

SERVICES: PROVISION OF INFORMATION, EDUCATION, AND COMMUNICATION (IEC) MATERIALS FOR WALK-IN CLIENTS

*To update our clientele with health information regarding the DOH 7 Priority Areas of Healthy Lifestyle.
To provide IEC materials to LGU employees, and researchers from private and other government entities walk-in clients.*

Office or Divisions:	City Health Office
Classification:	Simple
Type of Transaction:	Government to Government Government Citizens/Client
Who may avail:	Citizens of Ilagan, to LGU employees, researchers from private and other government entities & schools for walk-in clients.

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Valid ID 2. Referral letter (for students, researchers) or request letter		Clients/Patrons Office/agency requesting.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID & referral/ request letter (for students & researchers) at the Health Education.	1. Check/ verify the validity of the ID presented and the information indicated in the referral letter	None	2 minutes	Wyniesell A. Pagulayan <i>Nursel</i> City Health Office
2. State query/queries or reference questions.	2. Clarify and analyze queries to determine availability of IEC materials.	None	15 minutes	Wyniesell A. Pagulayan <i>Nursel</i> City Health Office
3. Receive answers and or information source/s of the query/queries.	3. Identify and give available IEC materials to clients	None	15 minutes	Wyniesell A. Pagulayan <i>Nursel</i> City Health Office
4. Record in the logbook provided the IEC materials received.	4. Release available IEC materials/ if not available in the HEP Office, refer to coordinators of each program.	None	5 minutes	Wyniesell A. Pagulayan <i>Nursel</i> City Health Office
TOTAL:			37 minutes	