Republic of the Philippines
Province of Albay
City of Tabaco
Office of the City Health Officer

SAN MIGUEL LYING-IN K-LINIK

The San Miguel Lying-in K-linik is responsible to deliver quality and timely healthcare services within our level, and offer the following services:

1. General Consultations / Outpatient Services
2. Laboratory Services
3. Dental Services
4. Lying In Clinic

1. General Consultations

Office or Division:		San Miguel Lying-in K-linik
Classification:		*Simple*
Type of Transaction:		G2C
Who may avail:		General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip; if available	*1. Barangay Health Center*
2. Mother's records for pregnant women	*2. Barangay Health Center*
3. PhilHealth Number/Card	*3. PhilHealth Office/Records Section*

CLIENTS STEPS	(Department) ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient proceeds to the Information/Registration desk and presents referral	a. Staff interviews the patient (Name, Age, Address, Previous Medical History and Chief Complaint) b. For old patient, record staff retrieves the patient's medical record from filling system. c. SMLIK will assign a queueing number to the patient	None	2 to 3 minutes	SMLIK Staff assigned in information and record section
Patient proceeds to the triage area	SMLIK staff checks and records vitals signs (BP, temperature, pulse rate, respiratory rate, height and weight). *Triaging is conducted to identify priority patients such as senior citizens, pregnant women, PWDs, children, and emergency cases who will be attended first*		3 to 5 minutes	SMLIK Staff assigned in Vital Signs taking
Patient proceed to PhilHealth YAKAP Desk	Verifies PhilHealth membership and eligibility for YAKAP services and assists the patient with registration if needed		3 to 5 minutes	SMLIK Staff assigned in PhilHealth YAKAP desk
Patient waits for consultation	Health education and Information campaign conducted while waiting		8 to 10 minutes	Personnel assigned in control
Patient proceeds to the consultation room	Physician examines the patient and provides diagnosis and treatment		10 to 12 minutes depending on the severity of case	Dr. Loren France B. Briones
Patient proceeds to the laboratory if requested by the physician	Laboratory staff performs requested tests. (Medtech schedule every Tuesday and Wednesday) *If laboratory requests are not available at the CHO and the patient is registered under the CHO as a PhilHealth YAKAP member, the staff assists the patient by issuing an eKAS for laboratories covered by PhilHealth to the partner laboratory.*		2 to 3 minutes	Laboratory staff SMLIK staff assigned in PhilHealth YAKAP desk
Patient proceeds to the dispensing/pharmacy area with prescription	Pharmacy assistant dispenses available medicines and provides instructions. *If medicines are not available at the CHO and the patient is registered under the CHO as a PhilHealth YAKAP member, the staff assists the patient by issuing an ePres for medicines covered by PhilHealth, the patient can now obtain the medicines for free to partner pharmacy.*		2 to 3 minutes	Pharmacy Assistant SMLIK staff assigned in PhilHealth YAKAP desk

2. Laboratory Services

Office or Division:		City Health Office- Laboratory
Classification:		*Simple*
Type of Transaction:		G2C
Who may avail:		General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory request *2. Receipt from the CTO-SO for those laboratory examination not covered by PhilHealth*	*1. Attending Physician* *2. City Treasurers Office (CTO)- SAN MIGUEL ISLAND SATELLITE OFFICE*

CLIENTS STEPS	(Department) ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient proceeds to the laboratory and presents the laboratory request from the physician	Laboratory staff receiveds the request form, verifies patient information, and registers the patient in the laboratory logbook	None	2 to 3 minutes	Laboratory Staff
Patient waits for specimen collection	Medical Technologist prepares laboratory materials and explains the specimen collection procedure to the patient		2 to 3 minutes	Medical Technologist
Patient submits the required specimen for routine laboratory examination	Medical Technologist performs the requested laboratory examination	Urinalysis: 50 pesos Fecalysis: 50 pesos CBC: 100 pesos FBS/RBS: 50 pesos Dengue NS1: Free Slit Skin Smear: Free	10 to 15 minutes	Medical Technologist
For patients requiring sputum examination for TB	Medical Technologist/ Laboratory staff instructs the patient on proper sputum collection and performs sputum microscopy examination	None	Same day or next day depending on the procedure	Medical Technologist
For patients referred for STI testing	Medical Technologist/ Laboratory staff performs the requested STI screening tests according to DOH guidelines and ensure confidentiality of patient information	RPR: 150 pesos HIV: Free Hepatitis A: 350 pesos Hepatitis B: 150 pesos Vaginal Smear: 150 Penile Smear: 150	10 to 15 minutes	Medical Technologist
Patient is advised to come back next day for laboratory result, as the specimen is run and processed at the main CHO	Laboratory staff releases laboratory results to the patient or referring physician the following day after specimen collection	None	Results turnaround time: 24 hours	Laboratory Staff/ Medical Technologist

3. DENTAL SEVICES

Office or Division:		SMLIK- Dental
Classification:		*Simple*
Type of Transaction:		G2C
Who may avail:		General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral from the Barangay *2. PhilHealth ID or any government issued ID*	*1. Barangay Health Center*

CLIENTS STEPS	(Department) ACTIONS	FEES TO BE PAID	PROCESSING	PERSON
Patient proceeds to Barangay Health Center to ask for referral form	Nurse/Midwife/BHW on duty issues referral form after thorough medical screening, interview and vital signs checking	None	3 to 5 minutes	Nurse/Midwife/ BHW on duty
Patient proceeds to SMLIK with the referral form	Dental aide interviews patient, records personal information, and retrieves medical/dental records; if available	None	3 to 5 minutes	Dental Aide
Patient goes inside the Dental Room	Dentist will perform the procedure to the patient	None	30 minutes	Dentist
Patient goes to the Dispensing Area for medications	Patient will claim the medication prescribed by the Dentist at the Medication Dispensing Area	None	45 minutes	Pharmacy Assistant

4. LYING-IN CLINIC

Office or Division:		San Miguel Lying-in K-linik
Classification:		*Simple*
Type of Transaction:		G2C
Who may avail:		General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Mother's record *2. PhilHealth ID or any government issued ID*	*1. Barangay Health Center*

CLIENTS STEPS	(Department) ACTIONS	FEES TO BE PAID	PROCESSING	PERSON
Patient proceeds to information area	Staff assigned at LR/DR assists will make a record. Staff interviews the patient of demographic data	None	3 to 5 minutes	SMLIK Staff
Patient will proceed to Midwife's table	Midwife interviews the patient of OB history, conditions of present pregnancy, asks for all documents related to pregnancy like mother booklet, ultrasound result, laboratory results, and the like	None	3 to 5 minutes	Midwife on Duty
Patient admission	Patient will be admitted at the facility	None	5 minutes	Midwife on Duty Dr. Loren France B. Briones
Patient wheeled to the Delivery Room	Patient will be assessed of the current status of delivery. Midwife will gather data such as, cervical dilatation, effacement, BOW condition, FHT	None	10 minutes	Midwife on Duty
Patient stays at Labor Room (if in labor)	Midwife monitors progress of labor using partograph	None	time varies, guided by the partograph	Midwife on Duty LR/DR Assists
Patient stays at Delivery Room (if delivery is nearing)	Midwife together with the LR/DR assists prepares all needed things for the delivery. Midwife coaches the mother on proper breathing techniques and bearing down, and waits for the delivery of the baby	None	time varies, depends on the progress of labor	Midwife on Duty LR/DR Assists
Postpartum and Newborn Care	Midwife provides routine postpartum and newborn care. Newborn is given scheduled vaccines. Ensures both mother and newborn is in good or fair condition. Any deviation to vital signs or assessments are referred to the physician.	None	time varies	Midwife on Duty LR/DR Assists
Mother and Newborn will be wheeled to Recovery Room	Mother and Newborn are wheeled to the Recovery Room, continues monitoring of vital signs; stays at SMLIK for 24 hours for monitoring.	None	24 hours	Midwife on Duty LR/DR Assists
Expanded Newborn Screening and Newborn Hearing Screening	Blood specimen for Expanded Newborn Screening is collected from the baby after 24 hours of life. Newborn Hearing Screening is performed within the first 24 to 48 hours of life. Both tests shoud be done before the baby is discharged.	None	24 to 48 hours/before discharge	Nurse on Duty
Postpartum and Newborn Followup Consultation	Mother and relative is advised before discharge of the schedule of followup consultation for both mother and newborn. Followup consultation typically happens 72 hours, 7-14 days, and 6 weeks after discharge.	None	within 24 hours	Dr. Loren France B. Briones
Postpartum and Newborn Followup Visits	Followup visits are typically done at 72 hours, 7-14 days, and 6 weeks after discharge.	None	15 minutes	Brgy. Midwife Brgy. Nurse Dr. Loren France Briones