-Marriage Orientation (Family Planning Seminar) and Pre-marriage Counseling Payment - Official Receipt		City Civil Registrar's Office (Marriage Division)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents endorsements and Official Receipt to POPCOM personnel on duty	A. Accepts and checks applicants' requirements B. Interview couples for profiling		5 minutes	Population Program Division - Office Personnel on duty



	<p>C. Schedule applicants for PMO seminar * 18 - 25 years old, every Wednesday - 1:00 pm - 4:30 pm *(Refer to CSWD for Pre-marriage Counseling) * 26 years old and above, every Thursday - 8:00am - 11:30 am</p> <p>D. Couples accomplish the Marriage Expectation Inventory (MEI) form</p>	<p>P 50.00 (Marriage Counseling Fee)</p> <p>P 50.00 (Family Planning Counseling Fee)</p>	30 minutes	
2. Attends the scheduled PMO Seminar	Conducts pre-marriage seminar		3 hours and 30 minutes (210 minutes)	Population Program Division - PMO Counselor assigned
Total:			4 hours and 16 minutes (250 minutes)	



HEALTHY LIFESTYLE PROGRAM

Description of the Service

Office or Division:	NURSING DIVISION
Classification:	SIMPLE
Types of Transaction:	G2C
Who may avail:	ALL DIABETIC AND HYPERTENSIVE PATIENTS

Checklist of Requirements		Where to Secure		
● Latest Laboratory exam of sugar and cholesterol		● Private and government laboratory		
● DM/CVD Form		● Barangay Health Stations		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to the health worker on duty and secure number (wait for number to be called then proceed to nurse/midwife on duty)	a. Assesses patient, takes and records vital signs b. Extracts blood sample (for blood sugar and cholesterol) c. Records the result in the CVD/DM Form d. Refers patient to medical officer on duty	None	10 minutes	Nurse / Midwife on duty
2.Proceed to the medical officer on duty and present the CVD/DM Form	a. Performs physical examination and management b. Prescribes medicines c. Proceeds to the nurse on duty	None	10 minutes	Medical Officer on duty
3.Proceed to the nurse / midwife on duty	a. Checks the CVD/DM Form b. Issues prescribed medicines c. Conducts health teaching d. Schedules next follow-up visit	None	10 minutes	Nurse / Midwife on duty



Total:		30 minutes	
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Application for Health Certificates (New and Renewal Applicant)

Clients: Food Handlers, Barbers, Beauticians, Instructors, Masseur, and other as required by the Sanitation Code of the Philippines

Requirements: For Food Handlers:

New	Renewal
Chest x-ray result	Old Health Certificate
Hepatitis A screening	Chest x-ray result
Fecalysis result	Hepatitis A screening
Urinalysis result	Fecalysis result
CBC Results	1x1 ID Picture
Drug Test	Valid ID
1x1 ID Picture	
Valid ID	

For Non-Food Handlers:

New	Renewal
Chest x-ray result	Old Health Certificate
Fecalysis result	Chest x-ray result
Urinalysis result	1x1 ID Picture
CBC Results	Valid ID
Drug Test	
1x1 ID Picture	
Valid ID	

Note: Other laboratory examinations not included in the list may be required when deemed necessary. Laboratory requirements may secure to any DOH-accredited laboratory.

Fees: P 100.00 - Health Certificate Fee



Person Responsible Sanitation Inspector on Duty
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Issuance of Health Certificates (New and Renewal Applicant)

Total Processing Time: 14 minutes

Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submits complete medical requirements and get transaction of order of payment (T.O.P) number to Sanitation Inspector on duty	1.1. Review and evaluate medical requirements 1.2. Encode requirements to E-gaps Portal 1.3. Issue T.O.P. number	5 minutes	Possible length of waiting time; Possible number of clients to be encoded per day; Expired medical results	Online application and scheduling.
2	Proceeds to the Medical Officer for physical examination and validation of medical results	2.1. Review submitted control number and application to the nurse/midwife on duty 2.2. Takes blood pressure and body temperature 2.3. Performs physical examination and validate medical results 2.4. Approve medical results 2.5. Advise client for payment	5 minutes	Possible length of waiting time; Possible findings with the submitted medical results	Virtual and online medical consultation



3	Presents medical results and TOP No. to Cashier and pays Health Certificate Fee	3.1. Encode control number 3.2. Receive payment 3.3. Print and release order of payment receipt 3.4. Advise client to proceed to Environmental Sanitation Division	2 minutes	Other mode of payment (online transaction);	Used of online mode if payment thru G-cash, Paymaya, Credit card and Bank transfer. Issuance of online payment receipt.
4	Receive printed Health Certificate	4.1. Review submitted Health Certificate Fee receipt and Medical requirements 4.2. Print and release Health Certificate	2 minutes	System maintenance; Travel time from cashier to environmental sanitation division	Schedule pick-up of printed Health Certificate

Application for Sanitary Permit (New and Renewal)

Clients: All Business Establishments operating in Batangas City

Requirements: Sanitary Permit Application
Photocopy of Business Permit Application (New) /Business Permit & Sanitary Permit of the prior year (Renewal)

Fees: Sanitary Permit Fee (may varies to classification of establishment)

Person Responsible: Sanitation Inspector on Duty

Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
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1	Submit application to the Sanitation Inspector on duty	1.1. Review, Evaluate and Accept the application 1.2. Encode client's application to E-gaps Portal 1.3. Print and release Sanitary Permit	2 minutes	Possible length of waiting time; Possible number of clients to be encoded per day	Online application and scheduling. (See B-POSS Streamlining)
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Application for Water Potability Certificate

Clients: All Water Service Providers in Batangas City (Water Refilling Station, Bulk Water, Water District, Local Waterworks, etc.)

Requirements: Latest twelve (12) months of Microbiological Water Analysis (original and photocopy)
Semi-annual results of Physico - Chemical Test Analysis (original and photocopy)
Updated Health Certificate of the Employees

Fees: P 65.00 - Certificate of Potability Fee

Person Responsible: Sanitation Inspector on Duty

Total Processing Time: 7 minutes

Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submit original and photocopies of the requirements to the Sanitation Inspector on duty	1.1. Review and evaluate the requirements presented 1.2. Encode client's application to E-gaps Portal 1.3. Issue T.O.P. number 1.4. Advise client to proceed for payment	3 minutes	Possible length of waiting time; Possible number of clients to be encoded per day; Failed	Online application and scheduling.



				results of water test (esp. in TDS parameters for purified water)	
2	Pays Certificate of Potability Fee to Cashier	2.1. Receive and encode T.O.P No. 2.2. Receive payment 2.3. Print and release order of payment receipt 2.4. Advise client to proceed to Environmental Sanitation Division	2 minutes	Other mode of payment (online transaction); Travel time from cashier to environmental sanitation division	Used of online mode if payment thru G-cash, Paymaya, Credit card and Bank transfer. Issuance of online payment receipt.
3	Receive printed Certificate of Potability	3.1. Review submitted order of payment receipt and T.O.P . Number 3.2. . Prepares Certificate of Potability to be signed by the Environmental Sanitation Division Head and by the City Health Officer 3.3. Print and release Certificate of Potability	2 minutes	System maintenance ; Unavailability of signatories	E-signed generated signatories; Schedule pick-up of printed Certificate of Potability

Application for Water Potability Certificate

Clients: All new and newly renovated Water Refilling Stations in Batangas City

Requirements:
 Sanitary Plans signed and sealed with licensed Sanitary Engineer
 Latest Microbiological Water Analysis and Physico - Chemical Test (raw and product water)
 Updated Health Certificate of employee
 Copy of Health Related Device Registration
 40 Hours Certification Training for Water refilling Station Owners

Where to Secure:
 Owner of the Establishment
 DOH Accredited Laboratory
 Environmental Sanitation Division
 Water Service Supplier
 DOH Accredited Training Center

Fees: P 55.00 - Certificate of Potability Fee

Person Responsible: Division Head / Sanitation Inspector



Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submit application to the Sanitary Engineer / Sanitation Inspector on duty	1.1. Review, Evaluate and Accept the requirements 1.2. Encode client's application to E-gaps Portal 1.3. Issue T.O.P. number 1.4. Advise client to proceed for payment	3 minutes	Possible length of waiting time; Possible number of clients to be encoded per day; Failed results of water test (esp. in TDS parameters for purified water)	Online application and scheduling.
2	Pays Certificate of Potability Fee to Cashier	2.1. Receive and encode T.O.P No. 2.2. Receive payment 2.3. Print and release order of payment receipt 2.4. Advise client to proceed to Environmental Sanitation Division	2 minutes	Other mode of payment (online transaction);	Used of online mode if payment thru G-cash, Paymaya, Credit card and Bank transfer. Issuance of online payment receipt.
3	Receives printed Certificate of Potability	3.1. Review submitted order of payment receipt and T.O.P. Number 3.2. Prepare the Certificate of Potability and signed by the Environmental Sanitation Division Head and by the City Health Officer 3.2. Print and release	2 minutes	System maintenance; Travel time from cashier to environmental sanitation division	Schedule pick-up of printed Certificate of Potability



		Certificate of Potability			
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Application of Health Certificate (Entertainers) / Availment of Serologic Examinations (Hepatitis B/HIV/TP-Syphilis (Screening test), Blood typing and RH Typing

Clients: Guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners or entertainers as stated in Sanitation Code of the Philippines

Requirements:

- Laboratory Request
- Voluntary Counselling and Testing Consent Form (VCT)
- People with Disability ID (if applicable)
- Certificate of Indigency from the City Social Welfare and Development Office (for indigents)

Fees:

- P 100.00 - Medical Certificate Fee
- P 130.00 - HBsAg Screening Test
- P 130.00 - TP- Syphilis Screening Test
- P 300.00 - HIV Screening Test
- P 75.00 - Blood Typing

Steps	Client's Actions	Agency's Actions	Processing Time	Person Responsible	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure



1	Approach nurse coordinator for an interview and registration (with confidentiality).	1.1. Interview and record the client's identification. 1.2. Checks the completeness of the details/VCT form upon assessment 1.3. Perform health education and pre-test counseling. 1.4. Fill-up HIV anti-body testing record form (if the client is voluntarily submitting herself for HIV anti-body test) 1.5. Issues laboratory request 1.6. Assess if the patient is free of charge or with pay a. if free of charge - ask for the copy of the requirements b. if with pay - advise client for laboratory payment	20 minutes	Nurse Coordinator	Confidentiality of clients data;	Virtual / online medical consultation
2	Payment of Fees to Cashier	2.1. Encode client's data 2.2. Receive payment 2.3. Print and release order of payment receipt	2 minutes	Cashier on Duty	Other mode of payment (online transaction);	Used of online mode if payment thru G-cash, Paymaya, Credit card and Bank transfer. Issuan



						ce of online payment receipt.
3	Proceed to Laboratory Division for laboratory screening tests and submits specimen	3.1. Review submitted sign HIV anti-body testing record and order of payment receipt 3.2. Perform laboratory screening tests (Hepatitis B, RPR, HIV anti-body test and cervical smear). 3.3. Advise the client the schedule of the releasing of laboratory results.	720 minutes	Medical Technologist on Duty	Possible length of waiting time; Length of time of laboratory examination	
4	Submit laboratory results to Social Hygiene Physician for physical examination, consultation, and treatment.	4.1. Review submitted laboratory results 4.2. Perform physical examination and consultation 4.3. Issue medical treatment as needed 4.4. Advise client to proceed to Environmental Sanitation Division for encoding laboratory records	30 minutes	Social Hygiene Physician		Virtual / online medical consultation
5	Submit laboratory records with approve endorsement of Physician and get transaction of order of payment (T.O.P) number	5.1. Review, Evaluate and Accept the laboratory results 5.2. Encode	3 minutes	Sanitation Inspector on duty	Possible length of waiting time;	Online application and scheduling.



		requirements to E-gaps Portal 5.3. Issue T.O.P. number				
6	Receive printed Health Certificate	6.1. Submit order of payment and T.O.P . Number to Environmental Sanitation Division 6.2. Print and release Health Certificate	2 minutes	Cashier on Duty	System maintenance	Schedule pick-up of printed Health Certificate
7	Proceed to nurse coordinator/ Social Hygiene Physician for post-test counseling and health education	7.1. Review submitted Health Certificate 7.2. Performs post-test counseling and health education 7.3. Prescribed medicine if needed 7.4. Schedule client for her next visit or consultation	20 minutes	Nurse Coordinator / Social Hygiene Physician	Counseling acceptance	Virtual / online medical consultation

Filing of Complaints related to Environmental and Sanitation issues

Clients: Batangas City residents

Requirement: Letter of Complain
Sanitary Complaint Form

Fees: None

Steps	Client's Actions	Agency's Actions	Processing Time	Person Responsible	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure



1	File complaints	1.1. Receive complainant's letter / form. 1.2. Interview the complainant to determine the nature of complaints 1.3. Logs in complaints 1.4. Advise complainant of the inspection schedule / to wait for further notice.	20 minutes	Sanitary Inspector on duty	Fear against the complainants	Online submission of complaints
2		2.1. Coordinates with other concerned agencies and concerned barangays 2.2. Inspect the incident 2.3. Prepares inspection report 2.4. Arranges meeting with complainant and respondent		Sanitary Inspector on duty, concerned Barangay Council, and other agencies	Unavailability of concerned agencies and barangays.	
3	Appears at the scheduled meeting time and place	3.1. Explains the findings of inspection 3.2. Recommends corrective measures, if necessary 3.3. Mediates to resolve dispute between the two parties	60 minutes	Sanitary Inspector on duty, concerned Barangay Council, and other agencies	Un-cooperative of both parties	



Issuance of Environmental Sanitation Clearance

Clients : Mobile and Stationary Service Providers that provides desludging services and transport septage to treatment and disposal facilities in Batangas City

Requirement: Notarized Environmental Sanitation Clearance Application Form
Project Description
Design report and detailed plans and specifications for domestic sludge and septage treatment and disposal facilities signed and sealed by a licensed Civil or Sanitary Engineer

For treatment and disposal facilities, the project proponent/service provider must secure an Environmental Compliance Certificate (ECC) from the EMB Regional Office or LLDA. In operating treatment and disposal facilities, the operator must secure a Wastewater Discharge Permit (WDP) from the EMB Regional Office.

Fees: None

Steps	Client's Actions	Agency's Actions	Processing Time	Person Responsible	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submit notarized application and required documents	1.1. Receive and evaluates notarized applications and supporting documents 1.2. Advise the client for further notice of his/her application	20 minutes	Sanitation Inspector on duty		
2		If the application is complete and verified, Environmental Sanitation Division will: 2.1. Conducts project site inspections 2.2. Endorses the ESC's application to CHD upon compliance with all the required documents.	15 working days	Environmental Sanitation Division Head		



3		<p>3.1. The CHD evaluates, validates and decides to approve or disapprove ESC applications.</p> <p>If the CHD disapproves the project, the project proponent will have an opportunity to correct the deficiencies and re-submit the ESC application to the LGU.</p>	30 working days	Center of Health Development - Regional Office		Online registration and application
4		4.1. Inform the service provider to pay and claim ESC application	3 minutes	Center of Health Development - Regional Office	Travel time from Batangas City to Manila Office	
5	Pay and Claim ESC.	<p>5.1. Received order of payment receipt</p> <p>5.2. Issue Environmental Sanitation Clearance signed by the Regional Health Director</p>	60 minutes	Center of Health Development - Regional Office		Online releasing of ESC permits

CLINICAL MICROSCOPY EXAMINATIONS (Urinalysis, Fecalalysis and Pregnancy Test)

<p>Office or Division: Classification: Types of Transaction: Who may avail:</p>	<p>City Health Office / Diagnostic Services Division (Clinical Laboratory) Simple G2C/G2G All residents of Batangas City / Senior Citizen / Patient with Disability (PWD)</p>
<p>Checklist of Requirements FOR FREE OF CHARGE LABORATORY SERVICES :</p> <p>1. Doctor's Laboratory Request</p>	<p>Where to Secure</p> <p>Medical Services Division/ Office for the Senior Citizens Affairs (OSCA) EBD Card Affiliated Hospital Batangas Medical Center</p>



<p>2. Original ID’s with picture of the following recipient :</p> <ul style="list-style-type: none"> • Senior Citizen • Philhealth Card • Patient with Disability /PWD (free for all laboratory Examinations) • 4P’s (Pantawid Pamilyang Pilipino Program)-free for selected <p style="padding-left: 40px;">laboratory examinations</p> <ul style="list-style-type: none"> • EBD Health Card (free for selected laboratory examinations) <p>3. Present the original copy of the following Requirements:</p> <ul style="list-style-type: none"> • Member Data Record (MDR) if declared dependent of the Philhealth Card Holder • Certificate of Indigency from CSWD, signed and approved by the City Health Office Department Head <p>FOR WITH PAY LABORATORY SERVICES :</p> <ol style="list-style-type: none"> 1. Doctor’s Laboratory Request 2. Official Receipt of Payment 	<p>OSCA (Office for the Senior Citizens Affairs) Philhealth Office City Social Welfare and Development Office</p> <p>City Social Welfare and Development Office</p> <p>City Health Office</p> <p>Philhealth Office</p> <p>City Social Welfare and Development Office</p> <p>Medical Services Division City treasurer's Office</p>
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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>1. Presents Doctor’s laboratory request</p>	<p>a. Checks and validates the following:</p> <ul style="list-style-type: none"> • Laboratory request • laboratory requirements if FREE of charge • Receipt of Payments (if with pay) <p>.Routine Urinalysis</p> <p>. Fecalysis</p> <p>.Pregnancy Test</p>	<p>40.00</p> <p>40.00</p> <p>80.00</p>	<p>2 minutes</p>	<p>Laboratory staff on duty (receptionist)</p>



	b. Advises the clients for the proper specimen's collection		1 minute	
2. Submits specimen for examination	a. Performs the requested examination (subject for repeat testing in case of unacceptable results) .Routine Urianalysis . Fecalysis .Pregnancy Test		20 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		5 minutes	Med. Technologist on duty Chief Med. Technologist Encoder

HEMATOLOGY EXAMINATION (Complete Blood Count and Platelet Count, Blood Typing Dengue Test and Typhidot Test)

Office or Division:	City Health Office / Diagnostic Services Division (Laboratory)		
Classification:	Simple		
Types of Transaction:	G2C/G2G		
Who may avail:	All residents of Batangas City / All Senior Citizen / Patient with Disability (PWD)		
Checklist of Requirements		Where to Secure	
FOR FREE OF CHARGE LABORATORY SERVICES :			
1. Doctor's Laboratory Request		City Health Office Medical Services Division	



2. Original ID’s with picture of the following recipient :

- Senior Citizen
 - Philhealth Card
 - Patient with Disability /PWD (free for all laboratory Examinations)
 - 4P’s (Pantawid Pamilyang Pilipino Program)-free for selected laboratory examinations
 - EBD Health Card (free for selected laboratory examinations)

3. Present the original copy of the following Requirements:

- Member Data Record (MDR) if declared dependent of the Philhealth Card Holder
- Certificate of Indigency from CSWD, signed and approved by the City Health Office Department Head

FOR WITH PAY LABORATORY SERVICES :

1. Doctor's Laboratory Request
2. Official Receipt of Payment

Office for the Senior Citizens Affairs (OSCA)
 EBD Card Affiliated Hospital
 Batangas Medical Center

OSCA (Office for the Senior Citizens Affairs)
 Philhealth Office
 City Social Welfare and Development Office

City Social Welfare and Development Office

City Health Office

Philhealth Office

City Social Welfare and Development Office

Medical Services Division
 City treasurer's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Doctor's laboratory request	a. Checks and validates the following: <ul style="list-style-type: none"> • Laboratory request • laboratory requirements if FREE of charge • Receipt of Payments (if with pay) for the following laboratory examinations: <ol style="list-style-type: none"> 1. Complete Blood Count 2. Platelet Count 3. Blood Typing 	Php 85.00 5.00 5.00	2 minutes	Laboratory staff on duty



	4. Dengue NS1 Antigen 5. Thyphidot b. Advises the clients for the proper specimen collection	Free of charge Free of charge	1 minute	
2. Submits specimen for examination	a. Performs the requested examination (subject for repeat testing in case of unacceptable results) 1. Complete Blood Count 2. Platelet Count 3. Blood Typing 3. Dengue NS1 Antigen 4. Thyphidot		20 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		5 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
	TOTAL		28 minutes	

BLOOD CHEMISTRY EXAMINATIONS (FBS, Cholesterol, BUN, BUA, Creatinine, Cholsterol, determinations) Triglycerides, HDL, LDL, SGOT, SGPT, RBS and HbA1c	
Office or Division: Classification: Types of Transaction: Who may avail:	City Health Office / Diagnostic Services Division (Clinical Laboratory) Simple G2C/G2G All residents of Batangas City / Senior Citizen / Patient with Disability (PWD)
Checklist of Requirements	Where to Secure
FOR FREE OF CHARGE LABORATORY SERVICES : 1. Doctor's Laboratory Request	City Health Office Medical Services Division Office for the Senior Citizens Affairs (OSCA) EBD Card Affiliated Hospital



<p>2. Original ID’s with picture of the following recipient :</p> <ul style="list-style-type: none"> • Senior Citizen <ul style="list-style-type: none"> • Philhealth Card • Patient with Disability /PWD (free for all laboratory Examinations) <ul style="list-style-type: none"> • 4P’s (Pantawid Pamilyang Pilipino Program)-free for selected laboratory examinations <ul style="list-style-type: none"> • EBD Health Card (free for selected laboratory examinations) <p>3. Present the original copy of the following Requirements:</p> <ul style="list-style-type: none"> • Member Data Record (MDR) if declared dependent of the Philhealth Card Holder • Certificate of Indigency from CSWD, signed and approved by the City Health Office Department Head <p>FOR WITH PAY LABORATORY SERVICES :</p> <ol style="list-style-type: none"> 1. Doctor's Laboratory Request 2. Official Receipt of Payment 	<p>Batangas Medical Center</p> <p>OSCA (Office for the Senior Citizens Affairs) Philhealth Office City Social Welfare and Development Office</p> <p>City Social Welfare and Development Office</p> <p>City Health Office</p> <p>Philhealth Office</p> <p>City Social Welfare and Development Office</p> <p>Medical Services Division City treasurer's Office</p>			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>1. Presents Doctor's laboratory request</p>	<p>a. Checks and validates the following:</p> <ul style="list-style-type: none"> • Laboratory request • laboratory requirements if FREE of charge • Receipt of Payments (if with pay) for the following laboratory examinations: <ol style="list-style-type: none"> 1. FBS 2. Cholesterol 3. Creatinine 4. Triglycerides 5. HDL 	<p>Php 90.00</p> <p>90.00</p> <p>90.00</p> <p>90.00</p> <p>130.00</p>	<p>2 minutes</p>	<p>Laboratory staff on duty</p>



	6. LDL	130.00		
	7. SGOT	150.00		
	8. SGPT	150.00		
	9. BUA	90.00		
	10. BUN	90.00		
	11. RBS	90.00		
	b. Advises the clients for the proper specimen collection		1 minute	
2. Submits specimen for examination	a. Performs the requested examinations of the following determinations (subject for repeat testing in case unacceptable results)		20 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		5 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
TOTAL			28 minutes	

CERVICAL/URETHRAL DISCHARGE LABORATORY SMEAR EXAMINATION (GRAM STAINING)

Office or Division:	City Health Office / Diagnostic Services Division (Clinical Laboratory)			
Classification:	Simple			
Types of Transaction:	G2C/G2G			
Who may avail:	All residents of Batangas City, Key affected population (Entertainment Establishment Worker or EEW, Men who have Sex with Men or MSM, and Migrant worker)			
Checklist of Requirements		Where to Secure		
1. Doctor's Laboratory Request		Medical Services Division		
2. Official Receipt of Payment		City treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Doctor's laboratory request	a. Checks and validates the following: <ul style="list-style-type: none"> • Laboratory request • Receipt of Payments of Gram - 	Php 100.00	2 minutes	Laboratory staff on duty (receptionist)



	Staining			
2. Submits specimen for examination	Performs the requested examination (subject for repeat testing in case of unacceptable results) • Gram-Staining		15 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		3 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
	TOTAL		20 minutes	

SEROLOGY EXAMINATIONS (HbSAg Screening Test, TP-Syphilis Screening Test , HIV Screening and Blood Typing)

Office or Division:	City Health Office / Diagnostic Services Division (Clinical Laboratory)
Classification:	Simple
Types of Transaction:	G2C/G2G
Who may avail:	All residents of Batangas City, Key affected population (Entertainment Establishment Worker or EEW, Men who have Sex with Men or MSM, Persons Who Inject Drugs or PWID, Migrant worker and newly enrolled

presumptive TB patients)

Checklist of Requirements	Where to Secure
1. Doctor's Laboratory Request 2. Official Receipt of Payment 3. Undergo Voluntary Counseling (VCT), NEC Form A with consent form signed by the client and attested by the counselor	Medical Services Division City treasurer's Office Medical Services Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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1. Presents Doctor's laboratory request	a. Checks and validates the following: <ul style="list-style-type: none"> • Laboratory request • Receipt of Payments of the following: <ol style="list-style-type: none"> 1. HbsAg Screening Test 2. TP-Syphilis Screening Test 3. HIV Screening Test 	Php 130.00 130.00 130.00	1 minute	Laboratory staff on duty (Receptionist /Encoder)
	b. Advises the clients for the proper specimen collection		1 minute	
2. Submits specimen for examination	Performs the requested examination (subject for repeat testing in case of unacceptable results) <ol style="list-style-type: none"> 1. HbsAg Screening Test 2. TP- Syphilis Screening Test 3. HIV Screening Test 		25 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		5 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
	TOTAL		32 minutes	

SPUTUM EXAMINATION / SLIT-SKIN SMEAR-LEPROSY (Ziehl-Neelsen Stain / LED- Fluorescence Microscopy/Xpert MTb/RIF TEST/)	
Office or Division:	City Health Office / Diagnostic Services Division (Clinical Laboratory)
Classification:	Simple
Types of Transaction:	G2C/G2G
Who may avail:	All residents of Batangas City / Senior Citizen / Patient with Disability (PWD)
Checklist of Requirements	Where to Secure



Present Form 2a NTP Laboratory Request and Result form		Rural Health Unit in all Barangays Batangas City Health Office TB DOTS Health Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present Form 2a NTP Laboratory Request and result form/ Slit-skin Smear Request	a. Check and validate Form 2a NTP Laboratory Request and Result form	Free of charge	2 minutes	laboratory staff on duty
2. Submits specimen for examination	Perform the requested examination (subject for repeat testing in case of doubtful results) 1. Ziehl-Neelsen Stain 2. LED-Fluorescence Microscopy 3. Xpert MTb/RIF TEST 4. Slit-Skin Smear-Leprosy		2 hours	Med. Technologist Med. Technologist
3. Claims the result on specified time of release	Encodes, prints, records, reviews, attests and releases the final result/s.		3 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
TOTAL			2 hours and 5minutes	

Diet Counseling Diabetic and Hypertensive Patient

Office or Division:	NUTRITION DIVISION
Classification:	G2C / G2G
Types of Transaction:	SIMPLE
Who may avail:	ALL



Checklist of Requirements		Where to Secure		
FBS and Cholesterol Result		Medical Division / Health Center in their respective barangays		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Nutrition Division with your FBS and Cholesterol result, height, weight, and BP measurements.	Interview the patient about his/her dietary practices and lifestyle. Compute for the caloric requirement of the patient. Explain and advice the patient the diet prescribed.	None	30 minutes	RND's

Counseling of Pregnant Women

Office or Division:	NUTRITION DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	PREGNANT WOMEN

Checklist of Requirements		Where to Secure		
CBC / Hemoglobin result Height of pregnant Weight of pregnant Vital sign		Government / Private laboratories		
		Medical Division / Health Center in their respective barangays		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



<p>1. Present the CBC / hemoglobin result and the properly filled-up "Healthy Buntis and Happy Baby" booklet to the Nutrition Division</p>	<p>Advise the pregnant on the importance of balance diet and eating the right kind and amount of food during pregnancy to ensure her health and that of her baby. Encourage the mother to exclusively Breastfeed her baby. Explain the benefits and importance of breastfeeding.</p>	<p>None</p>	<p>30 minutes</p>	<p>Nutrition Officer IV, III, II, I Nutritionist-Dietitian I</p>
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Mother-Baby Friendly Workplace Accreditation

<p>Office or Division: Classification: Types of Transaction: Who may avail:</p>	<p>NUTRITION DIVISION G2B SIMPLE INSTITUTIONS / ESTABLISHMENT OWNERS</p>
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<p>Checklist of Requirements</p>	<p>Where to Secure</p>
<p>Company breastfeeding policy Picture of lactation station Self Assessment Tool Letter of intent Mother Support Group</p>	<p>Own Institution / Establishment</p>



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send message to CHO-Nutrition Office Batangas City Facebook (FB) Page for the inquiries	Provide the link for online application for Mother Baby Friendly Work Place accreditation	None	15 Minutes	Nutrition Staff

Availment of Medicine

Office of Division :	Batangas City Health Office - Pharmacy Division
Classification :	
Types of Transaction :	SIMPLE
Who may avail :	All clients who need available medicine

Checklist of Requirements		Where to Secure		
1. Present recent prescription 2. Present Identification Card 3. Present CHO Cardiovascular Booklet (CVD)		Doctor RHU'S / BHS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present your recent prescription to the pharmacy	Accept and assess the prescription	None	1 minute	Pharmacy Aide/ Pharmacist on Duty



2. *Present ID	Verify ID		3 minutes	
*Present CVD Booklet	Fills up the CVD Booklet			
*Signs the DOH Maintenance Medicines Utilization Form	Fills up the DOH Maintenance Medicines Utilization Form			
* for maintenance medicines				
3. Accept complete dose and information of medicine	Dispense the correct medicine and dosage form. Instruct the client on the proper use and intake of medicine		2 minutes	Pharmacy Aide/ Pharmacist on Duty
Total :			6 minutes	

DENTAL ONLINE CONSULTATION

Office or Division:	DENTAL SERVICES DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	ALL

Checklist of Requirements		Where to Secure		
No requirement needed		Online		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Registers	Records personal data of the patient	none	2 minutes	Dentist on duty



Answers pertinent questions	Takes the medical and dental history of the patient	none	3 minutes	Dentist on duty
Submits to interview / consultation	initiates conversation with patient regarding oral health issues - may consider scheduled appointment (face to face) for further assessment or for tooth extraction	none	5 minute	Dentist on duty
Total:			10 minutes	

AVAILMENT OF DENTAL CHECK-UP

Office or Division:	DENTAL SERVICES DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	ALL

Checklist of Requirements		Where to Secure		
No requirement needed				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Registers	Records personal data of the patient	none	2 minutes	Dental aide on duty
Submits to interview	Takes the medical and dental history of the patient	none	3 minutes	Dental aide on duty



Submits to oral examination	Performs oral examination	none	5 minutes	Dentist on duty
	Prescribes medicine, if needed			
	Issues certification upon request			
	Dismisses patient after examination			
Total:			10 minutes	

AVAILMENT OF TOOTH EXTRACTION

Office or Division:	DENTAL SERVICES DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	ALL

Checklist of Requirements		Where to Secure		
Vaccination card / RT PCR / Antigen Negative result				
Valid identification card				
medical clearance (if needed)		attending physician		
parent/guardian for patients below 18 years old				
ALL OTHER BARANGAYS				
medical clearance (if needed)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Registers/ Presents requirements	Records personal data of the patient	none	2 minute	Dental aide on duty
Submits to dental procedure	Takes the medical and dental history of the patient, records blood pressure	none	3 minutes	Dental aide on duty



	Performs extraction procedure	none	45 minutes	Dental aide on duty
Submits to post-operative phase	Gives home care instructions	none	3 minutes	Dentist on duty
	Prescribes medicines, gives referral/ certification, if needed			Dental aide on duty
	Advices patient to proceed to pharmacy for the medicines			
Total:			1 hr and 3 minutes	

AVAILMENT OF ORAL PROPHYLAXIS FOR PREGNANT WOMEN
(In the dental infirmary every Friday)

Office or Division:	DENTAL SERVICES DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	PREGNANT WOMAN

Checklist of Requirements		Where to Secure		
BUNTIS CARD with at least 3 pre-natal dental check-ups		City Health Dentist		Attending
clearance for medically compromised patient (if needed)		physical / OB Gynecologist		Attending
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



Registers/Presents	Records personal data of the patient	none	1 minute	Dental aide on duty
requires				
Submits to dental procedure	Takes the medical and dental history of the patient, records blood pressure	none	60 minutes	Dental aide on duty
	Performs thorough oral examination			Dentist on duty
	oral prophylaxis			
Submits to post-operative phase	Gives home care instructions	none	2 minutes	Dentist/Dental aide on duty
Total:			1 hr and 3 minutes	