

# **POTOTAN RURAL HEALTH UNIT BIRTHING CLINIC AND PRIMARY HEALTH CARE FACILITY**

## **POLICIES AND GUIDELINES**

**PREPARED BY:**

**RODINA P. MONDRAGON MD.MPM HSD, HAA  
MHO**

**APPROVED:**

**RAFAEL ENRIQUE P, LAZARO RMT  
MUNICIPAL MAYOR**

## PREFACE

## **ACKNOWLEDGEMENT**

## TABLE OF CONTENTS

<b>1. MISSION and VISION</b>	<b>1</b>
<b>2. POTOTAN RURAL HEALTH UNIT AND BIRTHING CENTER AND PRIMARY HEALTH CARE FACILITY PATIENTS RIGHTS AND ORGANIZATIONAL ETHICS</b>	<b>2</b>
<b>A. PATIENT RIGHTS AND RESPONSIBILITIES</b>	<b>3</b>
<b>B. INFORMED CONSENT FOR PROCEDURES OR REFUSAL TO CONSENT TO CARE</b>	<b>5</b>
<b>3. PATIENT CARE</b>	<b>7</b>
<b>A. HEALTH PROMOTION</b>	<b>7</b>
<b>B. POPULATION BASED PRIMARY CARE SERVICES</b>	<b>10</b>
<b>C. EPIDEMIOLOGIC SURVEILLANCE</b>	<b>11</b>
<b>D. DISEASE SURVEILANCE PROGRAM</b>	<b>13</b>
<b>E. HEALTH PROTECTION VECTOR CONTROL</b>	<b>25</b>
<b>F. ENVIRONMENT HEALTH</b>	<b>26</b>
<b>G. OCCUPATIONAL HEALTH</b>	<b>27</b>
<b>H. DISASTER RISK REDUCTION MANAGEMENT AND PREPAREDNESS</b>	<b>28</b>
<b>I. MUNICIPAL DISEASE SURVEILANCE ORGANIZATIONAL STRUCTURE</b>	<b>29</b>
<b>J. DENGUE ALERT LEVEL</b>	<b>32</b>
<b>K. ENVIRONMENTAL HEALTH</b>	<b>36</b>
<b>L. EMERGENCY PREPAREDNESS POTOTAN OPERATION CENTER</b>	<b>37</b>
<b>4. INDIVIDUAL BASE PRIMARY CARE SERVICE</b>	<b>46</b>
<b>A. HEALTH EDUCATION</b>	<b>46</b>
<b>B. MATERNAL</b>	<b>47</b>
<b>C. POSTPARTUM AND NEWBORN CARE</b>	<b>47</b>
<b>D. NEWBORN</b>	<b>48</b>
<b>E. FAMILY PLANNING SCHEDULE</b>	<b>49</b>
<b>F. MEDICAL CONSULTATION, MEDICAL SERVICE AND REFERRALS</b>	<b>52</b>
<b>G. DENTAL CONSULTATION</b>	<b>53</b>
<b>H. COMMUNITY BASE DRUG REHAB</b>	<b>54</b>
<b>I. MENTAL HEALTH</b>	<b>55</b>
<b>J. SUBSTANCE ABUSE</b>	<b>57</b>
<b>K. NUTRITION</b>	<b>59</b>
<b>L. MINOR SURGERIES</b>	<b>60</b>
<b>M. ADMINISTRATIVE SERVICES</b>	<b>61</b>
<b>A.1. ISSUANCE OF MEDICAL CERTIFICATE</b>	<b>61</b>
<b>A.2. MEDICOLEGAL CERTIFICATE</b>	<b>62</b>
<b>A.3. SANITATION INSPECTION AND ISSUANCE OF SANITARY PERMIT</b>	<b>63</b>
<b>N. SUPERVISORY SERVICES</b>	<b>64</b>

A.1. PATIENT NAVIGATION IN ITS PRIMARY CARE PROVIDER NETWORK -----	64
A.2. SUPERVISIONS OF BARANGAY HEALTH STATION -----	65
A.3. SUPERVISION OF OTHER HEALTH WORKERS IN PCF -----	66
<b>5. HUMAN RESOURCE MANAGEMENT -----</b>	<b>67</b>
<b>A. BACKGROUND OF THE STUDY -----</b>	<b>67</b>
<b>B. SYSTEM DIAGNOSIS -----</b>	<b>68</b>
<b>C. STRATEGIC FRAMEWORK FOR HRH -----</b>	<b>69</b>
<b>D. STRATEGIC PLANNING GUIDELINE FOR HEALTH HUMAN RESOURCE-----</b>	<b>70</b>
<b>E. MICROLEVEL MANAGEMENT: FACILITY PRACTICE -----</b>	<b>71</b>
<b>F. PROBLEM STATEMENT -----</b>	<b>71</b>
<b>G. ANALYSIS OF ROOT CAUSE -----</b>	<b>72</b>
<b>H. MEASURES OF SUCCESS USING DMAIC MODEL -----</b>	<b>73</b>
<b>I. CREATING CLIMATE FOR CHANGE -----</b>	<b>74</b>
<b>6. INFORMATION MANAGEMENT -----</b>	<b>89</b>
<b>A. POLICIES AND PROCEDURES ON RECORD STORAGE, SAFEKEEPING,     MAINTENANCE AND RETENTION -----</b>	<b>89</b>
<b>B. POLICIES ON RECORD DISPOSITION SCHEDULE OF MEDICAL RECORDS -     -----</b>	<b>90</b>
A.1. MANAGING RHU RECORDS -----	92
TREATMENT OF VALUELESS RECORDS-----	92
A.2. DISPOSAL OF DAMAGED PUBLIC RECORDS THAT HAVE NOT YET PASSED THEIR PRESCRIBED RETENTION PERIODS -----	93
1. GENERAL POLICY AND PROCEDURE-----	94
2. MANAGING RHU RECORDS -----	95
3. RECORD DISPOSITION -----	97
4. PROCESS FLOW OF SCHEDULE OF RECORDS RETENTION AND DISPOSITION -----	98
5. INVENTORY OF RECORDS -----	99
6. BORROWING AND RETRIEVAL -----	100
<b>7. SAFE PRACTICE AND ENVIRONMENT -----</b>	<b>103</b>
<b>A. INCIDENT REVIEW POLICY -----</b>	<b>103</b>
<b>B. HANDLING COMPLAINTS POLICIES AND PROCEDURES -----</b>	<b>105</b>
<b>C. PRESENCE OF MANAGEMENT PLAN POLICY AND PROCEDURE ON     PERSONNEL AND PATIENT SAFETY -----</b>	<b>108</b>
<b>D. POLICY ON BUILDING MAINTENANCE -----</b>	<b>111</b>
<b>E. SAFETY PROGRAM ON EMERGENCY AND DISASTER PREPAREDNESS -----</b>	<b>115</b>
A.1. GETTING URGENT REPAIRS DONE -----	122
<b>F. INFECTION CONTROL, PREVENTION AND TREATMENT OF NEDDLE STICK     INJURY -----</b>	<b>123</b>
<b>G. NEEDLE STICK INJURY -----</b>	<b>127</b>
<b>H. NATIONAL TUBERCULOSIS CONTROL PROGRAM -----</b>	<b>128</b>
<b>I. PHARMACEUTICAL AND SUPPLY AND LOGISTICS -----</b>	<b>160</b>
<b>J. FOOD SAFETY MEASURES -----</b>	<b>166</b>

<b>8. Policies And Procedure On Supply Chain Management Inventory And Stock Outs Of The Primary Health Care Facility-----</b>	<b>174</b>
<b>9. INFECTION CONTROL -----</b>	<b>177</b>
<b>10. CONSULTATION PROCEDURES-----</b>	<b>181</b>
<b>11. CONTINUOUS QUALITY IMPROVEMENT -----</b>	<b>183</b>
<b>A. SUSTAINING CHANGES -----</b>	<b>184</b>
<b>12. POLICIES AND PROCEDURES ON CLEANING, DRYING, PACKAGING AND STERILIZING OF EQUIPMENT, INSTRUMENT AND SUPPLIES -----</b>	<b>185</b>
<b>13. POLICY ON POTOTAN RURAL HEALTH UNIT BIRTHING CLINIC AND PRIMARY HEALTH CARE FACILITY ON DISPOSAL OF MEDICAL AND NON-MEDICAL WASTE - -----</b>	<b>191</b>