



MABALACAT CITY COLLEGE

HEALTH SERVICES UNIT CITIZEN'S CHARTER

1. Student's Orientation

Orientation of Newly enrolled Senior High School and College Students

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Students (New, officially enrolled and graduates)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Permission from the Supervising Head and College Deans			SHS Supervising Head Office Deans Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Just needs to listen to the presentations of the speakers	1.1 Plot schedule of section orientation	None	60 minutes	Head Nurse – Florient G. Non
	1.2 Section by section orientation for Senior High school students and per Institution orientation of College students	None	30 minutes per section 45 minutes for Institution Orientation	Health Services Unit Personnel Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Liong Francis Oliver Dela Cruz
	1.3 Identification of Section President			

2. Baseline Medical Record

In order to give prompt and accurate nursing interventions

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Students (New, officially enrolled and graduates)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
MCC's Medical Record Form			Health Services Unit Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Identified Section President will be requested to visit the clinic for				
<ul style="list-style-type: none"> a. Issuance of Medical Record Form b. Listen to the explanation of the Nurse on Duty on how to fill up MRF properly c. Explain and distribute MRF to classmates d. Collect and submit fully accomplished MRF to the Nurse on Duty 	<ul style="list-style-type: none"> a. Nurse on Duty shall explain the need of the Medical Record Form and the importance of filling it truthfully b. collects and sort dully accomplished MRF c. Encodes students MRF into the HSU Data 	None	<ul style="list-style-type: none"> 5 minutes 60 minutes 90 minutes 	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Liong Francis Oliver Dela Cruz

3. Medical/Dental Initial Examination

Officially enrolled new Senior High School and College Students for nursing reference in giving nursing services

Office or Division:	Health Service Unit
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	Students (New, officially enrolled and graduates)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Medical / Dental Cards	Health Services Unit Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend the scheduled Medical/Dental examination (Per section) <ul style="list-style-type: none"> a. First come first serve basis b. Have Vital Signs taken by the Nurse on duty c. Wait for your queue d. Consult with the physician/dentist e. Follow recommendations f. Submit your medical/dental cards for filling 	<ul style="list-style-type: none"> a. Head nurse shall construct the schedule of the initial medical and dental examination using student's free time in order not to interrupt class discussion b. Notify Physician and Dentist of the schedules (Date and time) c. Encode and update medical / dental Statistics 	None	<ul style="list-style-type: none"> 15-30 minutes 120 minutes 	Head Nurse – Florient G. Non Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Liong Francis Oliver Dela Cruz

	d. Identify students with Chronic illnesses and special needs			
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4. Walk-in clients/Emergency Situations

All MCC students and Personnel

Office or Division:	Health Service Unit
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	All MCC students and Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical / Dental Cards	Health Services Unit Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Brief history of students/personnel presenting health problem b. Nursing Assessment c. Nursing Intervention/s and or/ referral d. Health Counselling	None	5-10 minutes depending on problems presented	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Liong Francis Oliver Dela Cruz

5. Health Officer Assistance

Institution / Organization with activities outside Mabalacat City College

Office or Division:	Health Service Unit
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	All MCC students and Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved activities that has passed through the SAS and OSCA Coordinators	SAS and OSCA Offices
Letter of request from the Institution / Organization	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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a. Leader/ Organizer shall present a letter of request approved by Administrators	a. Accompany students on said activity b. Give Pertinent Instructions prior to departure c. Ensure safety and security of students during the entire duration	None	Duration of the activity	Health Services Unit Personnel (Nurse on Deck) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Liong Francis Oliver Dela Cruz
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6. Special Medical Examination

Institution / Organization with activities outside Mabalacat City College

* OJT Program / Work Immersion

* On Tour

* Student Athletes for Competition, Seminars and Trainings

*Community Outreach Program and other Field Study subject requirement

Office or Division:	Health Service Unit
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	All MCC students and Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of request from the Institution / Organization	Dean's/ Organization Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. Leader/ Organizer shall present a letter of request approved by Administrators	a. Schedule special Medical Examination 3-5 days prior to activity/deployment Give Pertinent b. Identify students with health problem c. Submit a written report to the Institution Dean /Organization Head on statistics of the concluded medical examination d. Health Counselling and monitoring of students with health problem	None	Duration of the activity	Health Services Unit Personnel (Nurse on Deck) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Liong Francis Oliver Dela Cruz

7. Referrals

To properly manage students presenting problems

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral letter			Health services Unit	
CLIENT STEPS				
AGENCY ACTIONS				
FEES TO BE PAID				
PROCESSING TIME				
PERSON RESPONSIBLE				
	<ul style="list-style-type: none"> a. Nursing Assessment b. Verbal consent of referral from student. c. Verbal referral of clientele to concerned office. d. Written referral submitted to concerned office. 	None	15-20 minutes	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Liong Francis Oliver Dela Cruz

8. Monitoring of Health Services Unit Facebook Page

To properly manage students presenting problems and inquiries via HSU Facebook consultation

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Online appointment			Health Services Unit	
Personal messenger notification in HSU Facebook page				
Direct Messaging to HSU Personnel				
CLIENT STEPS				
AGENCY ACTIONS				
FEES TO BE PAID				
PROCESSING TIME				
PERSON RESPONSIBLE				
<ul style="list-style-type: none"> a. Like and Follow the Health Services Unit Facebook Page b. Set online consultation and/or Direct Message inquiry to Facebook page or HSU 	<ul style="list-style-type: none"> a. Nursing Assessment thru verbal inputs of the client or documented photos of the presenting problem b. Verbal consent of student's referral to other offices 	None	15-20 minutes	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz

<p>personnel's personal accounts</p> <p>c. Specify if the inquiry is emergency in nature</p>	<p>if the need arises.</p> <p>c. Written referral of clientele to concerned office.</p> <p>d. If the situation needs for over-the-counter medicines, the client may be directed to the digital hub personnel for medicine dispensation. (Digital hub personnel were oriented and given written explanation of the medicines and its indications as well as the process for medicine dispensation. Digital Hub Personnel will only dispense the medicine once there is approval from the Health Services Unit Personnel).</p>			
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9. Health Informatics Updates on the Health Services Unit Facebook Page

To update our clientele with health information

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Health Information			Health Services Unit Facebook Page	
Concepts and designs of health information to be updated.				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Like and Follow the Health Services	a. Conceptualizing and designing of health		15-20 minutes	

Unit Facebook Page b. Read the health information updates at Health Services Unit Facebook Page.	information found. b. Posting of designed health information in the Health Services Unit Facebook page.	None		Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz
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10. Implementation of Gate Protocols in the New Normal

To promote safety amongst the Students and Personnel in the new normal.

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Safety protocols approved by the CSC with due adjustments to cater the College needs			Vice President for Administration	
			Health Services Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. MCC employees and students follow the gate protocols set by the College and the Health Services Unit.	a. Communication with the Administration with regard to the new safety protocols set by the government. b. Strict implementation of the Safety Protocols	None	15-20 minutes	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz

11. Strict Implementation of the Basic Health Protocols among the MCC Employees

To promote a culture of health and safety first among the MCC employees and the students in due time.

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Basic health protocols approved by the College Administration			College President	
			Health Services Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>a. MCC employees follow the gate protocols set by the College and the Health Services Unit.</p>	<p>a. Communication with the Administration with regard to the basic health protocols set by the government. b. Strict implementation of the Basic Health Protocols</p>	<p>None</p>	<p>15-20 minutes</p>	<p>Health Services Unit Personnel (Nurse on Duty) Floriant G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz</p>
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12. Monitoring of Student Activities during the New Normal

To promote health and safety amongst the Students and Personnel in the new normal.

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Basic health and safety protocols approved by the College Administration			Vice President for Administration and Deans of Institutes	
			Health Services Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>a. Personnel that need to meet students for unavoidable circumstances must secure consent from the Vice-President for Academic Affairs and Vice President for Administration. b. Personnel needing to meet students must give a copy of approved list of names of students to the Health Services Unit and the Security Personnel. c. Students allowed to go inside the campus must secure a contact tracer form from the guard-on-duty and must follow the Health and Safety Protocols set.</p>	<p>a. Communication with the Administration and Institutes and Offices handling students with regard to the new basic health and safety protocols set by the college. b. Strict implementation of the Basic Health and Safety protocols set.</p>	<p>None</p>	<p>15-20 minutes</p>	<p>Health Services Unit Personnel (Nurse on Duty) Floriant G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz</p>

13. Disinfection Advocates

To promote, spearhead and facilitate weekly disinfection of the all offices in the College.

Office or Division:	Health Service Unit
Classification:	Simple

Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cleaning and Disinfection Materials			Vice President for Administration	
			Health Services Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. MCC employees will clean and disinfect their offices for their health and safety.	<ul style="list-style-type: none"> a. Communication with the Administration with the setting up of disinfection Saturday as well as the needed cleaning materials. b. Spearheading the cleaning and disinfection of all MCC offices. 	None	20-30 minutes per office	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz

14. Medical and Dental Health Education thru Online Learning

To instill in the students the value of health and wellness first, as well as to educate them with regard to medical and dental health in the new normal.

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Basic medical and dental health information			Health Services Unit	
Class Schedule/Time for Health Education (MCC101)			Vice President for Academic Affairs	
Computer with internet connection and webcasting function (i.e. Google Meet, Zoom, MS Teams, Facebook)			Vice President for Academic Affairs and Vice President for Administration	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Students will go to an online discussion via the different platforms (Facebook, google meet, ms teams, zoom) for Medical and Dental Health Education as scheduled given by their respective Institutes.	<ul style="list-style-type: none"> a. Communication with the Administration and Institutes and Offices handling students with regard to the schedules of students for Medical and Dental Health Education. b. Conceptualizing and Planning of Medical and Dental Health 	None	45-60 minutes	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz Dr. Marrissa D. Laguna

	information lesson plan. c. Webcasting of Medical and Dental Health lesson. d. Formatting of lesson evaluation via google forms for students. e. Feedback of student evaluation of lessons will be endorsed to their respective institutes.			
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15. Collaboration with Other Offices for College-wide Virtual Orientation

To introduce and re-introduce the College and its different offices including the Health Services Unit towards the new and old students with due consideration to the *new normal*

Office or Division:	Health Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Health Services Unit orientation concept			Health Services Unit	
Computer with advertising software and internet			Vice President for Administration and Management Information System	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. MCC Students may watch the virtual orientation via the MCC facebook page or the Health Services Unit facebook page as well as the various offices' facebook page.	a. Conceptualizing of Health Services Unit virtual orientation. b. Collaboration with the different offices for content and design of the virtual orientation. c. Recording of the Virtual Orientation. d. Webcasting of the Virtual Orientation in HSU Facebook Page after the premier in the MCC Facebook page.	None	15-20 minutes	Health Services Unit Personnel (Nurse on Duty) Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz

16. Home Visit in Collaboration with Other Offices as the need arises

To assess and/or evaluate the condition of the students, as well as to promote health and safety.

Office or Division:	Health Service Unit
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Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	All MCC students and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Online Consultation			Health Services Unit Facebook Page	
Referral from Classmates, Instructors or MCC Personnel			Various offices	
Referral from the Guidance Services Office			Guidance Services Office Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Students with referral from the Guidance Office, their Instructors or any MCC Personnel will be Home visited by the Health Services Unit Personnel together with the referring person.	<ul style="list-style-type: none"> a. Orientation—including assessment of student and their mental & health status—of home visit referral to all offices handling students. b. Collaboration with the referring person in the conduction of the home visit. c. Assessment of health status of the referred student. d. Health instructions and teachings will be given to the student. e. If the situation calls for it, the Health Services Unit Personnel may refer the student to other agencies for the needed appropriate care. 	None	45-60 minutes	<p>Health Services Unit Personnel (Nurse on Duty)</p> <p>Florient G. Non Ayn Bernadette Galang Imee Salvador Brian Paul Y. Liong Francis Oliver Dela Cruz</p>