



**PHILIPPINE NORMAL UNIVERSITY
VISAYAS**

The National Center for Teacher Education
Cadiz City, Negros Occidental

CITIZEN'S CHARTER MEDICAL/DENTAL CLINIC



Title of frontline service: **MEDICAL EXAMINATION FOR ENROLMENT**
Schedule of Availability: Thursday - Friday, 1pm- 5pm
Key Person: University Physician
Clients for the Service: Student enrollees
Fees/charges: None
Duration: 25 – 45mins.
 How to avail of the service?

Steps	Applicants/Clients	Service Provider	Duration	Person in Charge	Form Documents
1	Present ID or Registration form	Inspects validity of presented ID/documents	1 min.	Nurse	ID or Registration form
2	Secure Lab. Request form/ and X-ray request form	Distributes Lab. and X-ray request form	1 min.	Nurse/ Nurse Aid	
3	Submit urine and chest x-ray result	Retrieves old records and findings for updating. Evaluates submitted documents.	5-10mins.	Nurse/ Nurse Aid	Urine and X-ray result
4	Fill out and sign the Medical Information Sheet (MIS) – (for New Students only)	Guides patients in accomplishing MIS, by giving special instructions	3-5mins.	Nurse/ Nurse Aid	Accomplished MIS form
5	Submit oneself to measurement of weight, height, blood pressure, pulse rate and respiratory rate.	Measures vital signs Records result	5-10mins.	Nurse/ Nurse Aid	Measurement of vital signs
6	Submit oneself to physical examination	Performs physical examination	10-15mins.	Physician	Physical examination record
7	Secure OK form for enrolment	Provides medical clearance for enrolment	1min.	Nurse/ Nurse Aid	Medical certificate
END OF TRANSACTION Total No. of Minutes: 43					

Title of frontline service: **MEDICAL CONSULTATION**
Schedule of Availability: Wednesday - Friday, 1pm- 5pm
Key Person: University Physician
Clients for the Service: Students/Faculty/Staff
Fees/charges: None
Duration: 10- 20mins.
 How to avail of the service?

Steps	Applicants/Clients	Service Provider	Duration	Person in Charge	Form Documents
1	Present ID	Inspects validity of ID	1 min.	Nurse/ Nurse Aid	ID or Registration form
2	Inform Nurse/ Nurse Aide of reason for clinic visit	Records chief complaint	1 min.	Nurse/ Nurse Aid	N/A
3	Submit oneself to measurement of vital signs	Performs measurements of vital signs	5 mins.	Nurse/ Nurse Aid	Measurement of vital signs



4	Submit oneself to physical examination or undergo treatment	Performs physical examination and or apply treatment. Recommends further treatment if necessary	5-10 mins.	Physician	Physical examination record
END OF TRANSACTION Total No. of Minutes: 17					

Title of frontline service: **EMERGENCY CALL/ FIRST - AID**
Schedule of Availability: Monday - Friday, 8am 12nn; 1pm- 5pm
Key Person: University Physician/Nurse/ Nurse Aid
Clients for the Service: Student/Faculty/Staff
Fees/charges: None
Duration: 20–45 mins.
How to avail of the service?

Steps	Applicants/Clients	Service Provider	Duration	Person in Charge	Form Documents
1	Personal appearance of patient or inform the nurse/nurse- aide of the condition and location of the patient	Responds to emergency call	5-10 mins.	Nurse/ Nurse Aid	N/A
2	Check level consciousness of the patient	Assesses patient's condition and takes vital signs	5-10 mins.	Nurse/ Nurse Aid	N/A
3	Gives first aid treatment, medicine or referral to local health center or nearest hospital as the case may be submit for consultation or hospitalization.	Applies first aid treatment, issue medicine, or refers to local health center or hospital for proper management	Depending on the case	Nurse/ Nurse Aid	N/A
4	Inform the Parent or Guardian of the patient of the incident	Calls parents attention or/guardian	5 mins.	Nurse/ Nurse Aid	N/A
5	Report case to nurse/nurse aid for the purpose of recording and documenting	Records name of the patient, date, time and condition of the patient	2 mins.	Nurse/ Nurse Aid	Logbook
END OF TRANSACTION Total No. of Minutes: 27 or more as the case may be					

Title of frontline service: **DENTAL CONSULTATION/TREATMENT**
Schedule of Availability: Mon.–Fri. 8:00AM-9:00AM, Consultation only @ PNU-V Clinic
All Dental treatment will be performed at Dr. Chua's Clinic by appointment. Only (3) Dental treatment will be accommodated per day
Key Person: University Dentist
Clients for the Service: Students/Faculty/Staff
Fees/charges: Free Check- up/Consultation
Free tooth Extraction: College Students (1) extraction/sem
CTL students (3) per school year
Free (1) Oral Prophylaxis/Year
How to avail of the service?



Steps	Applicants/Clients	Service Provider	Duration	Person in Charge	Form Documents
1	Present ID	Inspects validity of presented ID	1 min.	ID or Registration form Nurse/Nurse Aid	ID or Registration form
2	Accomplish and sign Dental Health Card (NEW Students)	Guides patients in accomplishing DHC	2-3mins.	Nurse/Nurse Aid	Accomplished Dental Health Record
3	Set an appointment and sign logbook. NOTE: Date, Time and service wanted	Checks availability of desired schedule. Verifies availability of slot for dental check-up and treatment	2-3 mins.	Nurse/Nurse Aid	N/A
4	Submit oneself to Dental examination or undergo treatment at the scheduled date	Conducts oral-dental examination or treatment procedures	Depending on the case	Dentist	Dental Examination Record
END OF TRANSACTION Total No. of Minutes: 7 or more as the case may be					

PNU Vision

PNU shall become an internationally recognized and nationally responsive teacher education university. As the established producer of knowledge workers in the field of education, it shall be the primary source of high quality teachers and education managers who can directly inspire and shape the quality of Filipino students and graduates in the country and the world.

PNU Visayas Vision

PNU Visayas shall become an internationally recognized and nationally responsive teacher education university specializing in environment and green technology education.

PNU Mission

PNU is dedicated to nurturing innovative teachers and education leaders.

Goals

In pursuit of its vision, the PNU Visayas Campus shall:

1. Offer quality and relevant pre-service, in service, graduate and continuing education programs with emphasis on environment and green technology education;
2. Undertake research-based teacher-training programs, extension services and establish linkages with other institutions locally and globally;
3. Conduct quantitative and qualitative researches aimed at improving basic teacher curricula;
4. Produce effective, efficient and empowered teachers who will implement innovations in the delivery of relevant, functional and quality basic education; and
5. Establish and maintain an environment management system that integrates sustainability practices.

