



# **Office of the Health Services**



# 1. Medical Examination for Enrolment

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.

<b>Office or Division:</b>	Medical/Dental Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	CTL, College Students, CTP, Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request Chest x- ray request Vaccination Card (if applicable)		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 Attached new laboratory results and findings.	none	5-10 mins.	Nurse
3. Fill out and sign the Medical Information Sheet (MIS) – <b>(for New Students only)</b>	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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 31</b>		

## 2. Face to Face Medical Consultation

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.

<b>Office or Division:</b>	Medical/Dental Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 28</b>		



### 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.

<b>Office or Division:</b>	Medical/Dental Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Appointment date		University Clinic Thru PNUV Health Services FB Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 17</b>		

#### 4. Appointment for Online Medical/Dental Consultation

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

<b>Office or Division:</b>	Medical Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 2 days</b>		

## 5. Online Medical Consultation

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

<b>Office or Division:</b>	Medical Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Appointment date		University Clinic thru PNUV Health Services FB Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 27</b>		

## 6. Emergency Call/ First - Aid

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.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	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 patient's 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
<b>END OF TRANSACTION</b>		<b>Total No. of Minutes: 30minutes – 1 hour</b>		