



Republic of the Philippines
MIMAROPA REGION
PROVINCE OF OCCIDENTAL MINDORO
PROVINCIAL HEALTH OFFICE



CITIZEN'S CHARTER
PHO-Preventive and Promotive Health Service Division

I. MANDATE

Based on the approved Organizational Structure of the PHO-Preventive and Promotive Health Service Division, the office is mandated to effectively implement the field health programs in the province in coordination with the different Local Government Health Units. Likewise, it shall monitor and evaluate processes, update knowledge on health care, maintain facilities and equipment to comply with the strategic framework in line with the **Universal Health Care Act** implementation.

II. VISION

A responsive and functional provincial health system to achieve **EQUITY**.

Engage Local Government Units and other stakeholders in a systematic and organized Service Delivery Network

Quality services and health products at all levels of care

Universal Health Care coverage

Interventions to improve performance accountability

Timely surveillance, monitoring and reviews

Yearly assessment of health resources and investments for the poor, marginalized, and vulnerable population

III. MISSION

To provide full array of health services in the province of Occidental, Mindoro by trained health professionals. It caters to the preventive, promotive, curative, palliative, and rehabilitative needs of the populace through its institutionalized health system

IV. SERVICES

- A. Plan, implement, monitor, and evaluate the national and local activities of the following:**
 - a. Programs and Projects**
 - i. Communicable and Non-Communicable Diseases**
 - ii. Health Education and Training**
 - b. Primary Health Care**
 - i. Maternal and Child Health**
 - ii. Family Planning**
 - iii. Oral Health**
 - c. Nutrition**
 - d. Regulatory**
 - i. Environmental Health and Sanitation**
 - ii. Environmental Issuances based on the Sanitation Code of the Philippines**
- B. Ensure timely surveillance activities, prompt reporting of notifiable, emerging, and re-emerging diseases through an established database system**
- C. Formulate plan of activities as mandated by the Provincial Government and Department of Health**
- D. Implement planning, coordination, and execution of administrative services that support office operations encompassing areas of financial management, information management, facilities management, to support the general services of the office.**

V. SERVICE FLOW


Requirements	Type of Client	Steps/Procedure	Total Processing Time	Person Responsible
COVID-19 Surveillance				
<ul style="list-style-type: none"> • Checking of Case Investigation Form (CIF) 	MHO Staff	<ul style="list-style-type: none"> • Submit copies of CIF for checking • Wait for any corrections or lacking data needed in the form 	10-15 minutes per facility	Surveillance staff
Vaccination and other Program Commodities				
<ul style="list-style-type: none"> • Submission of vaccines or other logistics request prior to pick-up 	MHO Staff	<ul style="list-style-type: none"> • Look for the vaccine in-charge and proceed to the Cold Chain Facility (OMPH) • Present the request form and receive the desired number of vaccine allocation 	30-45 minutes	Provincial Vaccination Focal Person, Cold Chain Facility In-charge
<ul style="list-style-type: none"> • Make a call to PHO-PPHSD warehouse staff/program coordinator prior to pick-up of commodities 	MHO Staff, Hospital Staff	<ul style="list-style-type: none"> • Look for warehouse staff/program coordinator and proceed to the warehouse • Receive the commodity allocation 	30-45 minutes (depending on the number of commodity allocation)	Warehouse staff, Program Coordinator

Documents for Signature of the Head of Office/ Document for endorsement to the Office of the Provincial Governor or Provincial Administrator's Office				
<ul style="list-style-type: none"> • Submit documents to the secretary of the PHO 	PHO-PPHSD Staff Hospital Staff	<ul style="list-style-type: none"> • Present the document to the PHO secretary and explain its details • Wait for other queries by the PHO 	3-10 minutes (depending on the details of the document)	PHO PHO Secretary

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