

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: VALENZUELA MEDICAL CENTER / DOTS CLINIC

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:     Yes     No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>Screening for Tuberculosis</b>	Comprehensive Tuberculosis Elimination Plan Act of 2016 Republic Act 10767	Section 5.1 Provision of free and quality-assured TB laboratory services	National Tuberculosis Control Program - Manual of Procedures		
<b>Screening for Tuberculosis (in-patient)</b>	Comprehensive Tuberculosis Elimination Plan Act of 2016 Republic Act 10767	Section 5.1 Provision of free and quality-assured TB laboratory services	National Tuberculosis Control Program - Manual of Procedures		
<b>Initiation of Treatment</b>	Comprehensive Tuberculosis Elimination Plan Act of 2016 Republic Act 10767	Section 5.2 Uninterrupted supply of free and quality-assured drugs.	National Tuberculosis Control Program - Manual of Procedures		
<b>Registration for Treatment</b>	Comprehensive Tuberculosis Elimination Plan Act of 2016	Section 5.2	National Tuberculosis		

	Republic Act 10767	Uninterrupted supply of free and quality-assured drugs.	Control Program - Manual of Procedures		
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**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>**

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<b>GOVERNMENT SERVICE: <u>Screening for Tuberculosis</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Hospital Green Card	Hospital Health Information Management Manual 3 <sup>rd</sup> edition	1. Submit proof of appointment schedule via text/messenger and initial screening	National Tuberculosis Control Program - Manual of Procedures	<b>2 minutes</b>	
National Tuberculosis Control Program (NTP) Referral Form (if from peripheral facility)	National Tuberculosis Control Program - Manual of Procedures	2. Submit green card then submit to DOTS Clinic		<b>10 minutes</b>	
Intra-hospital Referral (if from OPD Consultation and Emergency Department)	National Tuberculosis Control Program - Manual of Procedures	3. Collection of sputum		<b>1 hour 10 minutes</b>	
		4. Follow-up and pick up result		<b>2 days 5 minutes</b>	
<b>TOTAL</b>				<b>2 days 1 hour 27 minutes</b>	

**GOVERNMENT SERVICE: Screening for Tuberculosis (In-patient)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Intra-hospital Referral Form	National Tuberculosis Control Program - Manual of Procedures	1. Submit intra-hospital referral form to DOTS nurse	National Tuberculosis Control Program - Manual of Procedures	10 minutes	
		2. Collection of sputum		1 hour 5 minutes	
		3. Follow-up and pick up result		2 days 5 minutes	
<b>TOTAL</b>				<b>2 days 1 hour 20 minutes</b>	

GOVERNMENT SERVICE: <u>Initiation of Treatment</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Intra-hospital Referral Form and diagnostic results	National Tuberculosis Control Program - Manual of Procedures	1. Submit intra-hospital referral form with attached diagnostic results	National Tuberculosis Control Program - Manual of Procedures	<b>10 minutes</b>	
		2. Receive anti-TB medication		<b>10 minutes</b>	
		3. Receive referral and bring to peripheral facility		<b>5 minutes</b>	
<b>TOTAL</b>				<b>25 minutes</b>	

<b>GOVERNMENT SERVICE: <u>Registration for Treatment</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Intra-hospital Referral Form (if from ward) and diagnostic results; NTP Referral form (if from other peripheral facility) and diagnostic results; Hospital Number, Green Card	National Tuberculosis Control Program - Manual of Procedures	1. Submit proof of appointment schedule via text/messenger and initial screening	National Tuberculosis Control Program - Manual of Procedures	<b>2 minutes</b>	
		2. Submit referral form and diagnostic results		<b>1 hour 35 minutes</b>	
		3. Receive anti-TB medication		<b>10 minutes</b>	
		4. Receive NTP ID Card		<b>3 minutes</b>	
<b>TOTAL</b>				<b>1 hour 45 minutes</b>	