



Republic of the Philippines
PHILIPPINE NORMAL UNIVERSITY

The Indigenous Peoples Education Hub

North Luzon

MEDICAL AND DENTAL SERVICES

Citizen's Charter

Title of Frontline Services

: **Physical and Medical Examinations**

Schedule of availability of service

: Monday – Friday, 8:00 am – 5:00 pm

Key Person

: Medical Officer/University Nurse

Who may avail of the service?

: Students, Faculty and Employees

What are the requirements?

: Registration Form, Chest X-ray, Drug test results
 (for new students) ID and Chest X-ray (for old students)

Fee

: None

HOW TO AVAIL THE SERVICE

Step	Please follow these steps	Service Provider	Person in charge	Duration	Form/Document
1	Present ID or Registration Form	Inspects validity of presented ID/Document	University Nurse	1 minute	ID or Registration Form
2	Submit Chest X-ray and drug test result	Records chest X-ray and drug test result	University Nurse	1-2 minutes	Chest X-ray and drug test result
3	Submit link of filled out Medical Information Sheet (MIS) and sign the Dental Health Card (DHC) (for new students only)	Guides patient in accomplishing MIS/DHC	University Nurse	3 minutes	Accomplished MIS-Google Form/DHC form
4	Submit oneself to measurement of weight, height, visual acuity, blood pressure, pulse rate and respiratory rate.	Measure vital signs	University Nurse	5 minutes	Measurement of vital signs
5	Submit oneself to physical and oral examination	Performs physical and oral examination	Physician/Dentist University Nurse	15 minutes	Physical examination record

Title of Frontline Services

: **Medical and Dental Consultation**

Schedule of availability of service

: Monday – Friday, 8:00 am – 5:00 pm

Key Person

: Medical Officer/University Nurse

Who may avail of the service?

: Students, Faculty and Employees

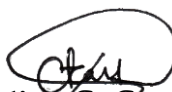
What are the requirements?

: Registration Form (for new students) ID(for old students)

Fee

: None

Step	Please follow these steps	Service Provider	Person in charge	Duration	Form/Document
1	Present ID	Inspects validity of ID	University Nurse	1 minute	ID
2	Inform Nurse on duty of reason for clinic visit	Records chief complaint	University Nurse	2 minutes	Logbook
3	Submit oneself to measurement of vital signs	Perform measurement of vital signs	University Nurse	3 minutes	Measurement of vital signs
4	Submit oneself to physical examination/oral-dental examination and/or undergo treatment. Dental treatments, such as oral prophylaxis are for appointment or by schedule.	Performs physical examination/ oral-dental examination and/or apply treatment. Recommends further treatment, if necessary.	Physician/Dentist University Nurse	5 minutes	Physical examination record, prescription


Angeline C. Cardona, RN
 University Nurse

