



MANILA HEALTH DEPARTMENT



I. Mandate

The enactment of Commonwealth Act No. 561, creating the City Health Department and Welfare, now Manila Health Department, on July 1, 1940. Previous to this, the public health services were therefore performed by the national government thru the Bureau of Health.

II. Vision

To be a strong dominant force in the health care system by providing high standard of health care services worthy of recognition and emulation.

III. Mission

Conduct health care service in the highest form of professionalism guided by the standard of competencies, integrity and excellence.

IV. Service Pledge

Recognizing the need to address the complexities of health problems, the Manila Health Department has committed itself to function as Guardian of Health of Manilans through promotive, preventive, curative and rehabilitative aspect of public health within the gamut of Maternal and Child Care, School Health Supervision, Disease Control, Sanitation and Proper Cadaver Management, thus making it a Caring Organization of service from Womb to Tomb.



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Division of Sanitation External Services



I. Issuance of Health Certificate

Health certificates are required for job seekers and businesses within the City of Manila.

Office or Division:	Division of Sanitation
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Job seekers in Manila area Businesses within Manila area

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Sputum Examination or Chest X-ray result (within 6months from date of examination)		Any DOH-accredited laboratories located in the National Capital Region		
Stool Examination or Fecalalysis Result (within 6months from date of examination) – for Food Handlers only		Any DOH-accredited laboratories located in the National Capital Region		
Drug Test Result in IDTOMIS-generated(valid for 1 year)		Public Health Laboratory (PHL) located at Quiricada, Sta. Cruz, Manila		
Community Tax Certificate or Cedula		City Treasurer's Office-Division of Accountable Forms		
Official Receipt		City Treasurer's Office-Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Assistant II Sanitation Inspector III Sanitation Inspector VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	New Applicant: PHP 100.00 Renewal: PHP 100.00+ surcharge renewal Surcharge renewal fee *If applicant failed to renew before	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>



		<p>Jan.20 an additional of +25% of PHP100.00 will be the charge for the renewal fee</p> <p>**And +2% of PHP 100 for every succeeding month for failure to comply to the renewal</p>		
3. Submit required documents for initial assessment and verification	<p>3. Receive the required documents and check for completeness</p> <p>3.1 Check Official Receipt</p>	NONE	2 Minutes	<p>Frontliners available at the time:</p> <p><i>Administrative Assistant II</i></p> <p><i>Sanitation Inspector III</i></p> <p><i>Sanitation Inspector VI</i></p>
4. Proceed for training (for new applicant) for orientation seminar	4. Conduct orientation seminar for ne applicants	NONE	45 Minutes	<i>Sanitation Inspector VI</i>
<p>5. Proceed to biometrics</p> <p>*Pay the service fee fo picture taking (authorized service provider)</p>	5. Get biometrics of the applicants	<p>PHP 60.00 per transaction</p> <p>(**for renewal of service provider for year 2020**)</p>	5 Minutes	<i>Service Provider</i>
6. Get Health Certificate Card	6. Issuance of Health Certificate Card	NONE	5 Minutes	<i>Service Provider</i>
Total Processing Time			1 Hour and 4 Minutes	



Office of Public Cemeteries

External Services



I. Burial Permit

Requirement needed for burying the deceased in the cemetery in the City of Manila

Office or Division:	Office of Public Cemeteries
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature			Hospital Funeral concerned	
Official Receipt			City Treasurer's Office-Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 300.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
3. Register to Local Civil Registry the Death Certificate	3. Receive the document and check for completeness 3.1 Processing of registration	NONE **if to secure Certified True Copy PHP 50.00 **Rush Certified True Copy PHP 100.00	10 Minutes	Local Civil Registry <i>Cashier/Bonded Officer</i>
3. Proceed to Public Cemeteries office for the issuance of Burial Permit	4. Check Official receipt 4.1 Issuance of Burial Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time			22 Minutes	



II. Entrance Burial Permit

Requirement needed for burying the deceased who died outside Manila in the cemeteries of the City.

Office or Division:		Office of Public Cemeteries		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature		Hospital Funeral concerned		
Death Certificate must be registered to municipality where the deceased died **Certification of Cremation if cremated		Municipality concerned		
Official Receipt		City Treasurer's Office-Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 500.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
3. Proceed to Public Cemeteries office for the issuance of Entrance Burial Permit	3. Check Official receipt 3.1 Issuance of Burial Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		12 Minutes		



III. Transfer Permit

Requirement needed for burying the deceased outside the City of Manila.

Office or Division:		Office of Public Cemeteries		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature			Hospital Funeral concerned	
Official Receipt			City Treasurer's Office-Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 300.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
3. Register to Local Civil Registry the Death Certificate	3. Receive the document and check for completeness 3.1 Processing of registration	NONE **if to secure Certified True Copy PHP 50.00 **Rush Certified True Copy PHP 100.00	10 Minutes	Local Civil Registry <i>Cashier/Bonded Officer</i>
4. Proceed to Public Cemeteries office for the issuance of Transfer Permit	4. Check Official receipt 4.1 Issuance of Burial Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:			22 Minutes	



IV. Cremation Permit

Requirement needed for the cremation of the deceased.

Office or Division:	Office of Public Cemeteries
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Resident's only

CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature			Hospital Funeral concerned	
Funeral Contract Contract must be below Php 10,000.00			Funeral concerned	
Birth or Marriage Certificate			Local Civil Registry	
Valid ID			Government Issued ID	
Community Tax Certificate or Cedula			City Treasurer's Office-Division of Accountable Forms	
Certificate of Indigency			Baranggay and MDSW	
Letter of Approval			City Administrator	
Affidavit of Request for cremation with Authorization			Office of Public Cemeteries	
Affidavit of Undertaking			Office of Public Cemeteries	
Official Receipt			City Treasurer's Office-Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 300.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
3. Register to Local Civil Registry the Death Certificate	3. Receive the document and check for completeness	NONE **if to secure Certified True Copy PHP 50.00 **Rush Certified	10 Minutes	Local Civil Registry <i>Cashier/Bonded Officer</i>



	3.1 Processing of registration	True Copy PHP 100.00		
4. Proceed to Public Cemeteries office and submit required documents 4.1 Issuance of Cremation Permit	4. Check Official receipt 4.1 Check submitted requirements for completeness 4.2 Issuance of Burial Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		22 Minutes		



V. Entrance Cremation Permit Chinese Cemetery

Requirement needed for the entry of the cremated deceased in a Chinese Cemetery in the City of Manila.

Office or Division:	Office of Public Cemeteries
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature		Hospital Funeral concerned		
Official Receipt		City Treasurer's Office-Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 300.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
3. Proceed to Public Cemeteries office for the issuance of Entrance Cremation Permit Chinese Cemetery	3. Check Official receipt 3.1 Issuance of Burial Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		12 Minutes		



VI. Transit Permit

Requirement needed for transit of deceased to and from the City of Manila.

Office or Division:	Office of Public Cemeteries
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature		Hospital Funeral concerned		
Photocopy of Certificate of Embalmer or Certificate Cremation(if Cremated)		Funeral concerned Where Cremation is conducted		
Photocopy of Passport		Issuing Office of Passport		
Request Letter Address to City Health Officer				
Official Receipt		City Treasurer's Office-Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 1,000.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
3. Proceed to Public Cemeteries office for the issuance of Transit Permit	3. Check Official receipt 3.1 Issuance of Burial Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:			12 Minutes	



VI. Change Permit

Requirement needed for transferring the deceased from North to South Cemetery or vice versa.

Office or Division:	Office of Public Cemeteries
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature		Hospital Funeral concerned		
Official Receipt		City Treasurer's Office-Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 100.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
3. Proceed to Public Cemeteries office for the issuance of Change Permit	4. Check Official receipt 4.1 Issuance of Burial Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		12 Minutes		



VII. Construction Permit

Requirement needed for constructing the burial site

Office or Division:	Office of Public Cemeteries
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature		Hospital Funeral concerned		
Title or Transfer of Rights				
Official Receipt		City Treasurer's Office-Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cemetery to fill up Construction Permit	1. Provide forms to fill up for Construction Permit	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees at the City Treasurer's Office *Make sure to secure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue Official Receipt	PHP 300.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
4. Proceed to Cemetery and present Official Receipt	4. Check Official receipt 4.1 Issuance of Construction Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		14 Minutes		



VIII. Exhumation Permit

Requirement needed for constructing the burial site

Office or Division:	Office of Public Cemeteries
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Death certificate- complete details, with signature of attending physician and embalmer If for medico-legal-must be attested by Medico-Legal Officer and with Signature		Hospital Funeral concerned		
Official Receipt		City Treasurer's Office-Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cemetery to fill up Exhumation Form Permit	1. Provide forms to fill up for Exhumation Form Permit	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees at the City Treasurer's Office *Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue Official Receipt	PHP 300.00	5 Minutes	City Treasurer's Office <i>Cashier/Bonded Officer</i>
4. Proceed to Cemetery and present Official Receipt	4. Check Official receipt 4.1 Issuance of Construction Permit	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		14 Minutes		



Division of Preventable Diseases External Services



I. Patients Bitten by Dog/Cat

Prophylaxis Treatment for patients bitten by dog or cat

Office or Division:	Division of Preventable Diseases
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Resident's only

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Valid ID- Voter's ID, SSS ID, GSIS ID, 4PS		Issuing Office		
Barangay Certificate		Barangay Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get patient/ treatment number	1. Issue patient/ treatment number	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i>
	1.2 Admission of patient 1.3 Categorization of bite 1.4 Health Teaching on Responsible Pet Ownership		5 Minutes	<i>Nurse III Nurse V</i>
2. Proceed to Treatment Room Animal Bite Management	2. Give Prophylaxis Treatment	NONE	5 Minutes	<i>Nurse III Nurse V</i>
Total Processing Time:		15 Minutes		



Division of Public Health Laboratory External Services



I. Request for Drug Testing

Required for job seekers and businesses within the City of Manila.

Office or Division:		Division of Public Health Laboratory		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Government issued ID		Issuing Office		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment **if drug test is request from Barangay Bureau the drug test is free of charge	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 250.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Bonded Officer</i>
2. Accomplish drug testing form	2. Check for completeness of answer in drug testing form	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Collection of sample (urine 60 ml.)	3. Collection of sample	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
	3.1 Testing of collected sample	NONE	2 Days	<i>Medical Technologist II</i> <i>Medical Technologist III</i>
4. Proceed to biometrics	4. Get biometrics of applicants	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
5. Get Drug Test Result	5. Releasing and issuance of Drug Test Result (release the next day)	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		2 days and 24 Minutes		



II. Request for Water Analysis

To ensure and maintain the highest water quality in the City of Manila

Office or Division:	Division of Public Health Laboratory
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		Division of Sanitation		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment	1. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV Administrative Aide VI</i>
2. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	Water Refilling stations: Water Examination Only: PHP 250.00 HPC: PHP 250.00 Food Establishments Schools/Private: Water Examination Only: PHP 250.00 Regular Sampling Point: Free	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
3. Collection of sample	3. Testing of collected sample	NONE	5 Days	<i>Medical Technologist II Medical Technologist III</i>
4. Get Result	4. Releasing and issuance of Result	NONE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV Administrative Aide VI</i>
Total Processing Time:		5 days and 9 Minutes		



III. Laboratory Tests for Applicants of City Positions

Part of the requirement of City Applicants.

Office or Division:	Division of Public Health Laboratory
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	Urinalysis: PHP 50.00 CBC: PHP 60.00 RPR: PHP 100.00 Blood Typing: PHP50.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
4. Collection of sample	4. Blood extraction and submission of Urine sample 4.1 Testing of collected sample	NONE	2 Days	<i>Medical Technologist II</i> <i>Medical Technologist IV</i>
5. Result released to City Government Employee's Clinic	5. Releasing and issuance of Result	NONE		Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		2 days and 6 Minutes		



IV. Laboratory Tests for Applicants of Health Certificates

Health certificates are required for job seekers and businesses within the City of Manila.

Office or Division:		Division of Public Health Laboratory		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office		
Stool and Sputum Specimen		Care of Applicant		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	Food Handlers: Sputum PHP 45.00 Stool PHP 40.00 Non-Food Handlers: Sputum PHP 45.00	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV/ Bonded Officer</i>
4. Submission of specimen	4. Receiving of stool and sputum specimen 4.1 Testing of collected specimen	NONE	34 minutes	<i>Medical Technologist II</i> <i>Medical Technologist II</i>
5. Result released to Division of Sanitation	5. Releasing and issuance of Result	NONE		Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:			43 Minutes	



V. Blood Chemistry Examinations

Patients referred by health centers.

Office or Division:		Division of Public Health Laboratory		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	Senior Citizens: FREE FBS PHP 80.00 Creatinine PHP 80.00 Cholesterol PHP 80.00 Uric Acid PHP 80.00 TG PHP 1200.00 SGOT/AST PHP 80.00 SGPT/ ALT PHP 80.00 HDL/LDH PHP 120.00 OGTT PHP 160.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/ Bonded Officer</i>
4. Collection of sample	4. Blood extraction and submission of sample 4.1 Testing of collected sample	NONE	5 Minutes 2 Days	<i>Medical Technologist II</i> <i>Medical Technologist IV</i>
5. Releasing of result	5. Releasing of result	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV & VI</i>
Total Processing Time:		2 Days and 13 Minutes		



VI. Serology Examinations

Patients referred by Manila Social Hygiene.

Office or Division:		Division of Public Health Laboratory		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	HIV Testing: FREE HbsAg PHP 200.00 RPR PHP 100.00 RPR Quanti PHP 160.000.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
4. Collection of sample	4. Blood extraction and submission of sample 4.1 Testing of collected sample	NONE	5 Minutes 2 Hours	<i>Medical Technologist II</i> <i>Medical Technologist III/IV</i>
5. Releasing of result	5. Releasing of result	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		2 Hours and 13 Minutes		



VII. Bacteriology Examinations

Patients referred by health centers.

Office or Division:		Division of Public Health Laboratory		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office/Govt./Private MD's		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	GRAM STAIN PHP 50.00 KOH PHP 50.00 TZANCK Smear PHP 100.00 (NSS) WET SMEAR PHP 30.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
4. Collection of sample	4. Testing of collected sample	NONE	GRAM SATIN 1 Hour KOH TZANCK Smear (NSS) Wet Smear 3 Days	<i>Medical Technologist II</i> <i>Medical Technologist III</i>
5. Releasing of result	5. Releasing of result	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		3 Days and 8 Minutes		



VII. Bacteriologic Culture and Sensitivity

Patients referred by health centers.

Office or Division:		Division of Public Health Laboratory		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office/Govt./Private MD's City		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	Culture Only PHP 150.00 Culture and Sensitivity PHP 300.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
4. Collection of sample	4. Testing of collected sample	NONE	Culture Only 5 Working Days Culture and Sensitivity 7 Working Days	<i>Medical Technologist III</i> <i>Medical Technologist IV</i>
5. Releasing of result	5. Releasing of result	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		7 Days and 8 Minutes		



VIII. Clinical Microscopic Examinations

Patients referred by health centers.

Office or Division:	Division of Public Health Laboratory
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	Urinalysis/ Fecalysis for Senior: FREE Urinalysis PHP 50.00 Pregnancy Test PHP 70.00 Food Handlers: Fecalysis PHP 40.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
4. Collection of sample	4. Testing of collected sample	NONE	Urinalysis/ Fecalysis for Senior Urinalysis Pregnancy Test Release at 3PM (same day) Food Handlers: Fecalysis Release Next day	<i>Medical Technologist II</i> <i>Medical Technologist III</i>
5. Releasing of result	5. Releasing of result	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		1 Day and 8 Minutes		



IX. Hematology Examinations

Patients referred by health centers.

Office or Division:		Division of Public Health Laboratory		
Classification		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	CBC PHP 60.00 PBC PHP 60.00 Blood Typing PHP50.00 PC PHP 60.00 Rh PHP 50.00 CT/ BT PHP 80.00	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
4. Collection of sample	4. Extraction and testing of collected sample	NONE	CBC PBC 2 Days Blood Typing PC Rh CT/ BT Release at 3PM	<i>Medical Technologist II Medical Technologist III</i>
5. Releasing of result	5. Releasing of result	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV VI</i>
Total Processing Time:		2 Days and 8 Minutes		



X. Pap Smear

Patients referred by health centers.

Office or Division:	Division of Public Health Laboratory
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Form		City Personnel Office		
Official Receipt		PHL-Administrative Aide IV/Bonded Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form	1. Check submitted request form	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
2. Secure Order of Payment	2. Issue of Order of Payment	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
3. Pay required fees *Make sure to secure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment 2.1 Issue Official Receipt	Walk in Patients PHP 100.00 Patients from Health Center FREE	5 Minutes	Frontliners available at the time: <i>Administrative Aide IV/Bonded Officer</i>
4. Collection of sample	4. Testing of collected sample	NONE	5 Days	<i>Medical Technologist IV</i> <i>Medical Technologist III</i>
5. Releasing of result	5. Releasing of result	NONE	2 Minutes	Frontliners available at the time: <i>Administrative Aide IV</i> <i>Administrative Aide VI</i>
Total Processing Time:		5 Days and 11 Minutes		



Health District/ Centers External Services



I. Check Up/ Sputum Collection/ Tutok Gamutan

Service offered for the mass to address their health problems.

Office or Division:	Health District/Centers
Classification	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.M.				
1. Get patient/ treatment number	1. Issue patient/ treatment number 1.2 Admission of patient	NONE	5 Minutes 5 Minutes	Frontliners available at the time: <i>Barangay Health Worker</i> <i>Nurse III</i>
2. Consultation	2. Medical Consultation, TB Patients, Well Bab/ Post Natal Check Up 2.1 Immunization Schedule(Pentahib/ OPV/ IPV/ MCV/ PCV) 2.2 Dental Services- Check Up/ Oral Prophylaxis/ Dental Filling/ Tooth Extraction	NONE	10 Minutes	<i>Medical Officer IV or Medical Officer III</i>
			5 Minutes	<i>Nurse III Nurse IV</i>
			40 Minutes	<i>Dentist II or Dentist III</i>
3. Attend/Listen to lecture	3. Give lecture/ Health 3.1 TB Orientation/ PICT (HIV Testing) 3.2 Tuberculin Skin Testing(TST)	NONE	10 Minutes	<i>Nurse III Nurse IV</i>
Total Processing Time:			1 Hour and 15 Minutes	



P.M.				
1. Get patient/ treatment number	1. Issue patient/ treatment number 1.2 Admission of patient	NONE	5 Minutes 5 Minutes	Frontliners available at the time: <i>Barangay Health Worker Nurse III</i>
2. Lecture/ Check Up	2. Pre Natal Clinic Lecture (Family Planning) 2.1 Pre Natal Check Up (Pap Smear) 2.2 Pre Natal Dental Check Up	NONE	15 Minutes 15 Minutes 15 Minutes	<i>Nurse III Nurse IV Midwife III Dentist II or Dentist III</i>
Total Processing Time:			55 Minutes	



City Government Employees Clinic Internal Services



I. Check Up/ Physical Examination for Employment

Service offered for the employees to address their health problems.

Office or Division:	City Government Employees Clinic
Classification	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get patient card/ treatment number	1. Issue patient/ treatment number	NONE	3 Minutes	Frontliners available at the time: <i>Clerk/Nursing Aide</i>
	1.2 Admission of patient Vital sign, blood pressure and temperature		5 Minutes	<i>Nurse III or Nurse IV</i>
3. Consultation	2. Medical Consultation, Examination, Assesment and Treatment	NONE	10 Minutes	<i>Medical Officer IV or Medical Officer III</i>
	2.1 Optometry		10 Minutes	Optometrist
	2.2 Ophthalmology		20 Minutes	Ophthalmologist
	2.3 Dental Services- Check Up/ Oral Prophylaxis/ Dental Filling/ Tooth Extraction		40 Minutes	<i>Dentist II or Dentist III</i>
	2.4 Psychology Examination		2 Hours	<i>Psychologist</i>
Total Processing Time:			1 Hour and 30 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	be send to the Manila HealthDepartment-
How feedbacks are processed	<p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, client may contact the following telephone number: 8527-0915</p>
How to file a complaint	<p>The client can file a complaint thru email format or can be send to the Manila HealthDepartment-Records Section.</p> <p>Contact info: 8527-0915 mhdrecords0701@gmail.com</p>
How complaints are processed	<p>Upon evaluation, there will be an investigationand the complaint will be forwarded to the relevant office for their explanation.</p> <p>Results of the investigation and the fact finding will be submitted to the Head of Agency for appropriate action.</p> <p>The client will be receiving the feedback regarding their complaints thru the MHD-Administrative Section.</p> <p>For inquiries and follow-ups, client may contact the following telephone number: 8527-0915/8524-9251</p>
Contact informantion of MHD CHO, MHD-Aministrative Section, MHD-Records Section	<p>MHD CHO:5310-2154 MHD Administrative Section: 8524-9251 MHD Records Section: 8527-0915</p>



LIST OF OFFICES

Office	Address	Contact Information
Division of Sanitation	Rm 131 Ground Flr., Manila Health Department, Manila Cityhall	5310-1198
Office of Public Cemeteries	Rm 120 Ground Flr., Manila Health Department, Manila Cityhall	8527-4941/5310-1321
Division of Preventable Diseases		
Division of Public Health Laboratory	Quiricada St., Sta. Cruz, Manila	5310-1329
Health District I Aurora Quezon HC & LIC Tondo Foreshore HC & LIC Bo. Fugoso HC & LIC Dagupan HC J. Posadas HC Velasquez HC Vitas HC Bo. Magsaysay HC Smokey Mountain HC & LIC Parola HC	459 Francisco St., Tondo, Manila Pacheco Street, Tondo Manila 971 Lualhati & Matiisin Sts 324 Mercado Street Nepa Cor. Rodriguez Sts. Nepomuceno cor, F. Varona St VIB Compound, Vitas St Herbosa St. Cor Maharlika St. Permanent Housing (Bgy 128), Balut Area B Parola Pier II, Tondo	8252-2945/ DHO1MHD@yahoo.com 8254-5064 8524-5760 8475-9303/8475-8310 8254-3684 8523-9398 8253-0054 8256-8124 8425-6556 8984-2345
Health District II Tondo HC Bo. Obrero HC Atang Dela Rama HC & LIC R. Magsaysay HC Tayabas HC Aurora HC Palomar HC Patricia HC	1956 Juan Luna Street 3216 Narra Street 424 Pampanga Street 2575 Jose Abad Santos St. 2221 Molave cor Batangas St 1752 Biak Na Bato St 1103 Cm Recto near J.A. Santos Flora Street, Gagalangin	8256-0908/ mhddist2@yahoo.com 8253-9524 5365-5236 8253-9013 8256-1052 8252-1401 5310-1327 5310-1336 8494-3754
Health District III F. Lanuza HC & LIC		5310-1250/ mhddist3@gmail.com



<p>Dimasalang HC A. Mabini HC Meisic HC San Nicolas HC San Sebastian HC V.L. Fugoso HC Barangay 310</p>	<p>1533 Alvarez St., Sta. Cruz, Manila Isagani Cor. Tiago Sts, Sta. Cruz 899 G. Puyat St., Quiapo 627 B. Insular cor Veronica Sts. 521 Asuncion St., Binondo 47 Plaza Del Carmen, Quiapo Aragon cor. A. Lacson Sts, Sta. Cruz Bgy 310 Sports Complex</p>	<p>5310-1325/8711- 8205 8711-2849/5310- 1308 8735-7131/5310- 1311 8244-2108/5310- 1312 8243-3593/5310- 1320 8734-8754/5310- 1321 8740-7470/5310- 1330</p>
<p>Health District IV D. Belmonte HC M. Earnshaw HC Ma. Clara HC & LIC F. Legarda HC D. Santiago HC Calabash HC Dapitan HC Paltoc HC Luzviminda HC Mariano F. Jhocson HC San Diego HC J. Fajardo HC</p>	<p>1648 P. Florentino St., Sampaloc 677 M. Earnshaw St. Prudencio cor. Ma. Clara Sts 477 Quintos St., Sampaloc 844 D. Santiago Street 211 Calabash Road P. Margal nr Instruccion Sts Pureza cor San Jose Sts Luzon cor Cebu Sts Legarda corner Jhocson 1449 Saan Diego Sts Lacson St. Cor J. Fajardo St</p>	<p>5310-1251/ mhddist4@yaho o.com 8731-3632/5310- 1315 8749-8273/5310- 1316 8731-2661 8781-2456 8713-0848/8254- 0629 8781-2024 8741-2078/5310- 1317 8715-0356/5310- 1318 8715-5047 8254-0629 5310-1331</p>
<p>Health District V Rosario Reyes HC J. Fabella HC M. Icasiano HC & LIC Paco HC P. Gil HC</p>	<p>627 San Andres, Manila 1004 Fermin St. Singalong 1806 Pedro Gil St., Paco 1427 Pres. Quirino Ave., Ext. Paco</p>	<p>5310-1322/ hdv_districtoffice @yahoo.com 8559-7798 8523-2857/5310- 1297 8564-0779/8563- 6678</p>



Buhay Mahalaga HC Baseco HC C. Aquino HC & LIC Intramuros HC San Andres HC	1423 A. Francisco cor. Perlita, San Andres Arellano St. Sta. Ana Bgy 649 Baseco Port Area Baseco Compound, Port Area Baluarte de San Andres Muralla St. 1313 Wesa St. Malate	8563-2321 8563-7866/8563-9713 8473-8591 8494-3471 5310-1335
Health District VI San Miguel HC Bacood HC Esperanza HC Isidro Mendoza HC J. Vicencio HC A.H. Lacson HC Bagong Barangay HC & LIC Bagong Lipunan HC Kahilum HC Pamana HC	3312 Padilla St. San Miguel Lakay cor. Dalisay Sts Sta. Mesa 286 Teresa St. Old Sta. Mesa 2158 Jesus St. Pandacan 390 A. Bautista At. Sta. Ana Plaza Hugo, Sta. Ana Bgy. Comp. Zamora, Pandacan Certeza St. Beata, Pandacan Kahilum cor. Feliz Sts.Pandacan Damka St. Sta. Mesa	5310-1252/ mhd_distrist6@y ahoo.com 8736-0360/5310-1334 8714-6869 8715-7028 8563-3273/5310-1324 8534-6807 8563-4257 8563-0194 8564-8401 8716-1370
City Govt., Employees Clinic	Ground Floor City Hall, Manila	8527-4960