



# **RURAL HEALTH UNIT**

## Frontline Services



## Service 1. BIRTHING FACILITY DELIVERY

Consult, Assessment and Delivery of Term Pregnant Women in the Birthing Facility

<b>Office or Division:</b>	Rural Health Unit (PRIMARY CARE FACILITY)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Term Pregnant Women, Gravida 2-4 (Low Risk)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Marriage Contract (if married)		MCRO/PSA
2. Valid ID		
A.) Principal (Document Owner) Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-government Organizations, Private Entities, Schools/Colleges/Universities (i.e. DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, PAG-IBIG, COMELEC, NBI, AFP, PNP, Office of Barangay Captain, Phil National ID)
3. Philhealth ID & MDR		PhilHealth Office
4. Birthing Plan		Barangay Health Station
5. Prenatal Booklet		Barangay Health Station

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish information sheet	1. Check requirements, prepare and fill-up ITR/patient chart	None	10 minutes	Nurse/Midwife on Duty
2. Prepare self for assessment and delivery	1. Assess patient: a. Get vital signs b. Place patient on examining table and assess for: Fundic height, Fetal Heartbeat, IE (Internal examination)	None	20 minutes	Doctor/Nurse/Midwife on Duty
	2. Close monitoring and assessment until delivery	None	Indeterminate: depending on the status of the patient, whether delivery is imminent or not.	Doctor/Nurse/Midwife on Duty



3. Transfer to post-delivery ward	1. Postpartum monitoring (Vital signs of mother and baby)  2. Monitor for any untoward signs and symptoms	None	24 hours	Nurse/Midwife on Duty
4. Prepare discharge requirements	1. Give discharge instructions to patient	None	10 minutes	Nurse/ Midwife on Duty
5. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form to and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
6. Follow up check-up after 3 days and 7 days	1. Prepare and fill-up ITR/patient chart	None	20 minutes	Nurse/ Midwife on Duty
	2. Get vital signs and record  3. Conduct interview and physical examination of client and recording of findings	None	15 minutes (case-to-case basis)	MHO/Physician-on-duty
7. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>				



## Service 2. PATIENT CONSULTATION

Consultation of Patients in the Rural Health Unit

<b>Office or Division:</b>	Rural Health Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	General public with manageable cases at the Health Center/Infirmary Level	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID	A.) Principal (Document Owner) Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-government Organizations, Private Entities, Schools/Colleges/Universities (i.e. DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, PAG- IBIG, COMELEC, NBI, AFP, PNP, Office of Barangay Captain, Phil National ID)
2. Philhealth ID/MDR		
3. Pediatric patients & adolescents shall be accompanied by a guardian/adults of legal age		N/A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number	1. Provide patient number	None	5 minutes	Health Worker on duty
2. Wait for the number to be called in the Waiting area	2. Retrieve previous records of old Clients or fill-up ITR (Individual Treatment Record) of new Clients. Attach queue number to ITR and instruct to proceed to VITAL SIGNS area	None	5 - 15 minutes	Health Worker on duty
3. Prepare self for assessment/vital signs taking	1. Get vital signs of the Client and record. Instruct Client to wait for his/her turn to be called into the MHO's/ Physician-on-duty's examining room.	None	15 minutes	Health Worker on duty
4. Submit self for consultation	1. Conduct interview and physical examination of	None	15 minutes (case-to-case basis)	MHO/ Physician-on-duty



	Client and recording of findings			
5. Get prescription and medicines if available at the DISPENSARY AREA	1. Releasing of medicine prescription/medicines if available from the DISPENSARY AREA	None	15 minutes	Health Worker on duty
6. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Form Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>				



### Service 3. SANITARY PERMIT

Issuance of New and Renewal of Sanitary Permit

<b>Office or Division:</b>	Rural Health Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All owners of food establishments and “sari-sari” stores	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID		
<p>A.) Principal (Document Owner) Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>B.) Valid Identity Document (ID) of authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>B.) Authorization Letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> <li>1. Written in a clean sheet of paper</li> <li>2. Indicates the type of transaction or document, and the specific details of the document to be requested</li> <li>3. Bears the fresh signature of the document owner that matches his/her ID</li> </ol> <p>Reminder: For Authorization Letter/Special Power of Attorney received from abroad, document owner should provide a scanned/photocopy of passport as valid ID</p>		<p>Government Agencies, Non-government Organizations, Private Entities, Schools/Colleges/Universities (i.e. DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, PAG-IBIG, COMELEC, NBI, AFP, PNP, Office of Barangay Captain)</p> <p>Document owner</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay fee at the Municipal Treasurer's Office	1. Advise client to pay at the Municipal Treasurer's Office *A. Food Establishment **B. Non-Food Establishment	*P100.00 **P250.00	5 minutes	Sanitary Inspector  Municipal Treasurers Office
2. Present Official Receipt and wait while papers are being processed	1. Peruse the Official Receipt and check record if passed the standard requirements during inspection.	None	10 minutes	Sanitary Inspector
	2. Record/Encode name of establishment, name of owner and date of issuance.	None	10 minutes	Sanitary Inspector
	3. Sign in the Sanitary Permit Form	None	3 minutes	Sanitary Inspector
	4. Submit Sanitary Permit Form to MHO Office for signature.	None	5 minutes	MHO
	5. Return filled-up and signed Sanitary Permit Form to client and instruct to submit the said form to the Mayor's Office for signature.	None	10 minutes	Sanitary Inspector
3. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>	<b>TOTAL</b>		<b>53 minutes</b>	



## Service 4. HEALTH CARD

Issuance of New and Renewal of Health Card

<b>Office or Division:</b>	Rural Health Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All food handlers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid ID		Government Agencies, Non-government Organizations, Private Entities, Schools/Colleges/Universities (i.e. DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, PAG-IBIG, COMELEC, NBI, AFP, PNP, Office of Barangay Captain)
A.) Principal (Document Owner) Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		
2. Attendance to and satisfactory completion of a 3- day Food Handlers class		Sanitary Inspector Office
3. Laboratory results of sputum and stool examinations with negative findings		Any Laboratory Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay fee at the Municipal Treasurer's Office	1. Check Official Receipt and laboratory results.	₱50.00	5 minutes	Sanitary Inspector
2. Present Official Receipt for Health Card payment	1. Prepare Health Card	None	15 minutes	Sanitary Inspector
3. Wait while card is being processed.	1. Sign the Health Card and submit to MHO Office for signature	None	5 minutes	Sanitary Inspector
	2. MHO checks and signs Health Card	None	10 minutes	MHO
	3. Return filled-up and signed Health Card to client	None	10 minutes	Sanitary Inspector
4. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>	<b>TOTAL</b>		<b>55 minutes</b>	





## Service 5. MEDICO-LEGAL CERTIFICATE

### Issuance of Medico-legal Certificate

<b>Office or Division:</b>	Rural Health Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Persons who are seeking certification for Medico-legal cases	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>1. Secure Official Receipt (OR)</b>		Municipal Treasurer's Office (MTO)
<b>2. Valid ID</b>		Government Agencies, Non-government Organizations, Private Entities, Schools/Colleges/Universities (i.e. DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, PAG-IBIG, COMELEC, NBI, AFP, PNP, Office of Barangay Captain)
<b>A.) Principal (Document Owner) Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and Issued by an official authority (1 original and 1 photocopy)</b>		Document Owner
<b>3. For Rape Cases, client must report the incident to Women's Desk And MSWDO</b>		Women's Desk (WVMC) MSWDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Police Blotter Report	1. Instruct Client to secure Blotter Report to PNP Office	c/o PNP	c/o PNP	PNP
2. Present Police Blotter Report to Health Worker assigned to REGISTRATION AREA & secure queue number	1. Ensure that the requirements for issuance of Medico-legal certificate are complete, then register the client.  2. Retrieve previous records of old clients or fill-up Individual Treatment Record (ITR) to New Clients. Assign a	None	20 minutes	Health Worker assigned in REGISTRATION AREA



	number to Client and instruct to proceed to VITAL SIGNS area			
3. Proceed to VITAL SIGNS AREA once number is called.	1. Get vital signs of the Client and record. Instruct Client to wait for his/her turn to be called into the MHO's examining room.	None	20 minutes	Health Worker assigned in VITAL SIGNS AREA
	2. Conduct interview and physical examination of Client and recording of findings	None	30 minutes (case-to-case basis)	MHO
	3. Prepare Medico Legal Report		24 business hours	MHO
4. Pay Medico Legal Fee	1. Give instructions to pay fee at the Treasurer's Office	₱120.00	5 minutes	MTO
5. Present Official Receipt to Health Worker on duty	1. Releasing of the Medico- legal Certificate at the DISPENSARY AREA	None	10 minutes	MHO
6. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty

**END OF TRANSACTION**



## Service 6. MEDICAL CERTIFICATE (PHYSICALLY FIT, FIT TO WORK, SICK)

### Issuance of Medical Certificate

<b>Office or Division:</b>	Rural Health Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Persons who are seeking certification for any physical condition requiring documentation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Secure Official Receipt as proof of payment		Municipal Treasurer's Office
2. Laboratory results for those seeking employment or school entrance		Any Laboratory Facility
3. Valid ID		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure number for medical certificate from Health Worker assigned to REGISTRATION AREA	<p>1. Ensure that the requirements for issuance of Medical Certificate are complete, then register the client.</p> <p>2. Retrieve previous records of old clients or give out ITR (Individual Treatment Record) to New Clients.</p> <p>3. Assign a number to Client and instruct to proceed to VITAL SIGNS area.</p>	None	20 minutes	Health Worker assigned in REGISTRATION AREA
2. Proceed to VITAL SIGNS AREA once number is called.	<p>1. Get vital signs of the Client and record. Instruct Client to wait for his/her turn to be called into the MHO's examining room.</p>	None	20 minutes	Health Worker assigned in REGISTRATION AREA



3. Prepare for interview and physical examination	1. Conduct interview and physical examination of Client and recording of findings. 2.Prepare Medical Findings report 3.Encode and Prepare Medical Certificate	None	15 minutes (case-to-case basis)	MHO  Encoder/Clerk
4.Pay Medical Certificate at MTO	1.Give instructions to pay fee at the Treasurer's Office	₱100.00	5 minutes	MTO
5. Present OR to Health Worker on duty and proceed to DISPENSARY AREA for releasing	1. Releasing of the Medical Certificate at the DISPENSARY AREA	None	15 minutes	Health Worker on duty
6. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>				



## Service 7. DEATH CERTIFICATE

### Issuance of Death Certificate

<b>Office or Division:</b>	Rural Health Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Relative/s of the deceased person for registration of death	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Secure OR (Official Receipt) as proof of payment		Municipal Treasurer's Office
2. Valid ID of the deceased		
3. Barangay Certificate		Barangay
4. Medical certificate or medical abstract of the deceased if previously admitted in a hospital		Hospital where the deceased was admitted
5. Notarized Waiver of Rights to Autopsy if family refused to have autopsy performed on the deceased for deaths with unknown cause, questionable death or foul play is suspected.		PAO or any private practicing Lawyer
6. Death Certificate Form		RHU/ MCR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queue number and wait to be called	1. Ensure that the requirements for issuance of Death Certificate are complete, then register the client. Retrieve previous records of the deceased, if previously had sought consultation.	None	15 minutes	Health Worker



2. Prepare for interview & provide data needed	1. Determine the possible cause of death by interview of Informant/Client through Verbal Autopsy (VA) or by reviewing health records. 2.Fill-up death certificate and sign.	None	20 minutes  15 minutes	MHO/Nurse/Clerk  MHO
3. Wait at the DISPENSARY AREA for releasing and receive documents	1. Recording and releasing of Death Certificate in the DISPENSARY AREA 2.Instruct Client for the next step.	None	20 minutes	Health Worker
4. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>				



## Service 8. EXHUMATION PERMIT/TRANSFER OF CADAVER

Issuance of Exhumation Permit/Permit of Transfer of Cadaver

<b>Office or Division:</b>	Rural Health Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Persons who are seeking certification for any physical condition requiring documentation
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>1. OR (Official Receipt) as proof of payment</b>	Municipal Treasurer's Office
<b>2. Death Certificate of the deceased person to be exhumed, 1 original, 1 photocopy</b>	MCRO/ PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay fee at MTO	1. Give instructions to pay fee at the Treasurer's Office	₱200.00	5 minutes	MTO
1. Present OR to Sanitary Inspector and provide data needed	1. Proceed to Sanitary Inspector's Office. a.) Ensure that the requirements for the issuance of Exhumation Permit/Transfer Permit are complete. b.) Interview the Client to provide data needed to fill-up Exhumation/Transfer Permit Form and record.	None	20 minutes	Sanitary Inspector
2. Listen for further instructions while form is being processed	1. Fill-up and sign the necessary documents, and give further instructions on how and where to proceed.	None	10 minutes	Sanitary Inspector
	2. Facilitate signing of permit by the MHO	None	5 minutes	Sanitary Inspector



	3.Examine/review documents submitted and determine if it fulfills the qualification for Exhumation/Transfer then sign and release form.	None	10 minutes	MHO
3. Wait at the DISPENSARY AREA for releasing and receive documents	1. Recording and releasing of Exhumation/Transfer in the DISPENSARY AREA 2. Instruct Client for the next step.	None	20 minutes	Health Worker
4. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>				





## Service 9. CERTIFICATE OF WATER POTABILITY

Issuance of certificate of water potability

<b>Office or Division:</b>	Rural Health Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Persons who are seeking certification for any physical condition requiring documentation
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>1. Certificate of Drinking Water Site Clearance</b>	Sanitary Inspector
<b>2. Water Analysis Laboratory Result which has met Normal values</b>	Accredited Laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Sanitary Inspector's Office	1. Check documents required.	None	5 minutes	Sanitary Inspector
2. Confirm schedule for Laboratory Analysis	1. Inform Client of approved water source samples which will be taken to be submitted and analyzed at the PHO water bacteriology lab or by any of the accredited Laboratories in Iloilo City (for private water refilling stations).  Inform Client of water sample collection schedule as soon as Laboratory Analysis schedule is confirmed.	None	15 minutes	Sanitary Inspector
3. Set schedule with SI of water sample collection once Laboratory Analysis schedule is confirmed	1. Collect water sample from approved water source and submit to the Laboratory for analysis as scheduled.  2. Analysis result is retrieved from the Laboratory and interpreted.	C/O Laboratory	Within 3 weeks (depending on the schedule of examination of the Laboratory)	Sanitary Inspector



<p>4. Retrieve Certificate of Water Potability once water analysis Result has met normal values</p>	<p>1. Retrieve and interpret result: Water Analysis Result that has not met normal values based on the Philippine National Standards for Drinking: A. Inform Client that sources of contamination, if any, will be identified, and advise to chlorinate water source, then repeat laboratory examination. B. Releasing of Certificate of Water Potability</p>	<p>None</p>	<p>Within 3 weeks (depending on the schedule of examination of the Laboratory)  15 minutes</p>	<p>Sanitary Inspector  Sanitary Inspector</p>
<p>5. Fill up Client Satisfaction Form and drop it in the box provided</p>	<p>1. Provide Client Satisfaction Form and guide patient in filling it</p>	<p>None</p>	<p>10 minutes</p>	<p>Client Satisfaction Coordinator/ Nurse/ Midwife on Duty</p>
<p><b>END OF TRANSACTION</b></p>				



## Service 10. CERTIFICATE OF DRINKING WATER SITE CLEARANCE

Issuance of Certificate of drinking water site clearance

<b>Office or Division:</b>	Rural Health Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Persons who are seeking certification for any physical condition requiring documentation
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>1. Survey of old and newly constructed wells conducted and passed the requirements based on Philippine National Standards for drinking Water</b>	Sanitary Inspector

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SI Office and fill-up Application form for Drinking Water Site Clearance & set schedule for conduct of sanitary site inspection with SI	1. Provide application form and set schedule for conduct of sanitary site inspection with client	None	15 minutes	Sanitary Inspector
2. Pay fee at the Municipal Treasurer's Office once conduct of sanitary site Inspection is done	1. Conduct site survey for approval or disapproval of water source.  2. Instruct Clients of approved water sources to pay the fee for Drinking Water Site Clearance Certificate at the Municipal Treasurer's Office.	None  ₱100.00	Within 3 working Days  5 minutes	Sanitary Inspector  MTO
2. Present OR to Sanitary Inspector	Check OR and release duly approved Drinking Water Site Clearance Certificate	None	15 minutes	Sanitary Inspector



3. Fill up Client Satisfaction Form and drop it in the box provided	1. Provide Client Satisfaction Form and guide patient in filling it	None	10 minutes	Client Satisfaction Coordinator/ Nurse/ Midwife on Duty
<b>END OF TRANSACTION</b>				



## Service 11. DENTAL SERVICES

### Dental Consultation and Tooth Extraction

<b>Office or Division:</b>	Rural Health Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General public with manageable dental cases at the Health Center/Infirmary Level			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. ITR (Individual Treatment Record)			Health Facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get queue number	1. Provide patient number	None	5 minutes	Health worker
2. Wait for the number to be called in the waiting area	1. Retrieve previous records of old clients or fill-out ITR (Individual Treatment Record) of New Clients. 2. Attach queue number to ITR and instruct to proceed to VITAL SIGNS area	None	20 minutes	Health worker
3. Proceed to Dental Room for treatment proper	1. History-taking, preparation of dental instruments to be used.	None	25 minutes	Dental assistant
	2. Treatment proper: Consultation  Dental extraction	₱50.00  ₱100.00	Indeterminate: depends on the patient's dental status	Municipal Dentist
<b>END OF TRANSACTION</b>				