



Philippine Normal University Visayas

THE NATIONAL CENTER FOR TEACHER EDUCATION

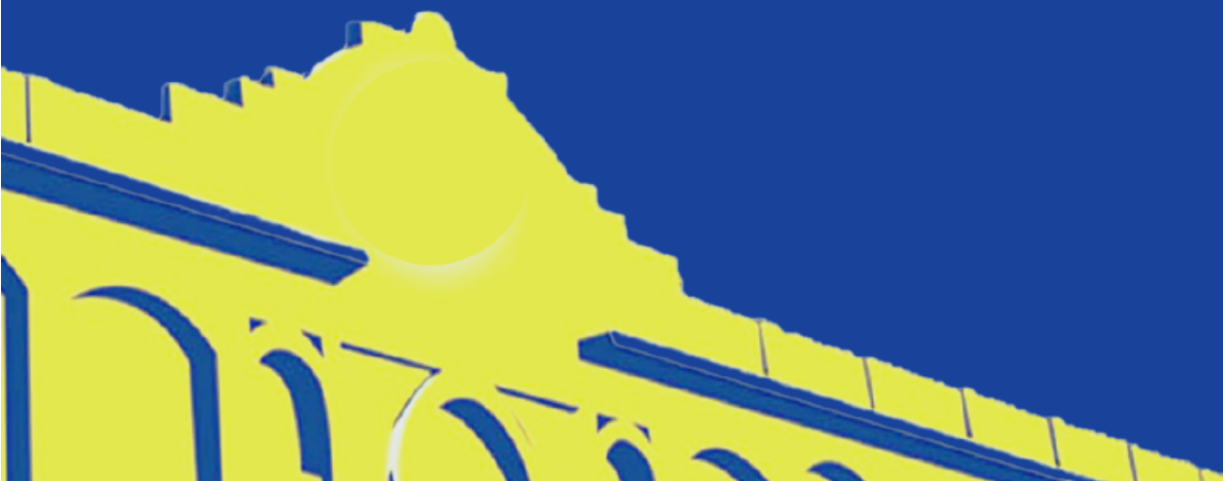
THE ENVIRONMENT AND GREEN TECHNOLOGY EDUCATION HUB

CADIZ CITY, NEGROS OCCIDENTAL

Clinic

CITIZENS' CHARTER

2022 REVISED EDITION





GENERAL GUIDELINES

- Everyone should wear mask upon entry to the library
- Sanitize hands before proceeding to the reading area of the library
- Keep distance from each other by 1 meter
- Client must register at the counter using his/her own ballpen

A. INTERNAL SERVICES

1. MEDICAL EXAMINATION FOR ENROLMENT (FACE-TO-FACE TRANSACTION)

The purpose of this service is to help determine the status of your health. This can give way to early intervention and prevention of any health issues that you are currently at risk for.

Office or Division:	Medical/Dental Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pre-School, CTL, College Students, CTP, Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request Chest x- ray request Vaccination Card (if applicable) Philhealth ID or MDR dependency		University Clinic Thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure laboratory and chest x-ray request form	Distribute laboratory and chest x-ray request form	None	3 seconds	Nurse
2. Submit CBC with blood typing, urine, stool, drug test and chest x- ray results	Retrieve old records and findings for updating Attach new laboratory results and findings.	None	5-10 mins.	Nurse



3. Fill out and sign the Medical Information Sheet (MIS) – (for New Students only)	Guide students in accomplishing MIS, by giving special instructions	None	4-6 mins.	Nurse
4. Submit oneself to measurement of weight, height, blood pressure, pulse rate	Measure of vital signs Record result	None	3-5 mins.	Nurse
5. Submit oneself to physical examination	Perform physical examination Provide medical clearance for enrollment	P100	5-10 mins.	Physician
TOTAL		P100	31 mins.	

2. MEDICAL CONSULTATION (FACE-TO-FACE)

The purpose of the service is to diagnose and treat illness and give appropriate basic initial medical services. The school clinic caters to all students, faculty and staff. The service includes triage, assessment, emergency care, dispensing of basic treatment/medicines, and referral for advanced cases.

Office or Division:	Medical/Dental Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment date		University Clinic thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for health assessment	1.1 Retrieve file	None	2 mins.	Nurse



	1.2 Asks for reason for consultation, takes vital signs, and relevant clinical data (weight, symptoms, duration, etc.)	None	5-10 mins.	Nurse
	1.3 Conduct physical final assessment, treatment and diagnoses.	None	5-10 mins.	Physician
2. Sign the logbook	Secure patients sign in the logbook	None	1 min.	Nurse
3. Evaluate the service		None	5 mins.	Client
	Total	None	28 mins.	



3. DENTAL CONSULTATION/TREATMENT

The purpose of the service is to diagnose and treat illness and give appropriate basic initial dental services. Enrolled students, faculty and staff can avail FREE dental consultation, (1) basic tooth extraction and (1) prophylaxis per school year.

Office or Division:	Medical/Dental Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment date		University Clinic Thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Dental Health Card (For New Students only)	Guide students in accomplishing DHC	None	2-3 mins.	Nurse
2. Submit oneself to Dental examination or undergo treatment at the scheduled date	Conduct oral examination or treatment procedures	None	10-14 mins.	Dentist
	Total	None	17 mins.	



4. APPOINTMENT FOR MEDICAL/DENTAL CONSULTATION (ONLINE TRANSACTION)

Client can make an appointment when it's convenient for them, no matter where they are or in what the time of the day.

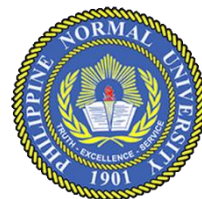
Office or Division:	Medical Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book an online appointment thru PNUV Health Services FB page	1.1 Respond to client 1.2 Check availability of the Physician/Dentist 1.3 Set date for the consultation/treatment	none	1 day	Nurse
2. Receive notifications and perform necessary action	Finalize schedule with the Physician/Dentist and the client	none	1 day	Nurse
	Total	none	2 days	



5. MEDICAL CONSULTATION (ONLINE TRANSACTION) CONSULTATION (ONLINE TRANSACTION)

The purpose of this service is to provide services through video conferencing, to check test results, request for prescription refills and diagnosing.

Office or Division:	Medical Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment date		University Clinic thru PNUV Health Services FB Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for health assessment	1.1 Retrieve file	None	2 mins.	Nurse
	1.2 Interview client on the following: reason for consultation and relevant clinical data (symptoms, duration, etc.)	None	10-15 mins	Nurse
	1.3 Conduct final assessment, treatment and diagnosis.	None	5-10 mins.	Physician
	Total	None	27 mins.	



6. EMERGENCY CALL/ FIRST – AID (FACE-TO-FACE)

Provide first aid treatment to illnesses and injuries that require an urgent medical response and referrals to Local Health Center or nearest hospital for further evaluation.

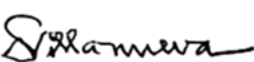
Office or Division:	Medical/Dental Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance of patient or inform the Physician/Nurse of the condition and location of the patient	Respond to emergency call	None	5-10 mins.	Nurse
2. Submit self for initial assessment	Check for level of consciousness Assess patients condition and take vital signs	None	3-5 mins.	Nurse
3. Submit self for treatment or referrals	3.1 Give first aid treatment	None	Depending on the case	Nurse/Physician
	3.2 Referral to Local Health Center or nearest hospital for further evaluation and treatment.	None	2-3 mins.	Nurse/Physician
	3.3 Inform parents/guardian about the incident	None	2-3 mins.	Nurse
	3.4 Record and document the incident	None	2 mins.	Nurse
	TOTAL	None	30mins. - 1hr.	



7. HEALTH SCREENING AND TRIAGE (FACE-TO-FACE TRANSACTION)

Initial assessment to prevent symptomatic individual suspected/ probable of having COVID-19 to spread the virus to student, faculty and staff inside the Campus.

Office or Division:		Medical Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Students, Faculty, Staff and Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit oneself to Campus Health and Safety Protocols	1.1 Check body temperature	None	1 min.	Guard on duty
	1.2 Disinfect hands with alcohol	None	1 sec.	Guard on duty
2. Accomplish contact tracing form or present QR code	Let the client fill out the contact tracing form or scan contact tracing QR code	None	2 sec.- 3 mins.	Guard on duty
3. Accomplish Health Declaration Form	Assess filled out Health Declaration Form	None	2-3 mins.	Nurse
	Total	None	7 mins.	


SHEILA V. VILLANUEVA
 University Nurse

