



City Health Office



Issuance of Sanitary Permit and Health Certificates to Operate a Business Establishment (Food and Non-Food)

Service Information

The Sanitary Permit and Health Certificates to Operate a Business Establishment (Food and Non Food) is issued to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who is requesting for such document.

Office or Division:	City Health Office / Environmental & Sanitation Services Division / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1x1) I.D. picture			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for a Sanitary Permit (SP) stating the type of business to operate	Computes corresponding fees depending on the number of personnel employed Instructs the person to proceed to the Revenue Collection Officer for payment	Sanitary Permit (depends on the type of business) Health Certificate (HC) =P 50.00 Sputum Exam. (SE)=P 50.00 Stool Exam. (S/E) = P 50.00 per person	3 minutes	SI IV or any available SI Rev. Collection Clerk or alternate JO Casual
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks OR Prepares and records SP and Health Certificate (Yellow Card for Food Establishment; Green Card for Non-Food) Instructs to proceed to CHO	None	2 minutes per client 1 hour and 40 min. per client for the Laboratory results	SI IV or any available SI Med-Tech. II or any available Med-tech



	Laboratory for the Sputum and Stool examinations			
3. Returns to the Sanitation Division and presents documents duly signed by the Med-Tech with the result at the back	Inspects and reviews documents Deworms the client Instructs to proceed to the City Health Officer for his signed approval	None	8 minutes	SI IV or any available SI City Health Officer
4. Returns to the Sanitation Division and presents duly signed documents by the City Health Officer for its release	Reviews and inspects the documents Stamps office official seal then release the document with the instruction to proceed to the city Treasurer's Office for the Business Permit	None	2 minutes	SI IV Or any available SI
	TOTAL	None	1 hr. & 55 minutes	
End of transaction				



Issuance of Health and Medical Certificates for Employment and Other Related Purposes

Service Information

The Health and Medical Certificates for Employment and Other Related Purposes is issued to any person who is a citizen of the Philippines and partnership or corporation duly organized and registered under the existing laws of the Philippines who is requesting for such document.

Office or Division:	City Health Office / Environmental & Sanitation Services Division / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1x1) I.D. picture			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for a health or medical certificate	Computes corresponding fees Instructs to proceed to the Revenue Collection Clerk for payment	(HC) =P 50.00 Sputum Exam. (SE)=P 50.00 Stool Exam. (S/E) = P 50.00 Med. Cert.=75.00	3 minutes	SI IV Or any available SI Rev. Collection Clerk or alternate JO
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks OR Prepares and records the Health Certificate (Yellow Card for Food Establishment; Green Card for Non-Food); Pink Card for Contractual Sex Worker Takes client's height, weight and blood pressure (BP) Instructs client to proceed to CHO Laboratory for the actual examination	None	2 minutes 1 hour and 40 min. per client for the Laboratory results	SI IV Or any available SI Med-Tech. II or any available Med-Tech



3. Returns to the Sanitation Division and presents the Certificates duly signed by the Med-Tech with the result at the back	Inspects and reviews documents Instructs to proceed to the City Health Officer for signature of approval	None	3 minutes	SI IV Or any available SI City Health Officer
4. Returns to the Sanitation Division and presents signed documents for its release	Reviews and inspects the signed documents Stamps the office official seal then release the document.	None	2 minutes	SI IV Or any available SI
	TOTAL	None	1 hr. & 50 minutes	
End of transaction				



Issuance of Certificate of Death and Other Death Related Permit (Exhumation / Transfer of Cadaver / Transfer Permit) for Burial or Remains Outside of San Carlos City Public Cemetery

Service Information

The Certificate of Death and Other Related Permit ((Exhumation / Transfer of Cadaver / Transfer Permit) for Burial or Remains Outside of San Carlos City Public Cemetery is issued to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who is requesting for such document.

Office or Division:	City Health Office / Environmental & Sanitation Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Birth 2. Barangay Death Certificate if death occurs at barangays within the city 3. Transfer of Cadaver (Transfer Permit) if death occurs outside the jurisdiction of San Carlos City			Attending physician if death occurs at any hospital within or outside the City of San Carlos. Barangay Captain of barangay of his/her residence Place of Origin	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents required documents	Reviews documents presented Computes corresponding fees Instructs to proceed to City Health Officer or MO for diagnosis if death occurs outside of hospital Asks for a Death Certificate for exhumation permit to manifest that death occurs more than five (5) years already;	New Entombment= P 150.00 Cemetery Fee= P 50.00 Burial Permit= P75.00 Death Certificate= P 75.00 Removal of Remains= P 75.00 Exhumation Permit= P 75.00	10 minutes	SI IV Or any available SI Rev. Collection Clerk or alternate Job Order Casual



	Instructs to proceed to the Revenue Collection Clerk for payment			
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks O.R. Prepares and records the documents Instructs to proceed to the City Health Officer or Medical Officer for review and signed approval	None	12 minutes	SI IV Or any available SI City Health Officer or Medical Officer IV
3. Returns to the Sanitation Division and presents signed document for its release	Reviews document Instructs to photocopy for office file Stamps with office official seal and gets 2 nd copy for file Instructs to proceed to a Funeral home and to proceed after to LCR Office for official recording - and release	None	8 minutes	SI IV Or any available SI
	TOTAL	None	30 minutes	
End of transaction				



Issuance of Certificate of Death for Burial of Remains at the San Carlos City Public Cemetery

Service Information

The Certificate of Death for Burial of Remains at the San Carlos City Public Cemetery is issued to

Any person who is a citizen of the Philippines and partnership or corporation duly organized and registered under the existing laws of the Philippines who is requesting for such document.

Office or Division:	City Health Office / Environmental & Sanitation Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Death			Attending physician if death occurs at any hospital within or outside the City of San Carlos.	
Barangay Death Certificate if death occurs at barangays within the city			Barangay Captain of barangay of his/her residence	
If indigent, a Brgy. Certification concurred and duly signed by the Head of Office of CSWD			CSWDO Head	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents	Reviews required documents presented Computes each corresponding fees Instructs to proceed to the City Health Officer/MO for diagnosis if death occurs outside a hospital Instructs to proceed to the Revenue	Niche Rental Fee=P 1,500.00 (Indigent=P 150.00) Burial Permit=P 75.00 Death Certificate = P 75.00 Each Death Cert. changed/corrected – P 100.00 Transfer of fee of remains from City Cemetery to tree park	12 minutes	SI IV Or any available SI City Health Officer or Medical Officer IV Rev. Collection Clerk or alternate JO Casual



	Collection for payment	after 5 years= P 250.00 Entrance of Cadaver (if death occurs outside the city) =P 150.00 Renewal of Lease for each Niche (extension for a maximum of one (1) year period) at the City Public Cemetery= P 300.00		
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks the OR Prepares the Certificate of Death Instructs to proceed to CHO/MO for review and signature of approval	None	10 minutes	SI IV Or any available SI City Health Officer or Medical Officer IV
3. Returns to the Sanitation Division and presents the duly signed document	Reviews the document and have it photocopied Prepares/ records the Permit of Interment Instructs to proceed to Administrative Division for signature of AO IV	None	10 minutes	SI IV Or any available SI Administrative Officer IV
4. Returns to the Sanitation Division and presents duly signed Permit of	<ul style="list-style-type: none"> Reviews all pertinent papers and get 2nd copy of each 	None	3 minutes	SI IV or any available SI City Civil Registrar



Interment together with the Cert. of Death for its release	document for office file Instructs to proceed to the funeral home and to proceed after to LCR Office for official recording then proceed to City Public Cemetery			Embalmer- Local Civil Registry Office
	TOTAL	None	35 minutes	
End of transaction				



Issuance of Dental Services (Tooth Extraction)

Service Information

The Tooth Extraction services is given to any person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines

Who is requesting for such services.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dental Anesthesia Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents & to request for a Tooth Extraction procedure	Lists/interviews/charts pertinent information, if new client Retrieves record, if old client Takes vital signs Gives instruction as to scheduled date if not accommodated	None	10 minutes	JO or alternate JO DMD or DMD- Dentists
2. Submits for Oral Examination/Tooth Extraction	Conducts oral examination Prescribes anesthesia Computes fees Instructs to proceed to the Revenue Collection Clerk for payment	None	5 minutes	DMD or Dentists Rev. Collection Clerk or alternate Job Order
3. Pays prescribed fees and secures anesthesia then	Receives /checks OR of payment Administers anesthesia	Tooth Extraction – P 200.00	30 minutes	DMD or DMD - Dentists



returns to Dental Clinic for the procedure	Does the procedure Makes prescription for take home medicines			
4. Proceeds to CHO Pharmacy	Provides prescribed medicines if available in the Pharmacy	None	3 minutes	Pharmacist I
	TOTAL	None	48 minutes	
End of transaction				



Issuance of Dental Services (Oral Prophylaxis)

Service Information

The Oral Prophylaxis services is given to any person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines. Who is requesting for such services.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents and requests for Oral Prophylaxis procedure	Lists/interviews/charts pertinent information, if new client Retrieves record, if old client Takes vital signs Gives instruction as to scheduled date if not accommodated	None	5 minutes	JO Casuals or Dentists
2. Submits for Oral Examination/Oral Prophylaxis	Conducts oral examination Instructs to proceed to the Revenue Collection Clerk for payment	None	10 minutes	Dentists Rev. Collection Clerk or alternate Job Order Casual
3. Pays prescribed fee then returns to Dental Clinic for the procedure	Receives /checks OR of payment Does the procedure Makes prescription for take home medicines	Oral Prophylaxis – P 350.00	45 minutes	Dentists
4. Proceeds to CHO Pharmacy	Provides prescribed medicines if available in the Pharmacy	None	3 minutes	Pharmacist I
	TOTAL	None	1 hr. & 3 minutes	
End of transaction				



Issuance of Dental Services (Tooth Filling)

Service Information

The Tooth filling services is given to any person who is a citizen of the Philippines and partnership or corporation

Duly organized & registered under the existing laws of the Philippines who is requesting for such services.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dental Anesthesia Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents and requests for Tooth Filling procedure	Lists/interviews/ charts pertinent information, if new client Retrieves record, if old client Takes vital signs Gives instruction as to scheduled date if not accommodated	None	5 minutes	JO Casuals or Dentists
2. Submits for Oral Examination/ Tooth Filling	Conducts oral examination Instructs to proceed to the Revenue Collection Clerk for payment	None	10 minutes	Dentists Rev. Collection Clerk or alternate JO Casual
3. Pays prescribed fee then returns to Dental Clinic for the procedure	Receives /checks OR of payment Does the procedure Makes prescription for take home medicines	Tooth Filling – (Permanent)= P 300.00/ cavity Temporary= P 150.00	30 minutes	Dentists
4. Proceeds to CHO Pharmacy	Provides prescribed medicines if available in the Pharmacy	None	3 minutes	Pharmacist I
	TOTAL	None	48 minutes	
End of transaction				



Issuance of Dental Services (Dental Certificate)

Service Information

The Dental Certificate is given to any requesting person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned document and requests for a dental certificate	Lists/Interviews the client Instructs to proceed to Revenue Collection Clerk	P 75.00	5 minutes	JO Casual or Dentists Revenue Collection Clerk or alternate JO Casual
2. Pays to Revenue Collection Clerk	Receives /checks OR of payment Instructs to proceed to Administrative Division to prepare the document	None	5 minutes	JO Casuals or Dentists JO Casuals
3. Proceeds to Administrative Division & returns back to Dental Clinic	Reviews and signs the document Releases the document	None	5 minutes	JO Casuals or Dentists
	TOTAL	None	15 minutes	
End of transaction				



Issuance of Laboratory Services (Sputum Examination)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who have undergone check-up with any physician of the City Health Office and upon request of the physician for such services.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Doctor's request 2. Sputum Cups (1 st day- spot) / 2 nd day – early morning - spot			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to CHO Laboratory bringing the request from a physician	Gives proper instruction to client on how to collect sputum specimen	None	5 minutes	Medical Technologists
2. Submits sputum specimen	Examines the specimen and advises patient when to come back for the result	None	1 Hour	Medical Technologists
3. Goes back to the Laboratory and gets back the result	Issues result and advises client to go to CHO physician	None	2 Minutes	Medical Technologists
4. Goes to the CHO physician bringing the result	Analyzes and gives medication	None	10 Minutes	City Health Officer or any requesting physician
TOTAL		None	15 minutes	
End of transaction				



Issuance of Laboratory Services (XPert MTB / RIF)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who have undergone check-up with any of the physicians of the City Health Office and request by the physician for such services.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NTP Form 2a One (1) Sputum Specimen – spot collection of at least 1 ml in volume of an early morning collection			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the above-stated requirements	Checks quality of sample Submits and records information into the NTP Form 3a Advises to come back for the result	None	5 minutes	Medical Technologists
2. Submits sputum specimen at the Laboratory's receiving area	Prepares sputum specimen for the XPert MTB/RIF examination in the analyzer	None	2 Hours and 50 minutes	Medical Technologists
3. Goes back to the Laboratory and gets the result	Issues result and advises to proceed to STC Nurse	None	5 Minutes	Medical Technologists
	TOTAL	None	3 hours	
End of transaction				



Issuance of Laboratory Services (Complete Blood Count (CBC))

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory request from the City Health Office Physician only			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the request from a physician	Does blood testing Advises when to return for the result	None	30-45 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	5 minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 minutes	City Health Officer or requesting physician
	TOTAL	None	55 minutes	
End of transaction				



Issuance of Laboratory Services (Urinalysis)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from the City Health Office Physician only 2. Specimen cup from the laboratory			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the physician's laboratory request	Instructs client on the proper midstream clean catch collection of urine Does urine analysis procedure Advises patient when to return for the result	None	30 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 minutes	City Health Officer or requesting physician
TOTAL		None	37 minutes	
End of transaction				



Issuance of Laboratory Services (Stool Examination / Fecalysis)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from the City Health Office Physician only 2. Stool container / cup from the laboratory			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the physician's laboratory request	Gives Instruction on the proper collection of stools Does stool examination Advises client when to return for the result	None	30 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 minutes	City Health Officer or requesting physician
TOTAL		None	37 minutes	
End of transaction				



Issuance of Laboratory Services (Skin Smear)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from the City Health Office Physician only			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the physician's laboratory request	Does skin smear and microscopic examination Advises patient when to return for the result	None	30-45 Minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 Minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 Minutes	City Health Officer or any other CHO Physicians Leprosy Coordinator Midwife assigned at the requesting party's residence
	TOTAL	None	57 minutes	
End of transaction				



Issuance of Laboratory Services (Gram Staining)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from a Physician 2. Hygiene Card for hygiene examination issued by SI Division 3. 1 x 1 picture to be attached to the card			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For clients with symptoms of STI				
1. Proceeds to Laboratory bringing the physician's laboratory request	Does skin smear and microscopic examination Advises patient when to return for the result	None	30-45 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 Minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 Minutes	City Health Officer or other CHO Physicians NTP Nurse Coordinator Midwife assigned at the requesting party's residence
			52 minutes	
B. For Hygiene Examination				



1. Proceeds to Laboratory bringing the hygiene card	Does smearing and microscopic examination Advises patient when to return for the result	None	30-45 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 Minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 Minutes	City Health Officer or other CHO Physicians NTP Nurse Coordinator Midwife assigned at the requesting party's residence
	TOTAL	None	52 minutes	
End of transaction				



Issuance of Other Services (Pre-Marriage Counseling (PMC))

Service Information

Pre-Marriage Counseling is conducted to any couple who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Nursing Services Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:	Any couple requesting for the certificate before marriage.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate (both Filipino or Foreigner)			Client needing services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents needed requirement	Checks requirements Interviews the would-be couple	None	10 minutes	CHO Action Officers
2. Attends counseling	Conducts counseling conducted first by CHO Action Officer followed by CSWD Action Officer Proceeds to the Revenue Collection Clerk for payment	Group – P 200.00 Special – P 1,000.00	2 hours each	CHO Action Officers and CSWD Action Officers Rev. Collection Clerks or alternate JO
3. Pays the fees to the Revenue Collection Clerk	Checks /reviews OR Prepares Pre-Marriage Counseling Certificate	None	5 minutes	CHO Action Officers
4. Waits for the release of the certificate	Reviews and releases the certificates to the couple Instructs to proceed to Local Civil Registry	None	5 minutes	CHO Action Officers
	TOTAL	None	22 minutes	
End of transaction				



Issuance of Sanitary Permit and Health Certificates to Operate a Water Refilling Station

Service Information

The Sanitary Permits and Health Certificates to operate a Water Refilling Station are given to a person who is citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Environmental & Sanitation Division / Laboratory Services Section			
Classification:	Complex			
Type of Transaction:	G2B			
Who may Avail:	Any person who has completed the requirement of having a water refilling station.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One I.D. picture (1x1) 2. Cash for payment of fees			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up application form for the transaction needed	Checks/Interviews/Reviews given Instructs to proceed to the Revenue Collection Clerk for payment	Sanitary Permit = P 350.00 Health Certificate (HC) =P 50.00 each person Sputum Exam. (SE)=P 50.00 each person Stool Exam. (S/E) = P 50.00 each person Clearances (3) for water site and portability= P 150.00 each	4 minutes	Sanitation Inspectors Or JO Casuals
2. Proceeds to the Revenue Collection Clerk for payment	Receives and checks OR Prepares and records the SP and HC (Green Card for Non-Food) Prepares the three (3) clearances Instructs to proceed to the Laboratory for	None	2 minutes per client 1 hour and 40 min. per client for the	Sanitation Inspectors Or JO Casuals



	the actual examination of Sputum and Stool		Laboratory results	Medical Technologists
3. Returns to the Division and presents document duly signed by the Med-Tech with the result at the back	Inspects and reviews the document Deworms the client Signs the needed documents Instructs to proceed to the City Health Officer for his signed approval	None	8 minutes	Sanitation Inspectors Or JO Casuals City Health Officer or Medical Officers
4. Returns to the Division and presents duly signed document	Reviews and inspects the documents Stamps office official seal advising the applicant to proceed to BPLO for the Business Permit and Mayor's Permit Instructs to return after all needed documents are complied with	None	5 minutes	Sanitation Inspectors Or JO Casuals
Goes back to CHO submitting all approved documents	Checks/reviews docs. Recommends approval of three (3) Clearances (Application for Water Site Clearance; Certificate of Water Site Clearance; Certificate of Water Portability) to be sent to DOH6 for their approval	None	5 minutes	Sanitation Inspectors Or JO Casuals
	TOTAL	None	2 hours 4 minutes	
End of transaction				



Issuance of Health Services (Medical Certificate)

Service Information

The Medical Certificates are issued to any individual requesting for it after consultation by a physician.

Office or Division:	City Health Office / Medical Services Section / Administrative Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brgy. Certificate			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fall in line observing social distancing Submits for temperature scanning and registers. /Logs at the main entrance Submits required Brgy. Certificate	Checks Brgy. Certificate as to the date of issuance which is within the month of request Interviews client and gives data sheet form to be filled-out giving emphasis on purpose of travel Gives priority number before going inside Instructs to see a physician for interviews/assessment whether fit to travel, physically fit and medically sound and not under monitoring list of the city Instructs to proceed to Revenue Collection Clerk for payment	None	5 minutes	CHO TANODs assigned as screener City Health Officer or Medical Officers Rev. Collection Clerk or alternate JO Casual
2. Pays to the Revenue Collection Clerk	Receives /checks OR of payment Instructs to wait in the waiting area Brings documents to Administrative Division to prepare the Medical Certificate	P 75.00	10 minutes	JO Casuals
3. Waits for his/her name called for the release of document	Encodes / reviews Gets the Medical Certificate from Admin. Div. duly segregated according to the number of the Official Receipt Release the document	None	15-30 minutes	JO Casuals
TOTAL		None	45 minutes	
End of transaction				