



PHILIPPINE NORMAL UNIVERSITY
The National Center for Teacher Education
South Luzon Campus
Lopez, Quezon

MEDICAL SERVICES

CITIZEN CHARTER

Title of Frontline Service : **Physical and Medical Examination (incoming freshmen)**
Schedule of availability of service : Monday – Friday, 8:00am – 5:00pm
Key Person : Medical officer
Who may avail of the service? : Incoming Freshmen
What are the requirements? : Certification of passing the interview
Chest X-Ray Plate with Result (if available)
Duration : 30 - 40 minutes
How to avail this service?

Step	Please follow the Steps	Service Provider	Duration	Person in charge	Fee	Form/Document
1	Present certification of passing the interview	Inspect the validity of present document	1 minute	University Nurse	None	Certification of passing the interview
2	Present Chest X- ray plate and result (if available)	Received Chest X- ray plate with result and make an individual health record envelop. Check the result, if normal put it on the patient's individual health record envelop and return the plate to the patients.	1-3 minutes	University Nurse	None	Chest X –ray plate with result or chest x-ray result only. Chest X-ray request
	Subject oneself for Chest X - ray examination.	Provide the patient a Chest X-ray request	1-2 minutes			
3	Fill up Student Health Record	Guide the patient in accomplishing Student Health Record	1-5 minutes	University Nurse	None	Accomplished Student Health Record
4	Subject oneself for vital signs taking, height and weight determination	Measures vital signs, height and weight	5-10 minutes	University Nurse	None	Measurement of vital signs, height and weight recorded at the Student Health Record
5	Subject oneself for physical examination, including visual acuity	Performs Physical Examination, including visual acuity	10-15 minutes	University Physician	None	Physical Examination Findings and visual acuity

						result recorded at the student Health Record Form
6	Wait for the release of Medical Clearance at least 1 working day. Check Student Portal through PWEBS or visit the clinic for personal issuance of medical clearance	Post Medical Examination Result through PWEBS Medical Clearance issued personally to student concerned.	At least 24 hours	University Nurse with the approval of the University Physician	None	Medical Clearance tagged at individual student portal or personally issued to student concerned.
END OF TRANSACTION						

Prepared by:

ANA-NORWINA A. ZARSADIAS, RN
University Nurse

Noted by:

ASUNCION B. RAÑESES, MD
University Physician

Approved by:

EDGARDO S. VILLASEÑOR Ed. D
Executive Director and Provost



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MEDICAL SERVICES

CITIZEN CHARTER

Title of Frontline Service	:	Physical and Medical Examination (sophomore to senior students)
Schedule of availability of service	:	Monday - Friday, 8:00am – 5:00pm
Key Person	:	Medical Officer
Who may avail of the service?	:	Sophomore to Senior Students
What are the requirements?	:	Valid School ID
	:	Chest X-ray Plate with Result (if available)
Duration	:	30-40 minutes

How to avail this service?

Step	Please follow the Steps	Service Provider	Duration	Person in charge	Fee	Form/Document
1	Wait for announcements of your scheduled physical and medical examination through flag ceremony every Monday, homeroom session with your adviser/mayor every Friday, and/or posted announcement at the clinic wall and/or the guard house.	Announce the Medical Examination during the Flag Ceremony (every Monday). Send a letter to each advisers and/or mayors of each section about the upcoming physical and medical examination so it can be announced at the homeroom session every Friday. Post a detailed scheduled of the Physical and Medical Examination at the University Clinic's Wall and at the guard House.	1-5 minutes	University Nurse as approved by University Physician	None	Letter for every adviser and/or class mayors and detailed Physical and Medical Examination Schedule.

2	Go to the Clinic at the exact date and time of the Physical and Medical Examination.	Follow up class mayors for their classmates' attendance for the physical and medical examination.	1-5 minutes	University Nurse	None	None
3	Present Chest X-ray plate and result (if available). Subject oneself for Chest X-ray examination.	Receive Chest X-ray plate with result. Check the result, if normal put it on the patient's individual health record envelop and return the plate to the patients. Provide a patient a Chest X-ray request.	1-3 minutes 1-2 minutes	University Nurse	None	Chest X-ray plate with result or Chest x-ray result only Chest X-ray request
4	Subject oneself for vital signs taking, height and weight determination.	Measures vital signs, height and weight.	1-5 minutes	University Nurse	None	Measurement of vital signs, height and weight recorded at the Student Health Record Form.
5	Subject oneself for physical examination, including visual acuity.	Performs Physical Examination, including visual acuity.	10-15 minutes	University Physician	None	Physical Examination Findings and visual acuity result recorded at the Student Health Record Form
END OF TRANSACTION						

Prepared by:

ANA-NORWINA A. ZARSADIAS, RN
University Nurse

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ASUNCION B. RAÑESES, MD
University Physician

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MEDICAL SERVICES

CITIZEN CHARTER

Title of Frontline Service	:	Medical Services (Daily Treatment and Consultation)
Schedule of availability of service	:	Monday - Friday, 8:00am – 5:00pm
Key Person	:	Medical Officer
Who may avail of the service?	:	Students, Faculty and Administrative Staff
What are the requirements?	:	ID
	:	Laboratory Examination (if available)
Duration	:	30-40 minutes

How to avail this service?

Step	Please follow the Steps	Service Provider	Duration	Person in charge	Fee	Form/Document
1	Visit the clinic and present ID.	Inspect the validity of ID. Fill up Daily Consultation Form.	1-2 minutes	University Nurse	None	ID Daily Consultation Form
2	Report to the University Nurse one's health complaint and/or present laboratory examination (if available).	Record the patient's chief complaint and laboratory examination result (if available) into his/her individual health record.	1-3 minutes	University Nurse	None	Individual Health Record
3	Subject oneself for the measurement of vital signs.	Measures the vital signs. Record it into patient's individual health record. Correlates it with the patient's chief complaint and/or laboratory examination results, categorized it as emergency or non-emergency case.	3-5 minutes	University Nurse	None	Individual Health record and/or Laboratory Examination Result (if available)

4	If health complaint and vital signs indicate that the patient belongs to an emergency case, first aid treatment will be rendered by the University Nurse and further medical management will be performed and/or ordered by the University Physician.	Performs first aid treatment to the patient. Record all treatment given at the individual health record of the patient. Refer to the University Physician for further medical management. Perform treatment orders of the University Physician.	5-10 minutes	University Nurse	None	Individual Health Record
		Validates the assessment made by the University Nurse. Order treatment for the patient's case.	5-10 minutes	University Physician	None	
	If health complaint and vital signs indicate that the patient belongs to non-emergency case, patient will be scheduled for check up with the University Physician.	Give health teachings and schedule the patient for check up with the University Physician. Schedule of check-up will be based on the availability of the student and the University Physician.	1-3 minutes	University Nurse	None	
	Once scheduled, patient should visit again the clinic at exact time and date given by the University Nurse.	Validates the assessment made by the University Nurse. Order treatment for patient's case.	5-10 minutes	University Physician	None	
5	Visit again the clinic for follow up check-up as ordered by the University Physician.	Assess improvement on patient's case; give further treatment, if necessary.	1-5 minutes	University Physician	None	Individual Health Record
END OF TRANSACTION						