



PROVINCIAL HEALTH OFFICE-FIELD HEALTH SERVICES  
OFFICE

CITIZEN'S CHARTER

2021 (1<sup>st</sup> Edition)



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## I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



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# PROVINCIAL HEALTH OFFICE FIELD HEALTH SERVICES

Internal and External Services


**The Provincial Health Office provides the following:**

- Capability Building for Health Workers
- Technical Assistance
- Monitoring and Evaluation of Public Health Programs

<b>Service Title:</b>	Request for Technical Assistance
<b>Classification:</b>	simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Service Availability:</b>	Monday to Friday except Holiday and Saturday and Sunday
<b>Who May avail:</b>	Various line agencies

**HOW TO AVAIL OF THE SERVICE**

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter of Technical Assistance	1. Acknowledge and check the authenticity of the Letter of Request Received	None	5 minutes	FHS Secretary
	2. Forward the letter of request to Provincial Health Office		5 minutes	FHS Secretary
	3. Send back letter of request to Acting PGADH-FHS with note/instruction to the concerned program manager		5 minutes	PHO Secretary
	4. Acting PGADH-FHS discuss details of request to the concerned program manager		10 minutes	Acting PGADH-FHS
	5. Coordinate with the Acting PGADH-FHS on the approval of the technical assistance request		5 minutes	Program Manager
	6. Coordinate with the AO-V for the provision of service vehicle and travel order			
2. Concur with the schedule of the technical assistance	7. Inform client on the action taken on the request	3 minutes	Program Manager	
<b>END OF TRANSACTION</b>				





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<b>Service Title:</b>	Request for Commodities			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Service Availability:</b>	Monday to Friday except Holiday and Saturday and Sunday			
<b>Who may avail:</b>	Various line agencies			
<b>HOW TO AVAIL OF THE SERVICE</b>				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Property Transfer Report (PTR)	1. Receives and check if PTR entries are complete and accurate.	NONE	3 minutes	Program Assistant
2. Review and concur to commodity allocation adjustment	2. Check or adjust commodity allocation of the requesting client.		4 minutes	Program Assistant
3. Check and count the requested commodities	3. Fill-out Requisition and Issue Slip (RIS) 4. Check and count the requested commodity.		10 minutes	Program Assistant
4. Acknowledges and received the requested commodities	5. Pack and secure the commodities		10 minutes	Program Assistant
	6. Release the requested commodities.		5 minutes	Program Assistant
<b>END OF TRANSACTION</b>				



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<b>Service Title:</b>	Request For Technical Assistance on Mobile Blood Donation Activity, Program Advocacy, Mass Blood Typing and Installation of Blood Type Directories			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Service Availability:</b>	Monday to Friday, Saturday and Sunday and Holidays – by appointment			
<b>Who may avail:</b>	Various line agencies			
<b>HOW TO AVAIL OF THE SERVICE</b>				
<b>CLIENT STEPS</b>	<b>OFFICE ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request For Technical Assistance on Mobile Blood Donation Activity, Program Advocacy and Mass Blood Typing and Installation of Blood Type Directories	1. Acknowledge and check the authenticity of the Letter of Request Received	NONE	2 minutes	Program Manager
	2. Check availability and schedule of the request		5 minutes	Program Manager
	3. Coordinate with the FHS Chief on the approval of the technical assistance request		5 minutes	Program Manager
	4. Coordinate with the AO-V for the provision of service vehicle and Travel order			
2. Concur with the schedule of the technical assistance	5. Inform client on the action taken of the request		3 minutes	Program Manager
<b>END OF TRANSACTION</b>				





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<b>Service Title:</b>	Request for the OPS/NPS for RTPCR Testing
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Service Availability:</b>	Monday to Friday and Holidays except Saturdays
<b>Who may avail:</b>	Various line agencies

**HOW TO AVAIL OF THE SERVICE**

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of OPS/NPS Line List to Covid-19 Coordinator	1. Preparation of swab schedule. 2. Inform client of the schedule availability	NONE	15 minutes	Covid-19 Coordinator
2. Acknowledged the schedule given by the Covid-19 Coordinator				Covid-19 Coordinator



<b>Service Title:</b>	Request for the Replenishment of the Routine and CoVid-19 Vaccines
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Service Availability:</b>	Monday to Friday except holidays
<b>Who may avail:</b>	Various line agencies

### HOW TO AVAIL OF THE SERVICE

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Transfer Report (PTR)		Cold Chain Manager		
Vaccine Carrier and or Storage Box with Cold Dogs		Brought by the Client		
Calibrated Temperature Monitoring Device (TMD)		Brought by the Client		
Valid TMD Calibration Certificate		Brought by the Client		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the PTR and TMD Calibration Certificate.	Receives and check if PTR entries are complete and accurate. Check the validity of the TMD Calibration Certificate. Check or adjust vaccine allocation of the requesting client.	NONE.	3 minutes	Cold Chain Manager Alternate: NIP Program Manager
Review and concur to vaccine allocation adjustment. Observe storage and handling of the vaccines. Count the requested vaccines as it is being moved to the vaccine carrier.	Condition ice packs  Fill-out Vaccine Issuance Form (VIF).  Count the requested vaccine with the client as it is moved to the carrier.  Close and secure cover of the vaccine carrier.		15 minutes  If the ice packs has not been pre-conditioned by the client.	Cold Chain Manager  Alternate: NIP Program Manager
			8 minutes  If the ice packs had been pre-conditioned by the client	
Signs the VIF and the PTR.	Hand-over the requested vaccines		1 minute	Cold Chain Manager Alternate: NIP Program Manager

END OF TRANSACTION



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<b>Service Title:</b>	Receiving of OPS/NPS Specimen
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Service Availability:</b>	Monday to Friday and Holidays except Saturdays
<b>Who may avail:</b>	Various line agencies

**HOW TO AVAIL OF THE SERVICE**

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits OPS/NPS specimen to PESU	1. Received OPS/NPS specimen 2. Check accuracy of labels and specimen packing accepted by the DOH Standard.	NONE	10 minutes	PESU STAFF
	3. Preparation of Individual documents 4. Submission of OPS/NPS specimen to authorized laboratory by requested driver of SPH		6 hours	PESU STAFF

**END OF TRANSACTION**



<b>MECHANISM</b>	
How client feedbacks are processed	ECSM and ICSM are being filled up by the Client on the day of their transaction and consolidated and evaluated the rate per month and submitted to Provincial DICO.
How to conduct capability building for health workers	<ul style="list-style-type: none"> <li>○ The Program Manager conducts capability building to public healthworkers using the training needs assessment (TNA) form as its reference which is updated quarterly or earlier if necessary. Training plan shall be submitted to the Department Head as basis for training to be conducted at least three months prior to the training</li> <li>○ If applicable, the Program Manager Coordinates with training partners for approval three months before the scheduled training.</li> <li>○ The Program Manager will prepare a the necessary documents supporting the budget requirement of the training at least 3 months before the training schedule.</li> <li>○ The Program Manager will send communication to participants and/or stakeholders one month before the training and submit documents required for implementation support such as catering, if necessary.</li> <li>○ The Program Manager with the training team will facilitate or conduct the training on scheduled date</li> <li>○ The Program Manager with the training team will conduct a post-activity evaluation.</li> </ul>
How to conduct Technical Assistance	<ul style="list-style-type: none"> <li>○ Identification of available logistics and other Technical Assistance</li> <li>○ Identification of TA requirements based on</li> </ul>

	<p>request six months before the schedule of TA</p> <ul style="list-style-type: none"> <li>○ Processing and distribution of logistic supplies upon receiving from donating agencies within a month</li> <li>○ Respond to the request of different agencies within five days</li> <li>○ Scheduling of TA activities upon approval of budget request within one month before the TA provision</li> <li>○ Conduct of TA provision on the scheduled date</li> </ul>
<p>How to conduct Monitoring and Evaluation</p>	<ul style="list-style-type: none"> <li>○ Availability of monitoring checklist tool one month before the conduct of monitoring and evaluation</li> <li>○ Conduct of monitoring activities for Data Quality Check (DQC)</li> <li>○ Conduct Program/Performance Implementation Review (PIR) quarterly to field health workers as scheduled</li> </ul>



**PROVINCIAL HEALTH OFFICE-FIELD  
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<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the Acting Provincial Health Officer	Macabog, West District Sorsogon City	pho@sorsogon.gov.ph
Office of the Acting PGADH-Field Health Services	Macabog, West District Sorsogon City	phosortech@sorsogon.gov.ph