

Unit: **Central Luzon State University Infirmary**

Service: **Simple/Uncomplicated Medical/Health Consultation and Request for Medical Certificate**

Service Availability: **24 Hours; Medical certificate during office hours only**

Requirements: **Personal Appearance**

Duration: **18 Minutes (under normal circumstances)**

Fee: **Free for CLSU Constituents or Php 150.00**

STEP	CLIENT/PATIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEEES AND CHARGES	FORM/S
1	Request simple consultation or medical certificate	Make or retrieve a health card, interview and observe the client while obtaining the vital signs and accomplishing the health card and/or medical certificate.	5 minutes	Nurse-On-Duty (NOD) or Nursing Aide (NA)		None
2	Proceed to the physician as directed.	Examine, assess, advise and prescribe medicine and give instruction to the patient and/or issue medical certificate.	6 minutes	Physician-On-Duty (POD)		None
3	Pay to the cashier (Skip to 4 if University constituent)	Receive payment and issue receipt.	5 minutes	Infirmary Cashier	150.00	None
4	Return health card to the nurse station	Record the procedure and file the health card.	2 minutes	NOD/NA		None

End of Transaction = 18 minutes