The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst and a quill pen. Below the shield is a banner with the text 'SERVICE VIRTUE' and '1903 EXCELLENCE'. The outer ring of the emblem contains the text 'BATANGAS STATE UNIVERSITY' at the top and 'PHILIPPINES' at the bottom, separated by green laurel branches.

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

Infirmery Building, BSU Main Campus I

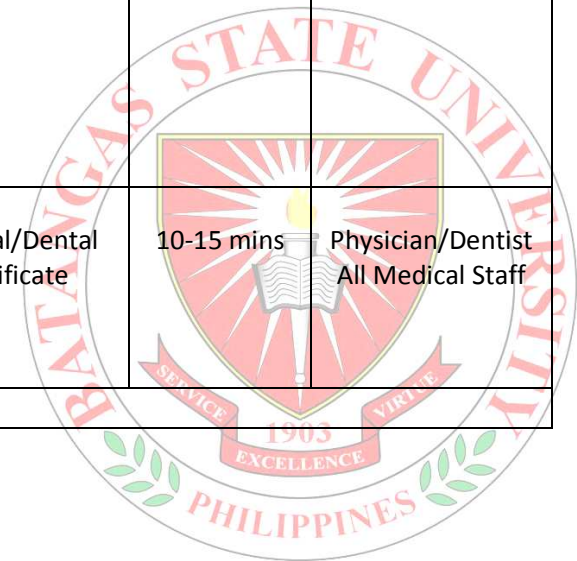
Contact Details

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

batstateuinfirmary@yahoo.com.ph

| 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 |

| | | | | | | | |
|--|----------------------------------|-------------|---|------|----------------------------|---------------|--|
| 3. Medical Examination of Newly Hired Job Order and Part Time Instructor | Newly Hired Employee and Faculty | Chest X-Ray | 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 |
| 4. Daily Consultation | Students, Faculty, Employees | None | Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm Medical Officer Monday- Friday 8:00am- 5:00pm Dentist Monday- Friday 8:00am- 5:00pm | None | None | 30 mins-8 hrs | Physician/Medical Staff |
| 5. Issuance of Medical/Dental Certificate (OJT, Seminars, Fieldtrips) | Students, Faculty, Employees | None | Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm w/out noon break | None | Medical/Dental Certificate | 10-15 mins | Physician/Dentist All Medical Staff |
| 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 45minutes

How To Avail Of The Services

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

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

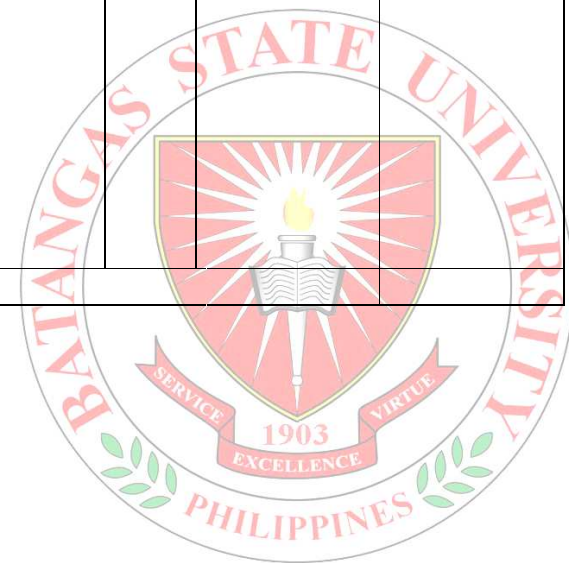
Duration

30 minutes to 8 hours

How to Avail of the Services

| Step | Applicant/Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person In Charge | Fees | Forms | Output |
|------|--|----------------------------------|---|------------------|------|-------------------|------------------------|
| 1 | Walk-in and relate the chief complaint | Secure existing medical record | 1 minute | Nurse | None | Medical Record | Entertained complaints |
| 2 | | History Taking Get vital sign | 10-15 minutes | Nurse | None | Consultation Form | Client history taken |
| 3 | | Refer to Medical Officer | 1-2 minutes | Nurse | None | None | Referred to |

| | | | | | | | Medical Officer |
|---------------------------|--|---|-----------------------|-----------|------|-------------------|--------------------|
| 4 | | <p>Physician's Assessment</p> <p>Depending upon the findings the client is:</p> <p>a. Given medication and sent back to classroom to resume classes.</p> <p>b. Allowed to stay for sometimes in the clinic in-patient's room for further management and evaluation.</p> <p>c. Advised to go home after the clinic staff has informed and arranged the matter with the client's parent/guardian for:</p> <ol style="list-style-type: none"> 1. Those running temperature of 37.8° and above. 2. Those suffering from contagious diseases like measles, chicken pox, sore eyes, etc. 3. Those with symptoms are unbearable or severe are not relieved with the initial medication in the clinic. 4. Referral to hospitals for complicated cases. <p>d. The Clinic Staff coordinated with the concerned department or unit head regarding significant illness or condition of their student/faculty/employees.</p> | 15 minutes to 8 hours | Physician | None | Consultation Form | Complaint assessed |
| END OF TRANSACTION | | | | | | | |



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

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

