



University of Southeastern Philippines

Obrero Campus • Mintal Campus • Tagum-Mabini Campus • Bislig Campus

HEALTH SERVICES DIVISION

CITIZEN'S CHARTER

(Updated as of December 2019)



Health Services Division

Service : **MEDICAL CHECK UP FOR ENROLMENT**
Schedule of availability : Monday- Friday 8:00 am - 5:00 pm
Who may avail of the service: New Students & transferees
Duration : 14-19 minutes
PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure Patient Health Declaration Form (PHDF) to be signed by parents/guardian	Checks the validity of presented documents	1 minute	Nurse/ Clinic Aide	None	College Admission Slip Priority Number
2	Submit duly accomplished Patient Health Declaration Form (PHDF) and other requirements	Checks the completeness of PHDF, laboratory results & other requirements	2 minutes	Nurse/ Clinic Aide	None	Patient Health Declaration Form(PHDF) Laboratory results 2 pcs ID pictures
3	Fill up Dental & Medical Health Record	Takes vital signs: height, weight, BP, and temperature, etc. Interviews past illness Checks complete lab results	5 minutes	Nurse/ Clinic Aide	None	None
4	Physical Examination	Conducts physical examination	5-10 minutes per patient	Physician	None	Permanent Patient Health and Dental Record
5	Claim Medical Certificate	Releases the medical certificate Requests client to sign the logbook	1 minute	Nurse/ Clinic Aide	None	None
END OF TRANSACTION						

Service : **DENTAL CHECK-UP FOR ENROLMENT**
Schedule of availability : Mondays to Fridays, 8:00 am to 4:30 pm
Who may avail of the service: New Students, Transferees
Duration : 9-11 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present requirements	Interviews student, verifies authenticity of documents / requirements for dental examination Issues Dental Health Record	1 minute	Dental Aide	None	Permanent Dental Health Record
2	Fill up and submit Permanent Dental Health Record	Receives and checks the submitted Permanent Dental Health Record Gives priority number	5 minutes	Dental Aide	None	Permanent Dental Health Record
3	Dental or oral examination	Conducts dental/oral examination Forwards patient to the medical section	3-5 minutes	Dentist	None	Permanent Dental Health Record
END OF TRANSACTION						

Service : **MEDICAL CONSULTATION & TREATMENT**
 Schedule of availability : Monday- Friday, 8:00 am - 4:30 pm
 Who may avail of the service: All Students, Faculty, and Non-Teaching
 Personnel
 Duration : 19-24 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Admit Patient	Conducts interview on the history of present illness Retrieves patient's record Takes vital signs: height, weight, BP, and temperature, etc.	10 minutes	Nurse	None	Student ID
2	Conduct Physical Examination	Examines patient &/or perform procedure dressing, suturing, minor surgery	5-10 minutes	Physician/Nurse	None	Permanent Patient Health and Dental Record
3	Doctor's Order for medications or referral to hospital	Carry out Doctor's orders & give medications for the relief of complaint Instructs patient on medications and/or advise to see specialist in the hospital	3 minutes	Nurse	None	None
4	Claim Medical Certificate	Releases Medical Certificate to patients who are advised to rest Requests the client to sign the logbook	1 minute	Nurse/Staff	None	None
END OF TRANSACTION						

Service : **DENTAL CHECK UP & TREATMENT FOR STUDENTS, FACULTY AND STAFF**

Schedule of availability : Mondays to Fridays, 8:00 am to 4:30 pm
Every Friday **ONLY** for faculty and staff

Who may avail of the service: Enrolled Students
Faculty and Non-Teaching Personnel

Duration: 5 minutes - Oral Examination ONLY
15-30 minutes – Tooth Extraction ONLY
25-40 minutes – Tooth Filling ONLY

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Request Dental Treatment	Verifies availability of slot, If available, issues priority number. If not available, schedules another day and time Retrieves Permanent Dental Health Record	1 minute	Dental Aide	None	ID
2	Oral-Dental Examination / Treatment	Conducts oral-dental examination/treatment	Oral Examination 5 minutes Tooth Extraction 15-30 minutes Tooth Filling 25-40 minutes	Dentist	None	Permanent Dental Health Record and Waiver
3	Post-dental Care, Prescription, and Claim Excuse Slip	Gives dental care instruction and prescription Issues Excuse Slip to student who needs to be excused from their classes Gives the Excuse Slip to the requesting client	5-10 minutes	Dentist Dental Aide	None	None
4	Claim referral (whenever the case calls for referral)	Refers patients with special cases for laboratory exam, if	2-5 minutes	Dentist	None	None

		necessary to the specialists.				
END OF TRANSACTION						

Service : ISSUANCE OF MEDICAL CERTIFICATE FOR EMPLOYMENT/OJT/PRACTICUM

Schedule of availability: Monday- Friday, 8:00 am - 4:30 pm

Who may avail of the service: Students, Faculty, and Non-Teaching Personnel

Duration: 11-21 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present requirements	Retrieves the client's Permanent Health Record (FM-USEP-MCS-01) Inquires about the client's chief's complaint Takes vital signs: height, weight, BP, and temperature, etc. Endorses the client to the University physician	5-10 minutes	Nurse	None	ID <i>For OJT/Practicum</i> Photocopy of Waiver or Parent's Consent Laboratory Results <i>For Government Employment</i> CSC Form
2	Conduct Physical Examination	Evaluates the chief complaint and examines the client Signs the Medical Certificate/Clearance/Excuse Slip and accomplished CSC Form	5-10 minutes	Physician	None	Accomplished CSC Form
3	Claim Medical Certificate	Releases medical certificate/excuse slip Requests clients to sign the logbook	1 minute	Nurse/Staff	None	None
END OF TRANSACTION						