



Internal/External

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

Description of the Service: 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 Division:	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 REQUIREMENTS		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.	Check/ verify the validity of the ID presented and the information indicated in the referral letter	None	2 minutes	Wyniesell A. Pagulayan Nurse I City Health Office
2. State query/queries or reference questions.	Clarify and analyze queries to determine availability of IEC materials.	None	15 minutes	Wyniesell A. Pagulayan Nurse I City Health Office



3. Receive answers and or information source/s of the query/queries.	Identify and give available IEC materials to clients	None	15 minutes	Wyniesell A. Pagulayan Nurse I City Health Office
4. Record in the logbook provided the IEC materials received.	Release available IEC materials/ if not available in the HEP Office, refer to coordinators of each program.	None	5 minutes	Wyniesell A. Pagulayan Nurse I City Health Office
TOTAL			37 minutes	

TOTAL RESPONSE TIME: 1 Month

NOTE: ALLOWABLE PERIOD OF EXTENSION WITHIN THE PRESCRIBED PROCESSING TIME OF SERVICES

1. **SIMPLE TRANSACTIONS** – three (3) working days; (Applications or requests require ministerial action on the part of the LGU, or that which present only inconsequential issues for resolution.)
2. **COMPLEX TRANSACTIONS** – seven (7) working days; (Request or application which necessitates evaluation in the resolution of complicated by an officer or employee of the LGU.)
3. **HIGHLY TECHNICAL TRANSACTION** – twenty (20) working days; (Applications or requests which require the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation.)