Batangas State University
Citizens’ Charter
Revised 2015
**Office of the Director for Medical/Dental Services**

**Profile**

The Health Service Department of Batangas State University seeks its meaningful existence in an academic community through a sustainable program of quality health deliveries to faculty, personnel and students within the limits of its capabilities and resources. It is committed to the development and maintenance of high standard of school health services through continuous educational program. It maintains to pursue its health mission to people in its service areas in the spirit of altruism and in accordance with the commitment of the university.

**Location**

Infirmary Building, BSU Main Campus I

**Contact Details**

(043) 980-0385; 0392-0394 loc. 1140 or 116

batstateuinfirmary@yahoo.com.ph

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**FRONTLINE SERVICE** | **CLIENTS** | **REQUIREMENTS** | **SCHEDULE OF AVAILABILITY OF SERVICE** | **FEES** | **FORMS** | **PROCESS CYCLE TIME** | **RESPONSIBLE PERSON/OFFICE/LOCATION**
--- | --- | --- | --- | --- | --- | --- | ---
1. Medical/Dental Examination Of New Students | New Students | Chest X-Ray | January to December
Monday-Friday
7:00am-8:00pm
Saturday- Sunday
8:00am-5:00pm w/out noon break | None | Student Health Record, School Dental Examination Record | 20-45 mins | Physician/Dentist
All Medical Staff

2. Medical Examination Of Newly Hired Employee And Faculty | Newly Hired Employee and Faculty | Complete Blood count, Chest x-ray, urinalysis and Drug test | Monday-Friday
7:00am-8:00pm
Saturday- Sunday
8:00am-5:00pm w/out noon break | None | Medical Form | 15-45 mins | Physician/Medical Staff
<table>
<thead>
<tr>
<th>3. Medical Examination of Newly Hired Job Order and Part Time Instructor</th>
<th>Newly Hired Employee and Faculty</th>
<th>Chest X-Ray</th>
<th>Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm w/out noon break</th>
<th>None</th>
<th>Medical Form</th>
<th>15-45 mins</th>
<th>Physician/Medical Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Daily Consultation</td>
<td>Students, Faculty, Employees</td>
<td>None</td>
<td>Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm</td>
<td>None</td>
<td>None</td>
<td>30 mins-8 hrs</td>
<td>Physician/Medical Staff</td>
</tr>
<tr>
<td>• Medical</td>
<td></td>
<td></td>
<td>Medical Officer Monday- Friday 8:00am-5:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Dental</td>
<td></td>
<td></td>
<td>Dentist Monday- Friday 8:00am-5:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Issuance of Medical/Dental Certificate (OJT, Seminars, Fieldtrips)</td>
<td>Students, Faculty, Employees</td>
<td>None</td>
<td>Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm w/out noon break</td>
<td>None</td>
<td>Medical/Dental Certificate</td>
<td>10-15 mins</td>
<td>Physician/Dentist All Medical Staff</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
# Medical/Dental Examination of New Students

## Schedule of Availability of Service
January to December  
*Monday-Friday (7:00am-8:00 pm)  Saturday- Sunday (8:00am-5:00pm)*  
W/out noon break

## Who May Avail of the Service
New Students/Transferees

## What are the Requirements
Chest X-Ray

## Duration
15 to 45 minutes

## How To Avail Of The Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Medical/Dental Form</td>
<td>History Taking Physical Examination Assessment</td>
<td>15 minutes for normal case</td>
<td>Physician /Medical Staff</td>
<td>None</td>
<td>Medical Form</td>
<td>Accomplished Medical/Dental Form</td>
</tr>
</tbody>
</table>
| 2    | In case of findings:  
• Communicable – defer enrolment  
• Non-communicable – give treatment/refer |  
• 30-45 minutes for case findings | Physician | None | Referral Form | Communicated findings |
| 3    | • Follow up of cases referred to specialist |  
• 15 minutes | Physician | None | Medical Form | Followed up student cases |

END OF TRANSACTION
# Medical Examination of Newly Hired Employee and Faculty

## Schedule of Availability of Service
*Monday-Friday (7:00am-8:00 pm)*
*Saturday- Sunday (8:00am-5:00pm)*
*W/out noon break*

## Who May Avail of the Service
Newly Hired Employee/Faculty

## What are the Requirements
Complete Blood Count, Chest X-ray, Urinalysis and Drug test
For Job Order and Part time: Chest Xray

## Duration
15-45 minutes

### How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Pre-Employment Medical Form and present laboratory results</td>
<td>History taking Physical Examination Assessment</td>
<td>15-45 minutes under normal condition</td>
<td>Nurse and Medical Officer</td>
<td>None</td>
<td>Pre-employment Medical Form</td>
<td>Accomplished Pre-employment medical form</td>
</tr>
<tr>
<td>2</td>
<td>• Evaluation of laboratory results and signing of CSC Form 211</td>
<td></td>
<td>1 minute</td>
<td>Medical Officer</td>
<td>None</td>
<td>CSC Form 211</td>
<td>Signed CSC Form 211</td>
</tr>
<tr>
<td>3</td>
<td>In Case of findings: • Defer hiring • Give treatment or refer/ Re-evaluate</td>
<td></td>
<td>10 minutes</td>
<td>Medical Officer</td>
<td>None</td>
<td>Referral Form</td>
<td>Evaluation of cases</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
## Daily Consultation

### Schedule of Availability of Service
- **Monday-Friday** (7:00am-8:00 pm)
- **Saturday-Sunday** (8:00am-5:00pm)
- W/ out noon break

### Who May Avail of the Service
- Students, Faculty and Employees

### What are the Requirements
- None

### Duration
- 30 minutes to 8 hours

### How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Walk-in and relate the chief complaint</td>
<td>Secure existing medical record</td>
<td>1 minute</td>
<td>Nurse</td>
<td>None</td>
<td>Medical Record</td>
<td>Entertained complaints</td>
</tr>
<tr>
<td>2</td>
<td>History Taking Get vital sign</td>
<td></td>
<td>10-15 minutes</td>
<td>Nurse</td>
<td>None</td>
<td>Consultation Form</td>
<td>Client history taken</td>
</tr>
<tr>
<td>3</td>
<td>Refer to Medical Officer</td>
<td></td>
<td>1-2 minutes</td>
<td>Nurse</td>
<td>None</td>
<td>None</td>
<td>Referred to</td>
</tr>
<tr>
<td></td>
<td>Physician’s Assessment</td>
<td>15 minutes to 8 hours</td>
<td>Physician</td>
<td>None</td>
<td>Consultation Form</td>
<td>Complaint assessed</td>
<td></td>
</tr>
<tr>
<td>---</td>
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<td>------------------</td>
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<td></td>
</tr>
<tr>
<td>4</td>
<td>Depending upon the findings the client is:</td>
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</tr>
<tr>
<td></td>
<td>a. Given medication and sent back to classroom to resume classes.</td>
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</tr>
<tr>
<td></td>
<td>b. Allowed to stay for sometimes in the clinic in-patient’s room for further management</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>c. Advised to go home after the clinic staff has informed and arranged the matter with the client’s parent/guardian for:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>d. The Clinic Staff coordinated with the concerned department or unit head regarding significant illness or condition of their student/faculty/employees.</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
## Issuance of Medical/Dental Certificate

### Schedule of Availability of Service
*Monday-Friday (7:00am-8:00 pm)*  
*Saturday- Sunday (8:00am-5:00pm)*  
*W/out noon break*

### Who May Avail of the Service
Students, Faculty, Employees

### What are the Requirements
None

### Duration
10-15 minutes

### How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
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<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Walk-in and relate the chief complaint</td>
<td>Secure existing medical/dental record</td>
<td>3 minutes</td>
<td>Nurse on duty/dental aide</td>
<td>None</td>
<td>None</td>
<td>Recorded data on existing record</td>
</tr>
<tr>
<td>2</td>
<td>History taking and get vital signs</td>
<td></td>
<td>5 minutes</td>
<td>Nurse on duty</td>
<td>None</td>
<td>None</td>
<td>Recorded vital signs</td>
</tr>
<tr>
<td>3</td>
<td>Refer to Medical Officer/Dentist for assessment</td>
<td></td>
<td>5 minutes</td>
<td>Medical Officer/Dentist</td>
<td>None</td>
<td>None</td>
<td>Assessed patient</td>
</tr>
<tr>
<td>4</td>
<td>Issuance of medical/dental certificate</td>
<td></td>
<td>1 minute</td>
<td>Medical Officer/Dentist</td>
<td>None</td>
<td>Medical/Dental Certificate</td>
<td>Issued medical/dental certificate</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Note: * Issuance of Medical Certificate must be filed by the concerned Individual (NO CHECK UP, NO MED CERT ISSUANCE).

* No Medical Certificate will be issued if relayed by PHONE CALL.