1. General Consultation

This service aims to assess and manage primary health cases, give appropriate First-line treatment/s, counseling, and referral to+ higher health facilities for further management and evaluation. Consultation opens Monday to Friday 8:00 am – 5:00 pm. Excluding holidays.

Office or Division:	Municipal Health Office
Classification:	Complex
Type of Transaction:	G2C – Government to clients
Who may avail:	All Public Sectors within Tagoloan Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Referral Slip	• Barangay Health Station [BHS]
• Individual Treatment Record (ITR)	• 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 Individual treatment record [ITR] with family serial number, and presentation of the referral slip.	1.1 Register and get client's Information and Demographic Data. 1.2 Take Vital Signs (Temp., Pulse Rate, Respiratory Rate, BP, Weight/Height) 1.3 Take medical history.	None	45 minutes	*Midwife I,II, Nurse I* Municipal Health Office

2.Proceed to the consultation area	2. Assess and Examine the patients and prescribes medication and/or give laboratory request and instruct the client to proceed to the laboratory	None	3 hours	*Municipal Health Officer* Municipal Health Office
2. Presentation of laboratory result	2.Re-examine the patient based on the laboratory results and provide prescription, treatment plan and/or perform necessary procedure		1 hour	*Municipal Health Officer* Municipal Health Office
3. Proceed to the medicines dispensing area, submit prescription and get the prescribed medicines	3. Receive prescription and dispense medicines with health teachings on dosage, route, and schedule of intake of medicines and schedule of follow-up check-up		30 minutes	*Nurse II, Midwife I,II* Municipal Health Office

4. Request client to accomplish he client satisfaction survey	4. Accomplished client satisfaction survey and drop it to the feedback box	None	10 minutes	*Administrative Aide I* Municipal Health Office
TOTAL:			5 hours and 30 minutes	