



**Internal/External**

**24.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

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

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID 2. Referral letter (for students, researchers) or request letter		Clients/Patrons Office/agency requesting		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid D & 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	<b>Precious A. Quitola, RN</b>
2. State query/queries or reference questions.	2. Clarify and analyze queries to determine availability of IEC materials.	None	15 minutes	<b>Precious A. Quitola, RN</b>



3. Receive answer and or information source/s of the query/queries.	3. Identify and give available IEC materials to clients	None	15 minutes	<b>Precious A. Quitola, RN</b>
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	<b>Precious A. Quitola, RN</b>
<b>TOTAL:</b>			37 minutes	