

8. Issuance of Certificates

8.1 Birth Certificate

This service provides individuals to obtain accurate documentation of birth. It plays a crucial role in maintaining accurate public records ensuring that individuals have access to essential identification documents for legal purposes.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	All newborn born at Tagoloan Birthing Home			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
▪ (For not married couple) - Acknowledgment fee, Discharge slip and Resident certificates of mother and father		▪ Client		
▪ (For Married Couple) - Discharge slip and marriage contract (photocopy)		▪ Client		
▪ (Illegitimate) - Discharge slip		▪ client		
▪ (For Delayed Registration) - Delayed registration fee, Certificate of delivery, Immunization Record, Affidavit to use the surname of the father, Negative Result (NSO) photocopy and original		▪ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the client's logbook 2. Presentation of complete requirements	1. Register and give serial number to clients and provide birth information form 2. 2.1 Evaluate / Verify requirements 3. 2.2 Performs history taking and processing (encoding & signing) of birth certificate	None	45 minutes	<i>Administrative Aide I</i> Municipal Health Office
3. Claim Birth certificate	1 Release Birth certificate and Record into the Birth Registry 2 Inform the client to proceed to LCR	None	15 minutes	<i>Administrative Aide I</i> Municipal Health Office
TOTAL:			1 hour	

8.2 DEATH CERTIFICATE

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	Immediate family member of the deceased			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ▪ Barangay Certification ▪ Death Certificate 			<ul style="list-style-type: none"> ▪ Barangay Hall ▪ Other Health Facility 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the client's logbook	1 Register and give serial number to clients and provide death information form.	None	30 minutes	Nurse I, Midwife I, II Municipal Health Office
2. Submit complete requirements.	1 Evaluate/Verify requirements.	None		
	1. 2 Write the corresponding ICD10 coding and sign the death certificate	None	1 hour	Municipal Health Officer Municipal Health Office
3.Claim Death Certificate	1 Release Death Certificate and record in the Mortality Logbook 2 Inform the client to proceed to LCR	None	5 minutes	Nurse I, Midwife IV, VI Municipal Health Office
TOTAL:			1 hour 35 minutes	

Based on the guidelines for Filipino Physicians and with the presence of SOCO and NBI, death certification of all suspicious/violent /Medico-legal deaths outside hospitals are catered by the Physicians such as the Medico-Legal Officer or the Municipal Health Officer. Death Certification can also be certified by the attending Physician from the health institutions previously attended the deceased. Physicians can also certify natural (sickness/aging) home deaths. The Local Health Officer then reviews all death certificates.

8.3 Medical Certificate

Clients are issued Medical Certificates examined by the Doctor for various purposes such as employment, leave of absence, study grants and other purposes.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public within Tagoloan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ▪ Medical Certificate ▪ a. For Job Applicants and Physically Fit for an activity or sports (results of CBC, Urinalysis and Chest Xray) ▪ b. For return to work after absences (previous record of a check-up at the facility or Medical Certificate from attending Physician) ▪ c. For pensioners or veterans (Physical presence and medical certificate of present medical condition) 			<ul style="list-style-type: none"> ▪ Client 	
Individual Treatment Record			Municipal Health Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the client's logbook in the triage area and get the number	1 Register and give serial numbers to clients and provide ITR.	none	15 minutes	Midwife I, II Municipal Health Office
1.1 Submit complete requirements.	2 Evaluate submitted requirements, get vital signs, record vital signs and refer to Physician			

3. Proceed to Consultation	2.1 Assess and perform physical examination and evaluation. 2.1 Process Medical Certificate	none	1 hour and 30 minutes	<i>Municipal Health Officer</i> Municipal Health Office
4. The client is claim the Medical Certificate	Release medical certificate	none	15 minutes	<i>Municipal Health Officer</i> Municipal Health Office
5. Request client to accomplish the client satisfaction survey (CSS) Form	Accomplished client satisfaction survey and drop it to the feedback box	none	10 minutes	<i>Nurse I, Midwife I, II</i> Municipal Health Office
TOTAL:			2 hours & 10 min	

8.4 Medico Legal Services

This service provides comprehensive services for medico-legal certificates with accurate documentation for legal and medical purposes.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Victims of assault, accidents and individual involved related to injuries occurred within Tagoloan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ▪ Letter of Request and Police Blotter ▪ Medical certificate 			<ul style="list-style-type: none"> ▪ Police Station ▪ Other Health Facility 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in to the client's logbook in the triage area and get the number and submit complete requirements	1 Register and issue serial numbers to clients 1.2 Provide Individual Treatment Record and Evaluate/verify requirements. 1.3 Take Vital signs and get history of incident and/or illness.	None	20 minutes	<i>Midwife I, II, Barangay Health Worker</i> Municipal Health Office
2. Proceed to consultation area	2.1 Assessment/examine the patients. 2.2 Process medico-legal certificate (encoding & signing)	None	1 hour and 30 minutes	<i>Municipal Health Officer</i> Municipal Health Office

	2.3 Prescribe medications.			
3.Claim Medico-legal Certificate and home medication.	3. Release medico-legal Certificate and home medication Note: if client is a case of VAWC, the client should be referred to MSWD		15 minutes	<i>Municipal Health Officer Municipal Health Office</i>
TOTAL:			2 hours &15 minutes	