



Republic of the Philippines
 Province of Quirino
 Region 2
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PROVINCIAL HEALTH OFFICE
 Mangandingay, Cabarroguis



CERTIFIED ISO 9001:2008
 Cert. No. AJA15-0047
 Registered Date: 28-Apr-15

CITIZEN CHARTER

FRONTLINE SERVICES	ABOUT THE SERVICE	CLIENT	STEPS	TIME FRAME	RESPONSIBLE PERSON
1. Delivery of Quality Field Technical Service	Program Managers of the Field Health Division are being charge to evaluate, supervise and monitor performance of health implementers for a better performance in the implementation of health programs	Health Workers from the RHU's/Barangay Health Station/Hospitals	1. Send letter of request to the Provincial Health Office(PHO)	2 minutes	PHO
			2. Receive from PHO via letter or telephone	30 minutes	Technical Staff
			3. Prepare Data(TCL, Summary Table, FHSIS reports, etc.)	1 day	
			4. Prepare the facility for monitoring	1 day	Technical Staff
			5. Receive Feedback	1 day	PHO
2. Epidemiology/ Surveillance Service	Disease Surveillance is the first link in response to emerging disease transmission. It is an ongoing, systemic collection, analysis, interpretation and feedback of outcome specific data. Reliable data can improve	From any source (Community, MESU, DRUs, DOH, Media or any information received by this office).	1. Notify PESU via telephone or Surveillance report.	30 minutes	PHO
			2. Recieve schedule of interview	30 minutes	PESU Officer or PIDSR Officer
			3. Participate in the conduct of Surveillance	1 day	PESU Officer or PIDSR Officer
			4. Receive feedback	1 day	PHO

<p>Health Education and Promotion</p>	<p>health promotion programs and help policy makers allocate resources effectively.</p>		<p>discuss past implementation activities.</p>	<p>30 minutes</p>	<p>PHO</p>
<p>3.Environmental Sanitation Service</p>	<p>This refers to the Public health conditions related to clean water and adequate treatment and disposal of human excreta and sewage. Sanitation system aim to protect human health by providing clean environment that will stop the transmission of the disease, especially through fecal-oral route.</p>	<p>(Community, RHU, BHS, Hospital Personnel)</p>	<p>1.Notify this office by sending letter to the PHO</p>	<p>30 minutes</p>	<p>PHO</p>
<p>PHO logistic services</p>			<p>2.Receive schedule of appointment from the PHO Staff</p>	<p>5 minutes</p>	<p>Provincial Sanitary Engineer</p>
			<p>3.Accompany the Sanitary Engineer to conduct investigation</p>	<p>1 day</p>	<p>Provincial Sanitary Engineer</p>
			<p>4.Participate in the activities that would address the problem</p>	<p>1 day</p>	<p>Provincial Sanitary Engineer</p>
			<p>5. Attend meeting at the PHO to</p>	<p>4 hours</p>	<p>PHO</p>

			discuss post implementation activities.		
4. Health Education and Promotion Services	<ul style="list-style-type: none"> * Health awareness * Peer education and Counseling * Mothers class and household teaching classes <p>The Mission of which is to encourage and assist in providing an environment conducive to high level wellness to provide opportunities to learn how they can improve their level of health, reduce health risks, reduce risky behavior and maintain positive health behaviors.</p>	Community, Pregnant Mothers, Person at risk like (Diabetic Patients, HPN's, STI clients) Adolescents, RHU Staff, Hospital Personnel	1. Send letter of invitation to the PHO	30 minutes	PHO
			2. Receive acknowledgement or response letter or via telephone call	5 minutes	HEPO
			3. Participate in the strategic planning (to address the issue)	1 day	PHO
			4. Implement activities with the PHO staff	1 day	PHO
5. PHO Logistic Services	Programs Managers act as there store keepers of their supplies, they are charge to allocate distribute medicine and supplies to the different health facilities of the Province. Sees to it that FEFO is being	Any representative from the RHU's Hospital requesting Drugs and Supplies	1. Proceed to receiving area. > Present letter of Request	2 minutes	Program Manager

	observed in the allocation of said commodities.				
			2. Fill up RIS	5 minutes	Storekeeper
			3. Present the RIS to the Program Manager for approval	2 minutes	Program Manager
			4. Bring the RIS to the Storekeeper	2 minutes	Storekeeper
			5. Receive medicine and supplies > Check the number and condition of the supplies received > Check for the expiry date	5 minutes	Storekeeper

Approved by:

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Provincial Health Officer II